

Lessons Learned 2 – July 2026

Lessons Learned are an important part of our Clinical and Care Governance process so that our services can learn from areas of good practice or quality improvement.

The following demonstrates example(s) where we have implemented changes following feedback from team members or from members of the public.



You Said

Learning from adverse events and complaints in Specialist Inpatient and Tertiary Mental Health and Learning Disability Services at Royal Cornhill Hospital



We did

Learning from complaints is also being used to shape service improvement. For example, complaints relating to the Gender Identity Clinic identified a recurring theme around waiting times and communication with patients on the waiting list. In response, support was secured from the Public Health Waiting Well team to provide an outreach

telephone contact service. This has enabled validation of the waiting list, proactive contact with patients, reassurance about their position on the list, provision of information, and signposting to relevant support while they wait.

Feedback from this approach has been positive, and early indications suggest it has helped reduce complaints by improving communication and reassurance for patients. As a result, this model is now being extended to CAMHS, where complaints also show a recurring theme relating to waiting times. This demonstrates how both adverse event and complaints data are being used not only for assurance and reporting, but to commission targeted improvement work and share learning across services.