

Council of Governors Item 10.3

Subject: Q3 Complaints Report 2022/23
Date of meeting: 7th March 2023
Presented by: Laura Allwood, Patient & Family Support Manager
Purpose: To Note

1. Executive Summary

The purpose of this report is to provide an update on the numbers of formal and informal concerns received into the Trust. The report will provide an overview of contacts made to the patient and family support team for either advice or information.

Within quarter three (timeframe 1st October to 31st December 2022) the Trust received a total of:

- 10 formal complaints
- 62 contacts comprising of 41 informal concerns and 21 requests for information or advice.
- 24 compliments by letter or e-mail received (all shared with the appropriate teams)

Of the 10 formal complaints received two remain under review, due to the complexity of information required to enable a response to the complainant. Regular communication is had with the complainant to ensure they are kept up to date with progress being made.

2. Contacts - Informal concerns, Advice & Information

Informal Concern Themes
<ul style="list-style-type: none"> • Surgery- Complex patient and long stay- patient had several questions • Cancelled surgical procedures • Waiting times for surgery • Cancelled post-operative appointments • Referral delays – awaiting diagnostic information • Administration- Unable to get through to the secretary. • Administration- calls regarding completion of DVLA (Driver Vehicle Licensing Agency) forms • Radiology- Not informed to avoid caffeine which meant scan had to be cancelled on the day • Delay in scan due to availability of translator. • Updates on biopsy results • Long covid patient chasing the need for investigations to be undertaken. • Delay in pain relief/cannula issues whilst in patient • Maple- lost teeth and patient experience with a member of staff.
21 Advice & Information
<ul style="list-style-type: none"> • Accommodation on site enquiries • Bereavement meeting requests • Waiting time for diagnostic scans • Interpretation enquiry • Post-Surgical questions from family • Trying to contact secretarial teams with no reply.

<ul style="list-style-type: none"> • Waiting time for telephone appt and wanted clarity over the information provided • ACHD (Adult Congenital Heart Disease)- family health enquiry. • Documentation regarding cremation - insufficient information. • Information needed for future foot surgery. • Bereavement notices • Cancelled surgery involving NHS Trusts • Advice- regarding holidays • Concern about discharge of a patient • Await biopsy date- anxious due to recent diagnosis
Informal complaints <ul style="list-style-type: none"> • Communication- family raised confusion around the communication and plan between the tissue viability team and consultant. Specialist nurse will communicate with the patients wife following discharge from local hospital • Complaint from a patient who was on Birch ward and raised concerns about the experience she had with the physiotherapy team- letter has been sent to the patient.

3. Complaints - Table 2 below provides details of complaints per month via division year to date

Number of complaints per month/division				
Total/month in brackets	Surgery	Medicine	Corporate	Clinical Services
April 22	0	2*	0	2*
May 22	2*	1*	0	0
June 22	1*	3*	0	0
July 22	1*	1*	0	1*
Aug 22	0	0	0	0
Sept 22	2*	1	0	1*
Oct 22	1*	4	0	1*
Nov 22	1	2	0	0
Dec 22	1	1*	1*	0
Jan 23				
Feb 23				
Mar 23				
Total	6	8	0	4

*joint within LHCH

Table 3 below shows the complaints received in Q3 formal complaints and learning outcomes per division.

Ref:	Division	Summary of complaint	Outcome/Learning
13	Surgery/clinical services	Had heart surgery in April 2022 and had severe complications which has resulted in long term spinal injuries.	Under review
Q3 22/23			
14	Medicine	Had a procedure in 2019- delays in keeping the family up to date with what was going on	Closed-not upheld
15	Medicine	Questions around the patient's procedure in February 2022, around medication- blood thinners, policies. .	Closed- not upheld
16	Private Patient- Medicine	Private patient- issues relating to communication prior to procedure receiving quote and letters regarding changes to private care.	Closed- upheld
17	Medicine- Respiratory	Incident occurred with the oxygen team when arranging an appt to do a 6-month review. Patient requested to change to another NHS Trust	Closed- partly upheld

18	Surgery/Clinical Services	Patient died in POCCU (Post Operative Critical Care Unit) end of July- family have questions around the operation and what happened	Closed- Not upheld
19	Medicine	Patient unhappy regarding a consultation and the information that was given to the DVLA regarding his condition which had an effect on his ability to work.	Closed- Not upheld
20	Surgery	Patient had admissions for heart surgery and a fluid filled lump to his wound site between December 2021 and March 22	Under investigation
21	ACHD Medicine	Poor staff experience when attended clinic for an ECHO (Echocardiogram) and appointment with a Consultant- which has led the patient to be confused regarding which Consultant they are under	Closed- partly upheld
22	Corporate/Medicine	Patient unhappy, 2 calls she had with the secretary and a member of the PALs (Patient Advice and Liaison Service) team. They would like to know if our calls are recorded and what the communication was between the PALs team and consultant.	Closed- partly upheld
23	Surgery	Patient had a thoracic procedure in June 2022 on oak ward- once discharged did not do very well wound site was very oozy and he had to return for the site to have a suture in. District Nurses failed to come out and family had to arrange themselves	Under investigation
Key: Upheld = complaints considered well founded – requiring action/learning Partly upheld = action may be required for part of the complaint Not upheld = following investigation no evidence found to substantiate complaint, but acknowledgement of disappointment given and apologies where necessary			

3.1 Parliamentary Health Service Ombudsman (PHSO)

- 1) A patient's wife believes that in Jan 2019, surgeons did not correctly replace an implantable cardioverter defibrillator (ICD), is unsure if a thorough check of the position was made. This resulted in the surgeon having to rebury the ICD unit in April 2019. Received as a formal complaint answered in October 2019, information sent to PHSO in November 2020. Provisional report sent in March 2022. Letter drafted by Dr Morris was sent the 16th March. A new case worker has been appointed seeking further information regarding any policies and procedures around monitoring devices- information has been sent the 6th January 2023. Awaiting final report.
- 2) A formal complaint dealt with in January 2021 around why the angiogram procedure was cancelled at a very late stage and the interpretation of an Xray. A second letter was then sent to the patient in March 2021 to formally close the complaint response and answer the few last queries the complainant had sent. Complaint file and patient records sent to the PHSO in May 2022. Request for the previous Xray images came in November 2022 and was dealt with by the Imaging team. Awaiting final report.
- 3) Welsh Ombudsman information request- Complaint is not for LHCH- This was a patient who had a thoracic procedure in August 21. Ombudsman have requested the clinical and nursing records, investigations and copies of all CT (Computerised Tomography) scans or other tests. Request being dealt with by the information governance team.

3.2 Complaints Review Panel

The Non-executive review panel meeting for Q3 took place on the 11th January 2023 and they were satisfied with the complaint process and responses.

3.3 Medical Examiner concerns raised

All deaths are scrutinised by the Medical examiner and Medical examiner officer, any that raise any concerns are highlighted to Dr Raph Perry (Medical Director) and Dr James Greenwood (Trust Patient Safety Lead) along with Joan Mathews (Deputy Director of Nursing).

In Q3, 2 deaths were highlighted to them for full mortality review group reviews to take place.

4.0 Recommendations

The Council of Governors is requested to note the report.