

Council of Governors (in Public) Item 10.3

Subject: Patient & Family Support Team Activity Report Q1
Date of meeting: Tuesday 22nd September 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 Q1, 1st April 2020 – 30th June 2020. The Trust received a total of 4 formal complaints for Quarter 1. In addition, 53 contacts were made, 18 informal concerns and 35 requests for information or advice.

12 of the informal responses were resolved by phone calls by the Consultants, specialist nurse's and matrons to stop them advancing into formal complaints. 2 were resolved via email and 3 will be resolved by an informal written response once an investigation is complete. All informal concerns were successfully resolved and any learning and actions required were managed and included in the monthly divisional complaints reports.

There were 4 formal complaints received in Quarter 1, 3 of which are joint with other Trusts and none are led by LHCH. There was no trend in area or subject of the complaints and some related to different time periods. Of the 4 complaints, 2 were not upheld, meaning no actions or learning was identified and 2 are still under investigation, awaiting final outcomes.

There are two formal complaints that have carried over from Q4 2019/20. They have been delayed due to covid 19 response as in mid-March the formal complaints process was put on a 'pause period' for 3 months from the end of March until the end of June. They have both been recommenced and investigations have started again, both complainants have been kept up to date and renegotiated response dates agreed.

There is one joint formal complaint that was responded to in March 2020 where the family has submitted a response letter with further questions. This has been reopened and a draft sent to the surgical division.

The Trust has received 18 compliment letters/emails in this quarter - all shared and feedback to appropriate teams and divisions.

2. Contacts - Informal concerns, Advice & Information Table1

Quarter 1 Contacts -Overall Total = 53	
18– Informal Concerns – themes	
<ul style="list-style-type: none"> 5 COVID related issues raised include- EOL patient-family had issues over PPE used here and in different Trust, ACHD patient information on isolating, community appointment family anxieties over staff coming out to house, patient 	

<p>treated as positive for covid when was negative and discharge summary reflected this-full RCA completed.</p> <ul style="list-style-type: none"> Other concerns raised in the quarter: change of consultant request, post-surgery complications, post fall concern request RCA completed, medication review and more information required after procedure, public Wi-Fi down in the Trust, communication between staff and patients in cardiac diagnostics, issues raised around main entrance staffing and attitude of security staff.
<p>35 - Advice & Information - Subjects include:</p> <ul style="list-style-type: none"> Covid related- Visitors turned up at the hospital when not allowed wanted information on patient, information if vulnerable. Communication requests- asking for consultant phone call, information requests in other language, inpatient update requests. Asking for results of scans- not our Trust. Deceased- return of equipment, deactivation of an ICD, GP had not received information of deceased patients, post bereavement meetings and PM requests. Appointments- Future appointment request, ECHO cancelled via text service- query if rebooked, cancelled appointment letter not signed. Property on a surgical ward- advice on what to do with it.

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 20	0	1	0	0
May 20	1	0	0	0
June 20	1*	1	0	1*
July 20				
Aug 20				
Sept 20				
Oct 20				
Nov 20				
Dec 20				
Jan 21				
Feb 21				
Mar 21				
Total	2	2	0	1

*joint

Table 3 below shows the complaints received in Q4 that are still open and Q1 formal complaints and learning outcomes per division.

Ref:	Division	Q4 and Q1 Summary of complaints	Outcome
30	Surgery	Joint complaint with Clatterbridge Hospital- Diagnosis/Treatment -Patient was diagnosed with Mesothelioma in 2015 and referred to oncology in Clatterbridge. Family are querying appropriate diagnosis and tests done to support the disease staging.	Closed- not upheld
36	Surgery	Care received on surgical ward - Several concerns raised around medication, insufficient washing facilities and communication with staff and patient.	Postponed- On hold
1	Medicine	Care and treatment - Patient had a Linq device fitted and was having symptoms and she was worried that it wasn't being picked up on the home monitor. Also communication issues with the cardiac diagnostics team.	Closed- Not upheld

2	Surgery	Misdiagnosis of condition- Joint-LHCH/COCH/Clatterbridge Stating had misdiagnosis of oesophageal cancer back in Feb 2019 from the PET scan.	Closed – not upheld
3	Surgery/clinical services	Joint with Aintree Hospital- care after surgery. Querying medication after bypass surgery in 2018 and also wanted information regarding SALT input, tests, results and treatment provided.	Closed- not upheld
4	Medicine	Joint- Wirral CCG- Communication Rang the hospital after a few weeks of being discharged and queried the advice that was given.	Closed- not upheld

3.1 Parliamentary Health Service Ombudsman (PHSO)

One current 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 awaiting a TAVI. Patient was provided with TED stockings post operatively then developed necrotic toes following discharge. Patient was later diagnosed with Peripheral vascular disease. A response was sent to the ombudsman on 7/9/19 and we have now received a provisional recommendation in March 2020 from the PHSO. This has now been completed, complainant has received a cover letter and action plan that was completed at the time of the incident and also the monetary compensation that was set out by the ombudsman has also been completed.

3.2 Complaints Review Panel

In Q1 a panel was held and complaints including investigations, responses and action plans were reviewed from Q4 by two of the Non-Executive Directors over Microsoft teams. They were assured that the investigations were comprehensive and assured that complaints management was robust and did not request to review any of the complaints further. In Quarter one none of the complaints were upheld which will mean a Non-Executive Directors meeting will therefore not be required.

4. Recommendations

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

Receive assurance that the complaints process, management and procedure is robust and monitored for effectiveness and is based upon the Trust's Complaint Policy, with the sharing of learning from each complaint review, being disseminated within the appropriate divisions and teams.