

Council of Governors Item 10.3

Subject: Q2 Complaints Report 2022/23
Date of meeting: 6th December 2022
Prepared by: Laura Allwood Patient & Family Support Manager
Presented by: Susan Pemberton Director of Nursing, Safety and Quality

1. Executive Summary

This report outlines the informal concerns and complaints captured in Q2, 1st July-30th September 2022. The Trust received a total of 4 formal complaints for Quarter 2. In addition, 71 contacts were made, 43 informal concerns and 28 requests for information or advice.

Of the 4 formal complaints received in Q2, 1 is still under review as cross divisional. Of the 3 that have been closed, 1 has not been upheld, 1 partly upheld and 1 upheld.

The Trust has received 15 compliment letters/emails in this quarter-all shared and feedback to appropriate teams and directorates.

2. Contacts - Informal concerns, Advice & Information

Table1 provides an overview of informal concerns, advice and information

Quarter 2 Contacts -Overall Total = 71	
43 Informal Concerns – themes	
<ul style="list-style-type: none"> Cancelled surgery- several calls about patients having their surgery rescheduled/cancelled numerous times. Multiple waiting times for surgery being raised. Cancelled surgery- whilst patient was on rowan due to staff sickness, daughter raised had multiple cancellations prior to this one. Adult Congenital Heart Disease (ACHD) - surgery cancelled and being rescheduled for 2 patients. Waiting times- 3 calls made chasing appointments following referrals to LHCH Cardiac diagnostics- elderly patient struggled to fit a monitor at home. Patients and health centre struggling to get through to the access team and not receiving calls back when messages left. Private patient- received a bill for a scan the patient has not had- admin error Attended appointment but had been cancelled and patient not informed Chasing lung scan results Administration- not receiving call from secretaries when promised call backs, having to call several times and messages not returned. Respiratory- confidentiality issues, not given enough information around her condition. Maple- from the follow up calls- unhappy with the care from a nursing staff member End of Life patient on Cherry ward- last few hours of care and communication with the doctor. 	
28 Advice & Information - Subjects include:	
<ul style="list-style-type: none"> Chasing CT results 	

<ul style="list-style-type: none"> • Lost property- Royal Hospital • Advice pre- and post-surgery – questions • Travel advice • Bereavement meeting request • Medical records requests/Information request from other hospital • Car parking charge/permit's • Chasing dates for surgery and querying waiting times • Advice if could receive covid jab whilst waiting for surgery date
Informal complaints- requiring more in-depth investigation included: <ul style="list-style-type: none"> • Radiology- patient reported a very painful CT guided biopsy and believed something had gone wrong- letter to follow • Community cardiology- lack of follow up- consultant met with both patients • Pain management during the permanent pacemaker procedure- letter was sent out from the Associate Medical Director • Psychology- Inappropriate calls and advice- record keeping- escalated to the Divisional Director of Nursing for clinical services • Patient had cardiac surgery and has had long term vision problems since- met with the consultant and Patient and Family Support (PFS) manager in clinic • Respiratory- confidentiality issues, not given enough information around her condition- call given to the patient by the Divisional Head of Operations and PFS manager • Iron deficiency noted in bloods of pre cardiac patient- letter to the General Practitioner didn't advise for further tests- template letters reviewed, and line taken out about further investigations- have been updated.

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				
Nov 22				
Dec 22				
Jan 23				
Feb 23				
Mar 23				
Total	6	8	0	4

*joint within LHCH

Table 3 below shows the complaints received in Q2 formal complaints and learning outcomes per division.

Ref:	Division	Summary of complaint	Outcome/Learning
Q2 22/23			
10	Medicine	Self-discharged from Birch ward after a medication round was stopped due to the student nurse querying whether he had received a medication he was intolerant to, was not happy with the	Closed-Not upheld

		experience with the consultant and wants to know why his medication was not reviewed on transfer from another hospital.	
11	Surgery	Lost glasses whilst an inpatient- logged several times by the daughter and no explanation given by the staff.	Closed-Upheld
12	Medicine	Poor experience with consultant for 6 months- feels wasn't treated professionally or taken seriously.	Closed- partly upheld
13	Surgery/clinical services	Had heart surgery in April 2022 and had severe complications which has resulted in long term spinal injuries.	Under review
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)

No new referrals in Quarter 2.

3.2 Complaints Review Panel

Q1 and Q2 meeting was held in October and was attended by Julie Roy, Divisional Director of Nursing. The Non-Executive Directors were satisfied with all the letters and outcomes.

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 the Medical Director and Patient safety Lead. along with the Deputy Director of Nursing. In Q2, 3 deaths were highlighted to them for full mortality review reviews to take place.

4.0 Recommendations

The Council of Governor's is asked to receive this report and be assured that the Trust has a robust complaints management process in place and all actions and learning from both informal and formal complaints, are discussed at both divisional and organisational level.