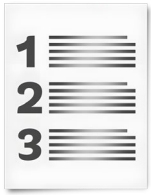




Parliamentary
and Health Service
Ombudsman

How we will work for the next 5 years





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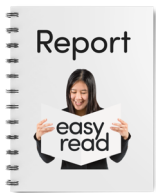
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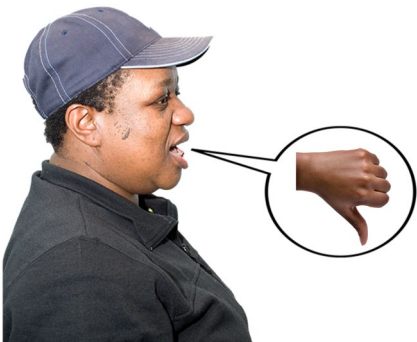
Who we are



We are called the Parliamentary and Health Service Ombudsman.



We look at **complaints** about UK government services and the NHS in England.



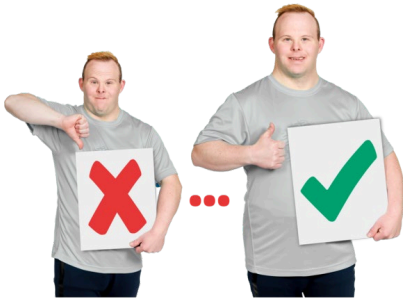
A **complaint** is when someone is unhappy and tells an organisation about it.



Why complaints are important



We look at complaints and try to fix problems for people.



We can ask an organisation to make changes and do things better. This helps to stop the problem happening to somebody else.



Our work helps improve services for everyone.



What this report is about



This report tells you all about our new **strategy**.

A **strategy** is a plan to make our services better and says what we need to do.



Big idea 1

Our strategy has 2 big ideas.

Big idea 1 is we want to make sure mistakes stop happening.



Big idea 2

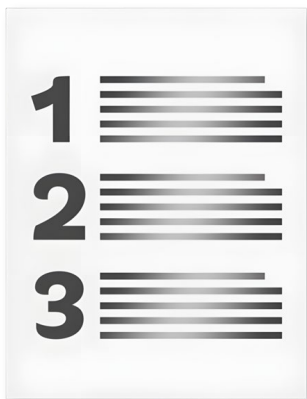
Big idea 2 is we want to make public services better for everyone.



The plan in this report helps us to make these big ideas happen.



The plan says what we are going to do for the next 5 years.



Our plan has 3 main **goals**.



A **goal** is what we want to do to make sure our big ideas work well.



Our goals (what we want to do)



Goal 1 is to make an **impact** on public services.

Impact means make a big difference so that things get better.



Goal 2 is to make sure people who use our service have a good experience with us.



Goal 3 is to make more **awareness** about us.

Awareness means more people know who we are and what we do.



Goal 1 – make an impact



The information we read in complaints shows what problems are happening all over the country.



We can look at this information to find out what the big problems are that lots of people are having.



We want to show this information to the NHS and the government. They can make important decisions about our public services to make them better.



We will use artificial intelligence (or **AI**) to help us understand the information in complaints.
AI is a type of computer technology.



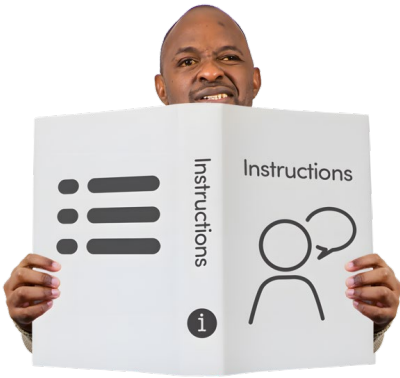
We will use our information to write reports about what we have found.



We will use social media to share stories about what our complaints tell us.



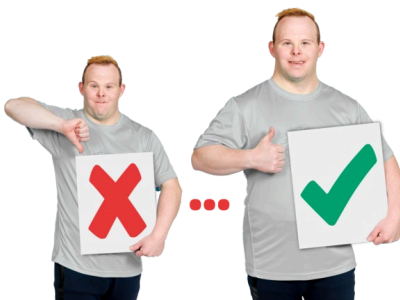
We will have events where people can find out more about what we do and how we can help.



We will write instructions that organisations can use to help them get better.



We will give organisations training to help them too.



We want to tell organisations what they should do to stop mistakes from happening in the first place.



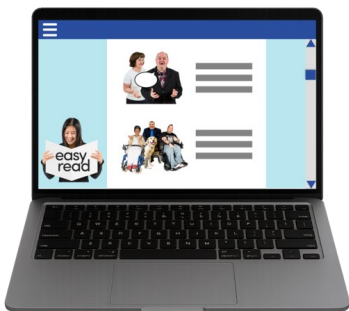
We will check to make sure the organisations are making these changes.



