

Appendix D: 2015/16 Annual Complaints report diversity analysis

In 2015/16, the trust started to send an equality monitoring form to all complainants who requested a formal response to their complaint in order to gather information on the complaints received, in line with the nine protected characteristics contained in the 2010 Equality Act. This is to help ensure that all of our patients and their families are able to access our complaints process and feel that their complaint is heard and responded to openly and effectively.

Of the 57 formal complaints received during the last financial year, 12 monitoring forms were returned, equating to 21% of such complaints. It is recognised that this is a small number and so the information presented below cannot be seen as representative. This is the first time we have been able to present this type of information and we know that during 2016/17 we need to think about how we can provide assurance that our complaints service is accessible.

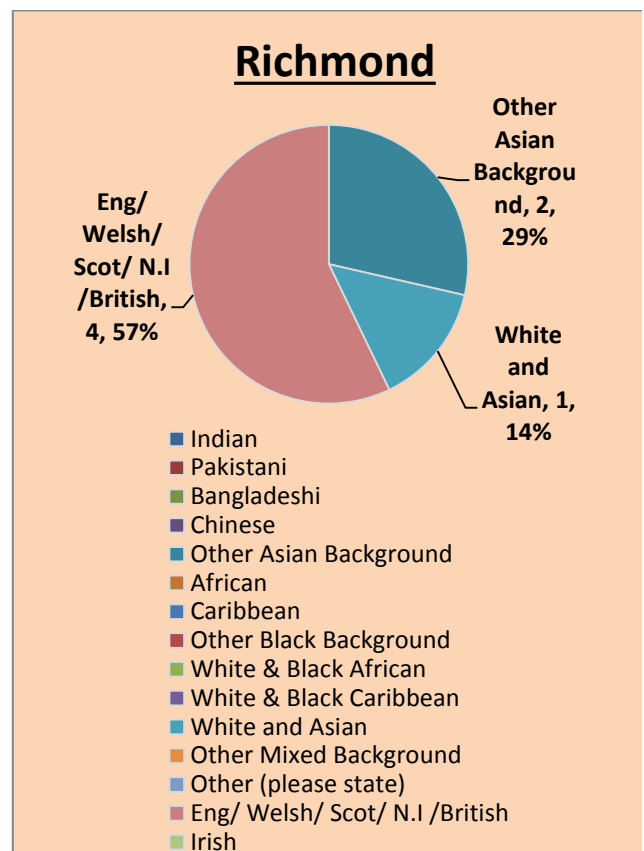
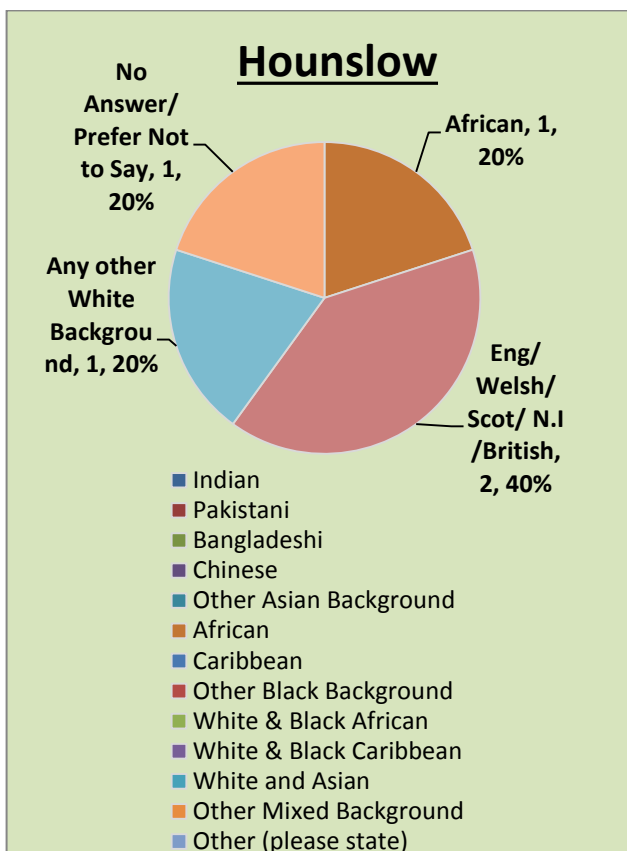
In terms of findings, it was possible to identify that:

