

Our plan for the next 3 years from 2018 to 2021



This is the easy read version of:
Our strategy 2018-2021



What is in this plan?

	Page
About us	3
About this plan	4
The 3 main things we will work on:	
1. Make our work better, while still working in a fair way for everyone.	5
2. Give people better information about what we do and how we can help.	8
3. Work with others to make services better.	10
Checking how this plan is working	12
Find out more	13

This is an easy read plan about our work for the next 3 years.

About us



We are the **Parliamentary and Health Service Ombudsman** or PHSO for short.



We look into some complaints that people make about:

- the NHS in England
- government departments
- other public services



Some examples of public services are:

- The DVLA. They are to do with cars and vehicles
- JobCentre Plus. They are to do with jobs and benefits



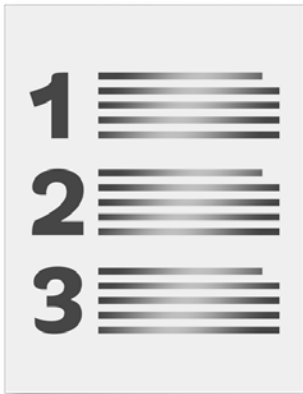
We make final decisions about the complaints we look into.

About this plan



We want to:

- make our work the best it can be
- make decisions that are fair for everyone, without taking sides
- help people trust what we do
- keep learning from others
- help make the NHS and public services better
- spend money in the best way



This plan is about what we will do in the next 3 years to make that happen.

It will tell you the 3 main things we will work on.



We asked lots of people what they thought before we made this plan.

The 3 main things we will work on

1. Make our work better, while still working in a fair way for everyone.

What we will do in the next 3 years:



We will start a new way to look into complaints.

This will help us look at complaints in a better and quicker way.



We will test some new ways to solve complaints.

For example, people could meet the service they are unhappy with to talk about the problem.



We will see which ways work best and start to use them.

We will give our staff more training to help them do the best job they can.

In the next 3 years:



We will look at how we run our organisation.

We will change things if we need to.



We will make it easier for people to see how we work and how well we are doing.

We will use a document called our **Service Charter** to do this.

The Service Charter tells people what should happen when we look into complaints.



We will look at how people who use our service can help make our service better.

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This will help people trust what we do.

In the next 3 years:



We will save money while still working in the best way we can.



We will make our website and information on the internet easier for everyone to use.

2. Give people better information about what we do and how we can help.

What we will do in the next 3 years:



We will give the public information every 3 months about the health complaints we get.



We will start putting much more information on the internet about:

- what we find out and decide when we look into complaints
- what organisations have done to make services better



This will help people and organisations:

- trust what we do
- see how things can change
- stop problems happening again

In the next 3 years:



We will find new ways to:

- tell people and organisations who we are and what we do
- find out what people and organisations think of our work

For example, we could have more public meetings or use the internet more.



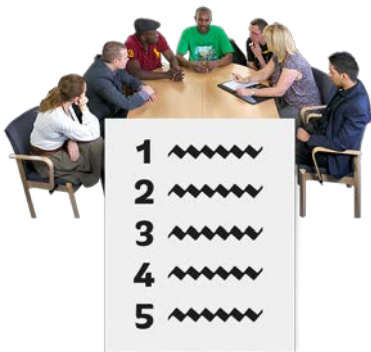
We will write better reports about the complaints we look into and what people can learn from them.



We will start writing a report every year about the health complaints we get and what we have learned.

3. Work with others to make services better.

What we will do in the next 3 years:



We will work more with people who use our service and other organisations to:

- agree how to solve complaints about the NHS and other organisations in the best way



- develop new training and information to help solve complaints and stop problems happening again



- make new information about what people want to happen when they make a complaint

In the next 3 years:



We will work more with the organisation that looks at complaints about local councils and social care.

Social care is support people get to do everyday things, like live at home.



We will work together to find better ways to solve complaints about health and social care.



We will work with other organisations like us around the world to:

- learn new things from them
- share what we have learned

Checking how this plan is working



We will check how this plan is working and what has changed.



We will show how we have helped to make NHS services and other public services better.

Find out more



There are many ways to find out more about us and our work on this plan.

Or you can ask us for this plan in another format, like large print.



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