Goal 2 – good experiences



We want our service to be easy to use and easy to understand, for everyone.



We will make our website easy to use. We want people to find information quickly and know what they need to do next.



We will also make sure people can use our service without a computer. This makes it fair to everyone.



We want to help people fix their problems as quickly as we can. Waiting can make problems worse for people.



We want to make our service faster. We will use AI to help us work quicker.



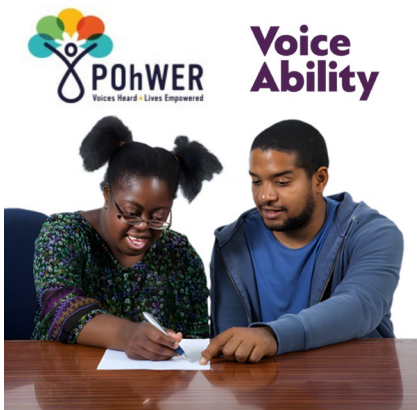
We will talk in a clear and kind way to people. This helps everyone feel supported and understand us better.



If we cannot help someone, we try to make sure they know the right place to go to next.



We will work with **advocates** so they can help people bring their complaint to us.



An **advocate** is someone who supports you or speaks for you. They might work for a charity, like POhWER or VoiceAbility.



We want to keep learning, so we listen to what people tell us about our service.

This helps us to get better.



We will tell everyone what we are doing to get better by putting it on our website.



Goal 3 – more awareness



We want organisations to trust what we say so services can get better for everyone.



We will share our reports with the important people who make decisions about our public services.



If the important people trust us, they will listen to what we say and make things better.



We will also help your **MP** to understand what we do and work with us better.

MP is short for Member of Parliament.



Your MP speaks up for people living in your area.

Your MP tells the Government what people in your area need.



This is important as an MP brings a complaint to us from people who have a problem with a government service.



We want the Government and the NHS in England to listen to what we say so services can get better for everyone.



We want to make sure people who need us most know who we are. These people might have a complaint but do not know we can help.



Things like your age, ethnicity and where you live might be why people do not know about us.



We will learn more about the people who do not use our service. This will help us find out what they need.



We will work with community groups and organisations that help people with complaints.

We want people to be able to find us when they need us.



We are changing our name to help people understand what we do and remember who we are.



Our new name will be the Public Service Ombudsman.

Public Service Ombudsman



We want more people to know about us so they understand how we can help them.



We will work with community groups and other organisations to tell people about our new name and what we do.



How we are doing



We want to show people how our work helps make public services better.



We have lots of ways to check if we are working well so we can reach our goals.



If we are not reaching our goals, we can change what we are doing to make our work better.



Every year we write a **business plan**. A **business plan** says what we will do that year to help us make sure we are working well.



You can read our business plans on our website. These are not written in easy read.



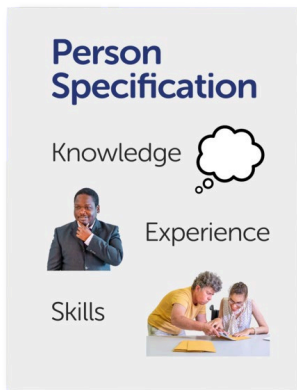
We will check this strategy in 3 years to make sure it is still useful and helping us do the best we can.



We will check this strategy earlier if there needs to be any big changes.



For our strategy to work well we need to make 3 big changes to how we do things.



Big change 1 is making sure the people who work for us have the right skills.



Big change 2 is making sure we have the right things to do our job. This includes AI and a better website.



Big change 3 is getting better at working with other organisations to share our information.



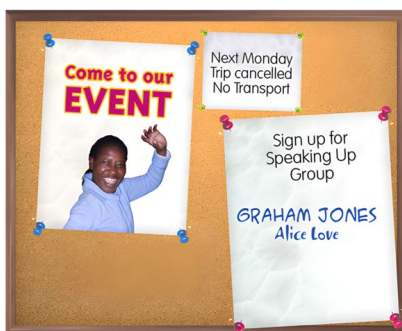
Tell other people about us



We want to make sure lots of people know how to find us if they need us.



You can tell your friends and family what you have read in this report. Or give them this report so they can read it too.



The next page is a poster you could put up in a community space that you go to with friends and family. Ask permission before you put it up.



Do you have a complaint about the NHS in England or a UK government service?

We might be able to help you.

Our service is free and we do not take sides.



Contact us to find out more:



Phone

0345 015 4033



Website

ombudsman.org.uk



**Parliamentary
and Health Service
Ombudsman**

Find out more



You can contact us to find out more about how we can help you.



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phso.enquiries@ombudsman.org.uk



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