- **Age** - 34% of complainants who responded to the questionnaire were aged between 61 and 65.
- **Disability** - 75% did not identify as having a disability; of the 3 (25%) that did, they had multiple disabilities
- **Sex (Gender)** - 67% of formal complainants were female
- **Race (Ethnicity)** - 50% of complaints were British, English, Welsh, Scottish, and Northern Irish. The next highest category was 17% from the other Asian background.
- **Married/civil partnership** - 50% of complainants were married/in a partnership and 50% are not, or preferred not to say
- **Sexual Orientation** - 100% of complaints were heterosexual.
- **Religion** - 50% of respondents identified as Christian and 25% responded as having no religion
- **Transgender**
 - 1.5% of respondents identified as transgender.
- **Pregnant or baby under 26 weeks** – No respondents identified as either pregnant or on maternity leave

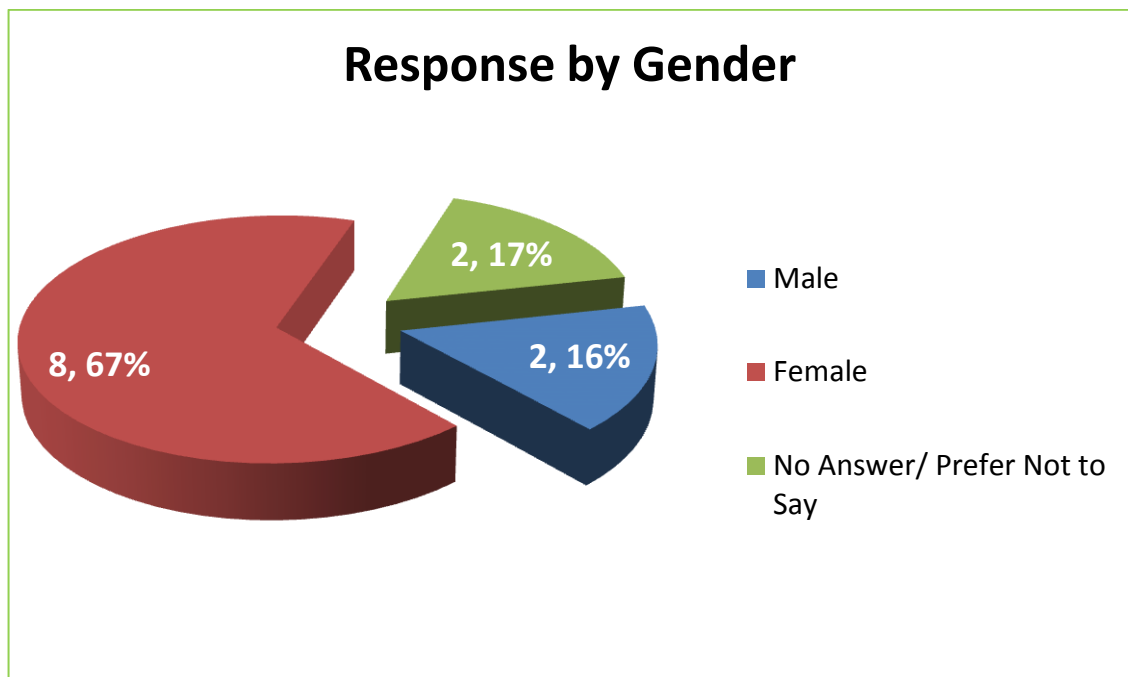
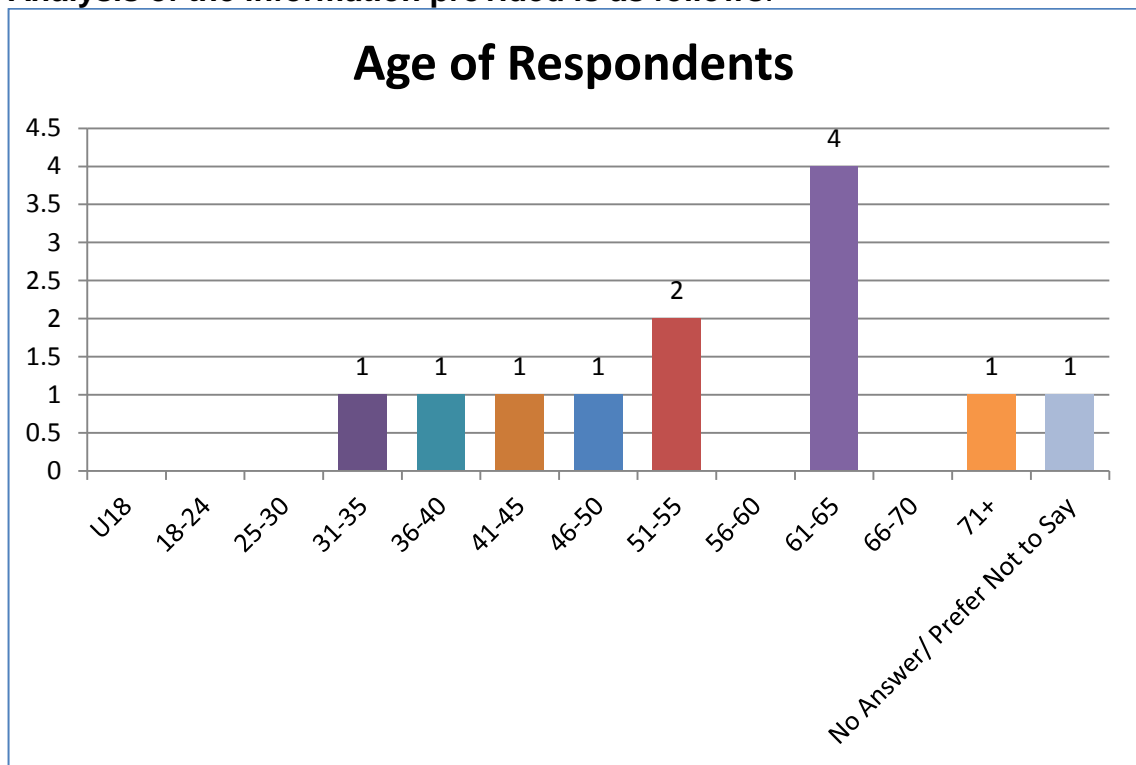
Comparison between Richmond & Hounslow boroughs

