

Council of Governors

Item 9.3

Subject: Q3 Complaints Report 2019/20
Date of meeting: Tuesday 3rd March 2020
Prepared by: Laura Allwood, Patient & Family Support Manager
Presented by: Sue Pemberton, Director of Nursing & Quality

1. Executive Summary

This report outlines the informal concerns and complaints captured in Q3, 1st October – 31st December 2019. The Trust received a total of 10 formal complaints for Quarter 3.

The team received 77 contacts, 45 of which were informal concerns (16 of which were higher level) and 32 requests for information or advice. No trend in subject, area or operator was noted.

All informal concerns were successfully resolved by liaising or escalating to appropriate manager/divisional team. Any learning and actions required were managed locally and included in the monthly divisional complaints reports. Consultants also copy the Patient & Family Support Manager into any letters to patients following action taken.

The 13 higher level informal concerns which required a more in-depth investigation/meeting/written/verbal response in order to reach a resolution.

Of these 13 higher level concerns, 4 were provided with a written response by letter others received an email/verbal response, 2 meetings were held and 1 the ward manager from the area that the concern occurred from spoke directly to the patient and their families to resolve. All actions/learning were shared at divisional governance.

There were 10 formal complaints received in Quarter 3. There was no trend in area or subject of complaint and all related to different time periods from preceding 12 months.

Of the 10 formal; complaints 5 were partially upheld requiring action and learning, 3 not upheld meaning no actions or learning was identified. 2 were upheld action plans have been completed and discussed at divisional meetings to improve the service. There were no formal complaints in December 2019.

During Q3, 13 written compliments via the CEO or Patient & Family Support Team commending the care, services and staff. This outweighed the number of formal complaints received.

2. PALS Contacts - Informal concerns

Table1

Quarter 2 Contacts - Total = 77	
45 – Informal Concerns – themes	<ul style="list-style-type: none"> • Waiting times/communication/delays in results – Diagnostic Tests- CT Scan • Delays in appointments • Delay in letters from secretaries • Nursing care on medical ward-quickly resolved by ward manager • Funding issue for procedure
32 - Advice & Information - Subjects include:	<ul style="list-style-type: none"> • Access to information- credentials of consultants/claiming expenses/Robert Owen/waiting list times • Ambulance/transport info • ACHD enquiries re appointments/patient needing further support
13 Higher Level Informal Concerns in-depth investigation which prevented escalation to a formal complaint included:	<ul style="list-style-type: none"> • 1 MP letter- regarding funding for a procedure by NHS England • Aortic patient delay in CT scan and follow up appointment/communication issues-meeting was held with the consultant • Nursing care on the ward-regarding pain relief-ward manager phoned the patient at home • Delay in appointments-waiting times-several phone calls and collaboration with radiology/secretary departments to resolve • 1 Patient and family anxious during stay- member of the PFST went to the ward are to meet with them and ward manager had input aswel. • ACHD patient-medication issues-resolved with pharmacy input <p>This demonstrates that the proactive approach prevents the escalation to a formal complaint and a timely resolution for patients and families.</p>

3. Complaints

Table 2 below provides details of complaints received per month via division year to date

Number of complaints per month/division				
Total/month in brackets	Surgery	Medicine	Corporate	Clinical Services
Oct 19	2	3	1	2
Nov 19	0	2	0	0
Dec 19	0	0	0	0
Total	2	5	1	2

Any action plans/learning is presented to the relevant committee as a separate agenda item by the divisional leads.

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

Ref:	Division	Q3 Summary of complaints	Outcome
20	Surgery	Clinical care - post op patient had collapse/fall on ward following cardiac surgery. Patient sustained stroke and son alleged that patient was not found for some time.	Closed Not upheld
21	Clinical services	Diagnostic Tests Radiology Delays in providing appointment for CT scan - incomplete referral sent from Warrington hospital. Delay in CT scans and communications when informing radiology follow up appointment.	Closed Partially upheld
22	Medicine	Communication - Patient was seen in the aortic clinic and an appointment clearly says for CT and Echo in 6 months and these are to be performed together was sent an appointment sooner.	Closed Partially upheld
23	Corporate	Communication processes - patient complained regarding communication with Dr Modi's secretary - multiple communications and calls not being returned.	Closed Not upheld
24	Surgery	Clinical Care / Communication Patient & wife dissatisfied with consultation- patient attended OPD and appointment had been cancelled – arranged taxi round trip cost £240. Unhappy regarding attitude of consultant as was provided with a date for surgery in clinic and stated they felt bullied into it and signed the consent form. Wife states patient does not now wish to have surgery and date cancelled.	Closed Partially upheld
25	Medicine	Follow up care Patient has PPM insitu and raised concerns in relation to routine pacemaker change/appointments taking place at LHCH- stated during PM check staff had lack of interest and felt that she had a wasted visit.	Closed Partially upheld
26	Clinical services	Experience in POCCU with nurse - when coming out of anaesthetic patient felt nurse was not attentive as she should have been and 'cruel' as she did not make him as comfortable as he could have been.	Closed Upheld
27	Medicine	Medication related complaint/ communication - patient was advised to take Ivabradine but query caused allergic reaction. Also, complained about the letter received Aug 14th but written 6th Aug.	Closed Not upheld
28	Medicine	LINQ Device - Patient came to clinic to see Dr Modi following some information he was having bouts of AF. The information of the AF was not this patient and had been mixed up with another.	Closed Upheld
29	Medicine	Communication/Private patient - she contacted the hospital and 2 hours prior to her appointment it had to be cancelled due to an error and the consultant wasn't in the trust that day.	Closed Partially upheld

Once all complaints are closed for Q3 the data/summary of learning is published on the Trust's website.

3.1 Parliamentary Health Service Ombudsman (PHSO)

PHSO requested information in August regarding a patient who was awaiting a TAVI and was provided with TED stockings then developed necrotic toes following discharge. They were later diagnosed with peripheral vascular disease. This was dealt with as a formal complaint in November 2018. All information was sent on the 7.10.19. No further update has been received.

3.2 Complaints Review Panel

4. Recommendations

The Council of Governors are asked to receive the report and the content 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.