

## Council of Governors Item 12.3

**Subject:** Q1 Complaints Report 2023/24  
**Date of meeting:** 19<sup>th</sup> September 2023  
**Prepared by:** Laura Allwood Patient & Family Support Manager  
**Presented by:** Sue Pemberton, Director of Nursing and Quality

### 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 one (1<sup>st</sup> April- 30<sup>th</sup> June) the Trust received a total of:

- 12 formal complaints
- 82 contacts comprising of- 53 informal concerns - 29 requests for information or advice.
- 15 compliments by letter or e-mail received (all shared with the appropriate teams)

The 12 formal complaints received in this quarter are all closed, 8 were partly upheld and 4 not upheld. Regular communication is had with the complainant to ensure they are kept up to date with progress being made. All complaints are managed as per the Trust Policy.

### 2. Contacts - Informal concerns, Advice & Information

#### 53 Informal Concern Themes

- Rescheduled/cancelled surgery- 12 received around waiting times and rescheduled cardiac surgery numerous times including late notice of cancellations.
- Waiting times for appointments once referral has been sent.
- Chasing referral into the cardiac team
- Holly suite- experience- patient moved on the list due to an anxious Isle of Man patient.
- Tone of letter received following what the consultant was thought to be DNA- patient had made the booking team aware of the cancellation reason.
- Valuables not returned to a patient on discharge.
- Patient was not aware that the student in the room was there for work experience.
- Appointment- Cancelled in Dec 22 and not provided with another appt.
- Follow up- Chasing follow up and referral.
- Results- chasing blood and MRI results.
- Consultation- not happy with outcome
- Long waiting times for surgery than expected.
- TAVI- unhappy with assessment and plan.
- Referral- 2 calls- delay in referral for a young ACHD patient. Awaiting further tests and follow up and not heard anything for 3 months.
- Poor experience reported at a community targeted healthy lung scanner.
- Admission and discharge issues on Birch ward- DDON spoke to the patient.

#### 29 Advice & Information

- Appointment cancelled and querying if could be rebooked sooner than date given.

<ul style="list-style-type: none"> <li>• Death notification x3</li> <li>• Refund of car park charges</li> <li>• Chasing results x2</li> <li>• GP- deceased GP letter request</li> <li>• Information request</li> <li>• Enquiry date for surgery</li> <li>• Consultant info</li> <li>• 2x requests within the hospital to gather information regarding community deaths- PM report and cause of death from GP.</li> <li>• Bereavement meeting request</li> <li>• Enquiries regarding awaiting surgery dates and whether they can go on holiday.</li> <li>• Advice regarding booking ambulance transport</li> <li>• Pacemaker card request</li> <li>• Medicash form advice</li> </ul>
<b>Administration related concerns</b> <ul style="list-style-type: none"> <li>• Administration- 3 calls about trying to contact secretaries and not receiving calls back. Not receiving timely clinic letters.</li> </ul>
<b>Informal complaints</b> <ul style="list-style-type: none"> <li>• Patient came across from Aintree Hospital for TAVI assessment- is unhappy with the care whilst at LHCH for 24 hours and is unhappy with the TAVI assessment and outcome. Letter completed. Closed.</li> <li>• Communication between a relative and staff from cardiac diagnostics- questions raised around patient monitoring- letter provided to the patient and family. Closed.</li> </ul>

### 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 23	1	4	0	0
May 23	2	3	0	0
June 23	0	2	0	0
July 23				
Aug 23				
Sept 23				
Oct 23				
Nov 23				
Dec 23				
Jan 24				
Feb 24				
Mar 24				
<b>Total</b>	<b>3</b>	<b>9</b>	<b>0</b>	<b>0</b>

\*joint within LHCH

**Table 3** below shows the complaints received in Q1 formal complaints and learning outcomes per division.

Q1 Complaints			
1	Surgery	Discharge issues- feels discharged too soon as was readmitted 5 days after to their general hospital. Was not discharged with a diuretic and was readmitted with fluid	<b>Closed- not upheld</b>

		overload. Seen in clinic July and August and unhappy with those consultations.	
<b>2</b>	Medicine	Differing advice given around driving after his heart attack given from the consultant and cardiac rehab.	<b>Closed – partly upheld</b>
<b>3</b>	Medicine	Unhappy with the consultation he had in February 23. Use of language not appropriate and not happy with the revised clinic letter.	<b>Closed- partly upheld</b>
<b>4</b>	Medicine-PP	Private patient- had paid for procedure before cardiac surgery and extra ITU cost has been added as stayed extra days and patient is asking for the ward time to be adjusted and cost.	<b>Closed- not upheld</b>
<b>5</b>	Medicine	PCI procedure complication in August 22. Has asked several questions regarding what happened and future medical treatment.	<b>Closed- partly upheld</b>
<b>6</b>	Medicine	Patient died on ACU- questions raised on when the patient had been last seen. Family raised also telemetry had been removed was this appropriate.	<b>Closed Partly upheld</b>
<b>7</b>	Surgery	Wound care issues on Poccu and Cedar ward after cardiac surgery. Plans put in place by TVN were not followed.	<b>Closed- not upheld</b>
<b>8</b>	Surgery	LED by Clatterbridge- Patient was told over the phone about second diagnosis of lung cancer- daughter was unhappy with this.	<b>Closed Partly upheld</b>
<b>9</b>	Medicine	Concerns raised about communication with the CF team. Waiting time for test results and problems arranging a blood test closer to home.	<b>Closed- Partly upheld</b>
<b>10</b>	Medicine	Private patient- unhappy as not provided with a quote prior to the appointment and test. Feels he was misadvised about the cost of the monitor and not provided with the results in a timely manner	<b>Closed- Partly upheld</b>
<b>11</b>	Medicine	Unhappy with the consultation with a cardiologist after asking to be referred to another cardiologist	<b>Closed- not upheld</b>
<b>12</b>	Medicine-community	Unhappy with the consultation with cardiologist in the community cardiology clinic. He feels he was not looking at him and was typing on the computer. Also, unhappy that the monitor is unavailable at the clinic and had to be sent out after.	<b>Closed- Partly upheld</b>

**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) Case has not been upheld with the ombudsman – case has been closed by them on the 26/6/23. A formal complaint dealt with in January 2021 around why he was cancelled at a very late stage for an angiogram 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.

### **3.2 Complaints Review Panel**

The Non-executive review panel meeting for Q1 took place on the 18<sup>th</sup> July 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 and Dr James Greenwood along with the Deputy Director of Nursing. In Q1, 4 deaths were highlighted to them for full mortality review group reviews to take place.

## **4. Recommendations**

The Council of Governors is requested to note the report and the content.