The trust also looked at a comparison of the responses between the two London boroughs the trust serves: Hounslow and also Richmond-upon-Thames. Of the 12 replies: 58% were from the Richmond area and 42% were from the Hounslow area. This compares to the total number of complaints for the year where 58% are from Hounslow and 42% are from Richmond. Showing that even though more complaints have come from the Hounslow borough it is the Richmond borough that is more likely to provide additional feedback.

The charts below display the ethnicity of respondents by borough:

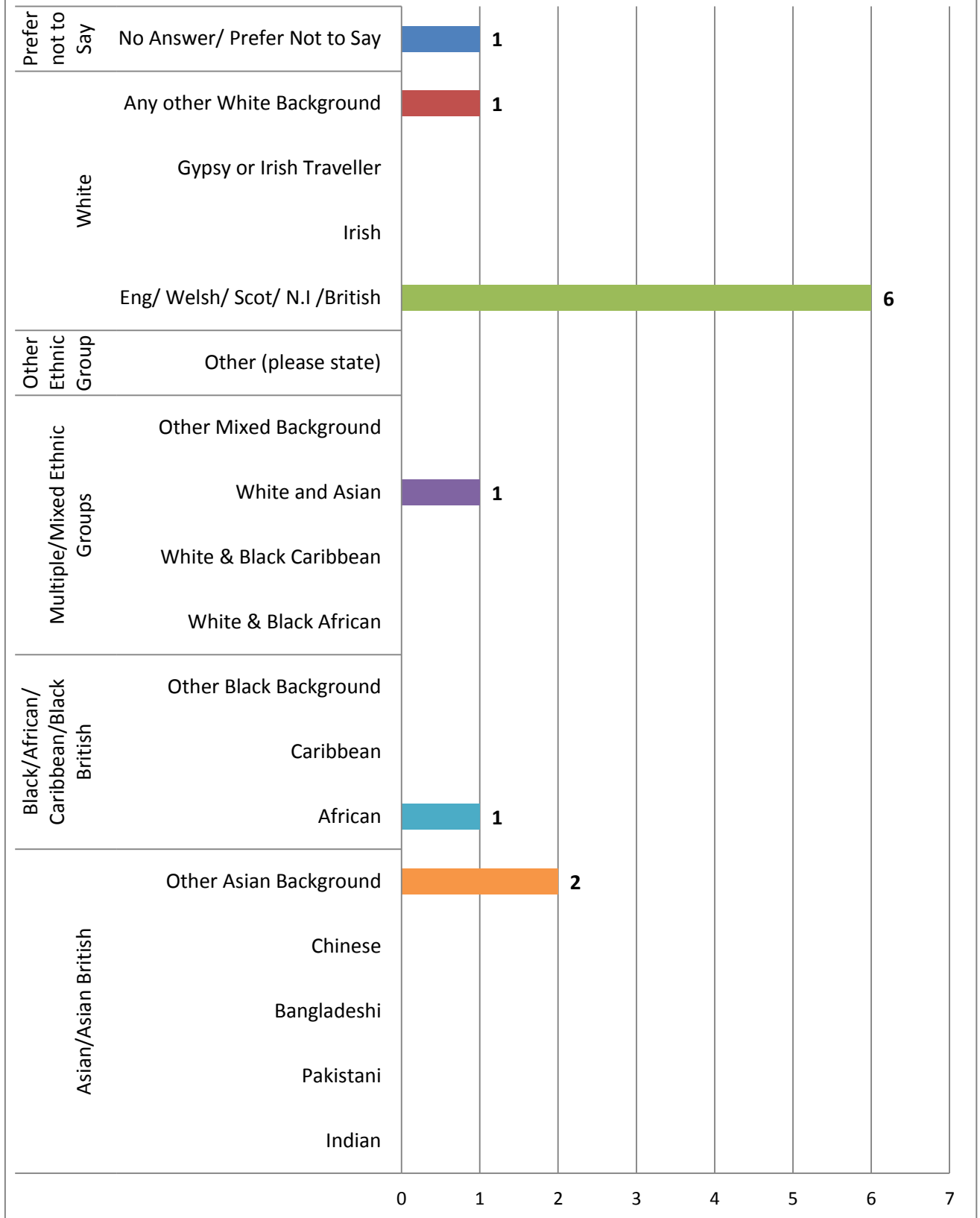


Analysis of the information provided is as follows:



From the above charts we can see that women seemed to be the most responsive to the survey, contributing more than half of the responses. The majority of respondents also identified as being on the upper end of the age range, the most popular brackets being 51-55 and 61-65. One respondent identified as transgender. A further three respondents either failed to answer or selected 'Prefer not to Say', but the majority of people (67%) did not identify themselves as being transgender.

