

Ref: **MAN/00018988**

Enquiry by Dr Roy Schestowitz

**Complaint investigation undertaken by Niall Bancroft, NHS Complaints Officer,
Manchester Feedback and Complaints Service.**

Thank you for your correspondence dated 15 November 2021 concerning communication issues with Yorkshire Health Solutions, as you were on hold for 4 hours, when you called the service, but were still unable to reach anyone.

As part of my investigation I have received information from:

- **Ms Joanne Holgate, Director, Yorkshire Health Solutions (YHS)**

I have now investigated the issues you have raised, and I have outlined the findings of my investigation below.

Ms Holgate would like to thank you for bringing your experience to her attention and would like to apologise for the distress caused. Yorkshire Health Solutions (YHS) take care to ensure that important matters such as this, when acceptable standards have not been met, are investigated, and managed appropriately.

YHS have trialled different methods for their telephone system and acknowledge that it is an ongoing issue, which they are continuously in discussion about with their telephony provider. YHS appreciate this is extremely frustrating for patients trying to contact the service and Ms Holgate can assure you that they are looking into this issue as a matter of urgency.

To improve the communication with patients, regarding wait times for calls to be answered, YHS trialled using an automated wait time on the voice message; however, this was constantly changing due to the length of the previous call. Since then, YHS have now initiated a queue function on their telephone systems, which states the position the patient is in the queue for their call to be answered.

In addition to the queue function, due to the high volume of calls the service is receiving, YHS have created an email through which patients can request a call back. YHS have designated some staff to answering telephone calls, whilst other staff solely respond to emails. The service is receiving a large number of emails per day, and Ms Holgate is sorry if you have contacted them via email and not had a timely response, but Ms Holgate would like to assure you they do aim to respond to all emails within 5 working days. The email address you can contact YHS on is enquiries@yorkshirehealthsolutions.co.uk

Finally, YHS have also changed the way they work with regards to patients contacting the service to make an appointment. Going forward, to improve the speed and efficiency of the booking process, YHS will contact patients initially to book their appointment rather than patients having to contact YHS.

I understand you have now been provided with an appointment, which I am glad to hear; however, I appreciate this will still not change your experience and it is not acceptable you had to face such long waits on hold, in trying to secure this appointment and I sincerely apologise for this.

Once again, Ms Holgate also passed on her sincere apologies for the update and distress caused and would like to assure you YHS is actively working to improve patient experience. Your complaint has been invaluable to enable YHS to continue to improve their services.

YHS have fully upheld your complaint and, because of your complaint and to prevent a recurrence, the following actions have been implemented:

- YHS have created an email through which patients can request a call back.
- YHS have changed the way the service works with regards to patients contacting the service to make an appointment. Going forward, YHS will contact patients initially to book their appointment rather than patients having to contact YHS.

I do hope you feel your complaint has been thoroughly investigated; however, if you remain dissatisfied with this response, the cover letter attached to this complaint report provides further details on next steps.

Niall Bancroft
NHS Complaints Officer
Manchester Feedback and Complaints Service, on behalf of Manchester Clinical Commissioning Group