

## Shifting the Mindset: A Closer Look at Hospital Complaints.

March 11, 2020

Newcastle upon Tyne, UK: Healthwatch; January 2020.

<https://psnet.ahrq.gov/issue/shifting-mindset-closer-look-hospital-complaints>

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Organizations need to do more than report and collect complaint data to realize improvements based on what is compiled. This report highlights weaknesses in the UK National Health Service (NHS) [incident reporting](#) program. It argues that an approach involving improved public and [organizational access](#) to complaint information will [optimize learning](#).