Ethnicity of Respondents

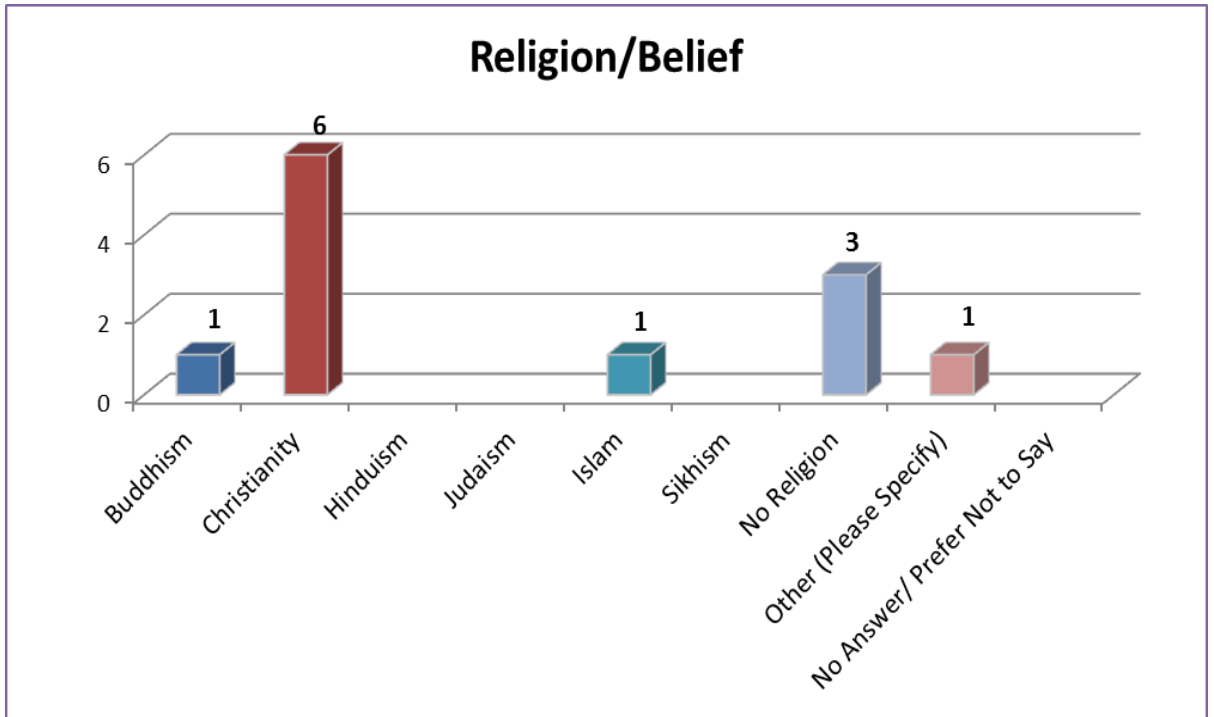


As we can see from the information displayed in the charts above; the majority of our respondents, 50%, fell into the English/Welsh/Scottish/Northern Irish/British bracket. The second highest identified Ethnicity, albeit by a significant drop, was 'Other Asian Background' accounting for 17%

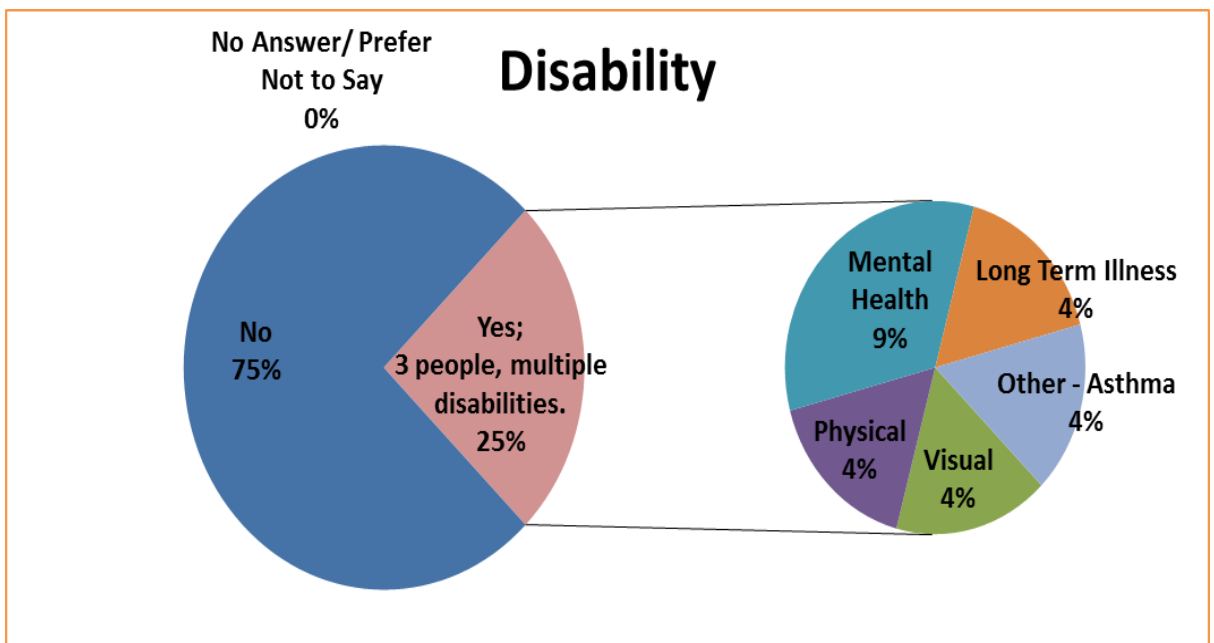


The chart above shows us that of the 12 respondents; 5 identified as being Married/Civil Partnership and by a slim majority 6 responded as not being in a Marriage/Civil Partnership. One person elected to respond with 'No Answer/Prefer Not to Say'.

All of the respondents identified as being Heterosexual/Straight, with none of them responding as being Pregnant/baby under 26 weeks (although one was recorded as 'No Answer/Prefer Not to Say')



In response to Religious Beliefs; 50% of respondents identified as Christian and 25% responded as having no religion. We also had one person who identified as following Islam, one who followed Buddhism and one person fell into the 'Other' category, identifying themselves as a 'Lapsed Catholic'.



When recording findings there were three respondents who identified as having a disability; one person responded as having a Visual Impairment and a Long-standing Illness or Health Condition, one reported a Mental Health Condition and (Other) Asthma, the other person identified as having a Physical/Mobility Impairment and a Mental Health Condition.