

## Council of Governors (in Public) Item 8.3

<b>Subject:</b>	<b>Patient &amp; Family Support Team Annual Report 2020/21</b>
<b>Date of meeting:</b>	<b>Tuesday 1<sup>st</sup> June 2021</b>
<b>Prepared by:</b>	<b>Laura Allwood, Patient &amp; Family Support Manager</b>
<b>Presented by:</b>	<b>Sue Pemberton, Director of Nursing &amp; Quality</b>
<b>Purpose of Report:</b>	<b>To Note</b>

### 1. Executive Summary

This report outlines the complaints, informal concerns and compliments received between 1st April 2020 – 31<sup>st</sup> March 2021. In 2020-21 the Trust received 20 formal complaints which is a decrease of 42.85% compared to the previous year when 35 were investigated. This is due to proactive action at the earliest opportunity to review and resolve concerns raised. This dramatic decrease is also due to the Covid-19 pandemic which has influenced the numbers of patients coming through the hospital.

In addition, the Patient & Family Support Team received 268 contacts, of which 150 were informal concerns and 118 were requests for information or advice. All informal concerns were successfully resolved by liaising or escalating to the appropriate manager/divisional team.

Of the 20 complaints, all were acknowledged within 3 working days and 18 were responded to within the negotiated timeframe.

Of the 20 complaints investigated, 1 was fully upheld, 4 were partially upheld and 13 were not upheld (unfounded) and did not require action or learning. 2 are still outstanding but are due to be completed within the timeframe. All of which were investigated, and responses provided.

Any learning and actions required were managed locally and included in the monthly divisional complaint's reports. Consultants also copy the Patient & Family Support Manager into any letters to patients following action taken. All action plans were managed through the relevant Divisional Governance Committees.

There have been 75 compliments received in total this year. This represents the compliments received via the CEO, PFST, follow up calls and some directly through to the ward. Every compliment received is responded to via email, phone call or letter. All compliments received are shared with the team managers, leaders and Consultants to be shared with the relevant teams.

### 2. Complaints

The Trust investigated 20 formal complaints of which 5 were graded low, 14 of which were graded medium and 1 was graded high.

All complaints were acknowledged within three working days. All complainants were contacted via telephone/email following receipt of the complaint and this was followed by a letter.

The Trust works in partnership with all other NHS organisations whereby care received within LHCH is highlighted as a concern as part of any complaint they receive. In 2020/21 LHCH cooperated on seven occasions following a received request.

Table 1 below provides details of complaints received per month via division year to date.

<b>Number of complaints per month/division</b>				
<b>Total/month in brackets</b>	<b>Surgery</b>	<b>Medicine</b>	<b>Corporate</b>	<b>Clinical Services</b>
April 20	0	1	0	0
May 20	1	0	0	0
June 20	1*	1	0	1*
July 20	0	1	0	0
August 20	2	0	0	0
September 20	1	1	0	0
October 20	4	0	0	0
November 20	1	1	0	0
December 20	0	1	0	0
January 21	0	1	0	0
February 21	0	1	0	0
March 21	1	1	0	0
<b>Total</b>	<b>11*</b>	<b>9</b>	<b>0</b>	<b>1</b>

\*involved more than one division. Any action plans/learning are presented to the relevant committee as a separate agenda item by the divisional leads.

## 2.1 Subject Matter of Complaints

All complaints are themed to ensure any trends emerging are identified and appropriate actions are in place. The overarching main theme is clinical treatment/care; this can represent many different aspects of care received. No complaints specifically related to End-of-Life Care.

## 2.2 Analysis of Complaints received by Division/Service.

<b>Corporate (0)</b>	<b>Clinical Services (1*) *joint</b>	<b>Surgery (11*)</b>	<b>Medicine (9)</b>
Nil	Care and treatment (1)	Diagnosis (2) Care and treatment (7) Discharge (1) Results/information (1)	Care and treatment (4) Communication/Administration (5)

## 2.3 Learning from Complaints that were upheld/partially upheld – requiring action.

Every effort is made to address each issue highlighted within complaints to the satisfaction of the complainant, even if, after investigation, evidence reveals the allegations made in the complaint were unfounded. Five complaints were considered upheld or partially upheld, meaning they required action and learning. Those complaints not considered upheld were offered apologies that they had cause to raise a complaint and a detailed explanation was provided in the written response.

The numbers of complaints upheld or partially upheld has decreased by 76% this year compared to last year. This is due to the lower number of complaints this year in total and 7 of the complaints were joint complaints led by other NHS Trusts. All action plans identified through the investigatory process are presented by the responsible lead, at the Divisional Governance meetings. Any cross-

divisional actions or learning is also detailed in the report and this enables each division to have a clearer understanding of recurrent themes, across the organisation. All learning that can be shared corporately will form part of the organisational learning processes. Complaints' learning is shared via the Learning & Sharing agenda to ensure that learning is shared across the organisation.

## **2.4 Complaints Review Panel**

To provide assurance to the Non-Executive Directors, Quarterly Complaints Panels continued to meet throughout 2020/21 and two panels were held. A panel for Quarter 3 and 4 took place May 2021 and the outcome of the meeting was that the Non-Executives were satisfied with the handling and outcome of the complaints. The purpose of this panel is to provide assurance that complaints are being managed robustly and effectively. This also demonstrates that lessons are being shared widely and embedded across the organisation.

## **2.5 Informal Concerns/Contacts**

The Patient & Family Support Team received a total of 267 contacts in 20/21, 149 of which were informal concerns, and all successfully resolved before escalating to a formal complaint. In comparison to 19/20 this was lower, as the Trust received 349 contacts in total and 203 informal concerns raised. It is felt that this is due to the covid 19 pandemic. Themes included: delayed appointments, delay in results, patient experience, administration errors and delays and communication issues.

## **3. Parliamentary Health Service Ombudsman (PHSO)**

- One complaint referred to the Ombudsman from August 2019 (original complaint received by the Trust in October 2018 and dealt with by the complaints process) regarding the communication and care of a patient awaiting a TAVI. The patient was provided with TED stockings post operatively then developed necrotic toes following discharge. The patient was later diagnosed with peripheral vascular disease. A response was sent to the Ombudsman on 7<sup>th</sup> August 2019 and a provisional recommendation was received in March 2020 from the PHSO. This has now been completed, the complainant has received a cover letter and action plan that was completed at the time of the incident and the monetary compensation that was set out by the Ombudsman. This transaction has taken place and has subsequently closed at the end of August 2020.
- The Trust received an information request in November 2020 for a complaint case which was dealt with in October 2019. The complaint was regarding a patient who had an implantable cardioverter defibrillator inserted in April 2019 and the checks that took place and the communication of the seriousness of her husband's condition. This case is still ongoing- all relevant information has been provided to the PHSO.

## **4. Recommendations**

The Council of Governors are asked to receive the report and the receive assurance that the complaints process, management and procedure is robust and monitored for effectiveness and is based upon the Trust's Complaint Policy,