

Taunton Deane & Somerset PPI Forums Joint Committee Comment on Taunton and Somerset NHS Trust

Members of the Forum have agreed comments only on the standards they have direct experience or evidence on.

Domain 4: Patient Focus

14a: Clear systems (PALS) for complaints and feedback are prominently displayed in the trust.

Domain 5: Accessible and responsive care

17: One of our Forum members attends the Patient Environment Action Team meetings.

The trust have attended all our meetings in public and contributed to the meetings.

Domain 6: Care environment and amenities

20a: We welcomed the invitation to be involved in the PEAT inspections and found that healthcare was provided in a safe and secure environment...

Other Forum Comments

The PPI Forum appreciated the significant improvement in the Forum's working relationship with the trust. We are pleased the trust has signed up to the 'Ways of Working' protocol with the Forum.

30th March 2006