



Deputy Gardiner
Chair, Public Accounts Committee
States Greffe
States of Jersey

10th January 2025

Dear Deputy Gardiner,

Handling and Learning from Customer Feedback/Complaints Review

Thank you for your letter of 10 December 2024, further to the recent public hearing that was attended by Anuschka Muller and Jessie Marshall. Please find below the additional information requested.

1. During the hearing the PAC heard that HCS provides data to Employment, Social Security and Housing (formerly CLS) for presentation alongside all government data in respect of complaints. We also understand that not all HCS data is compatible with this system due to use of the Datix system. Please could you outline which data collected using the Datix System is not able to be presented alongside the overall Government of Jersey data.

In 2024, HCS faced challenges to retrieve data collected via the Datix System in time for inclusion in the central government report.

However, the KPIs required for central reporting can now be extracted and presented by HCS within the required timeframe each month. This improvement will be reflected in reports starting from Q1 2025.

2. What plans are there to enable presentation of HCS specific data in regard to complaints alongside overall Government of Jersey data?

HCS will conduct monthly reporting and collaborate with the Employment, Social Security and Housing department to ensure consistent presentation of HCS-related information in future reports.

3. Does Health and Community Services collect data on complaints/feedback from suppliers and, if so, how is this recorded, and the necessary actions taken to resolve them? If not, are there any plans to introduce recording complaints/feedback made by suppliers/contractors engaged by Government?

Commercial Services collects data on complaints and feedback from commercial suppliers through a number of channels. This includes commercial suppliers providing goods and services to HCS. Any feedback is reviewed and addressed by the team; feedback is also used to identify themes and opportunities to improve the service.

Commercial Services enquiry channels: In 2023, Commercial Services implemented an enquiry management system to more effectively deal with customer enquiries (including supplier ones). The two main channels are commercialservices@connect.gov.je and suppliers@connect.gov.je. Examples include requesting assistance with the Ariba portal, supplier onboarding, contract management, and supplier master data management (updating bank details etc.). Support or help is provided directly to suppliers.

The CFMS (Customer Feedback Management System): The central government feedback system allows any customer, including suppliers, to log complaints, compliments, comments and suggestions. Supplier related feedback is forwarded to Commercial Services for review and to respond as required.

The Government of Jersey customer rating survey: A link to the rating survey is included in relevant staff email signatures and in automated email notifications from the above Commercial Services enquiry channels.

Online forms 5* rating system: Commercial Services online forms, for example, the Supplier Onboarding Request form, automatically present users with the option of completing a feedback rating after submitting a form. For example, feedback on the Supplier Onboarding Request form has been used to design the new onboarding process which is due to be launched in 2025.

In addition, HCS directly engages with commissioned services providers in Jersey and discusses feedback during their quarterly service review sessions. The feedback is recorded by the provider in their quarterly service report given to HCS. Issues are discussed and addressed individually. The HCS commissioning team provide individual points of contact for each provider.

I hope that this additional information is of assistance to the Committee and confirm that this can be published as part of the evidence collected for the review.

Yours sincerely

A handwritten signature in blue ink that reads "T. Walker".

Tom Walker
Chief Officer of Health and Care Jersey

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