

## Council of Governors (in Public)

### Item 8.3

**Subject:** Patient & Family Support Team Q1 Complaints Report 2018/19  
**Date of meeting:** 18<sup>th</sup> September 2018  
**Prepared by:** Lisa Gurrell, 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, 1 April 2018 – 30 June 2018. The team received 99 contacts, 43 of which requested advice/information. Trends included; appointment queries, general hospital enquiries, requests for information and car parking. In addition, 56 informal concerns were raised. Trends for informal complaints included: accessibility of appointments for ACHD a continued trend from Q4 (2017/18), cancelled appointments, waiting times for surgery and procedures and communication. All informal concerns were successfully resolved and none escalated to a formal complaint.

There were 9 formal complaints received, there was no trend in area or subject and all related to different time periods from preceding 12 months, with clinical treatment being the main subject. Of the 9 complaints investigated, all were responded to, within the negotiated time frame.

Overall, 2 were upheld, 2 partially upheld, and 5 not upheld. In addition, 3 family meetings were held with complainants where potential complaints had been submitted and 2 post bereavement meetings were held.

During this quarter the CEO received 18 thank you letters commending the care, treatment and services provided.

### 2. Contacts/Informal Concerns

**Table1**

<b>Quarter 1 Contacts - Total = 199</b>	
<b>43 – Requests for advice and information-</b>	Themes include:
<ul style="list-style-type: none"> <li>Appointment / referral queries</li> <li>Car Parking including queuing, lift out of order, courtesy bus no access for wheelchair patients, pay stations not accepting £20/10 notes.</li> </ul>	
<b>56 - Informal concerns</b>	Themes include:
<ul style="list-style-type: none"> <li>ACHD waiting times/appointments</li> <li>Cancelled surgery/procedures</li> <li>Car parking including delays entering the site and pay stations not accepting £20/£10 notes</li> </ul>	

### 3. Complaints

Table 2 below provides details of complaints received per month via division for Q4.

Number of complaints per month/division				
Total/month in brackets	Surgery	Medicine	Corporate	Clinical Services
April	2	1	1	2
May	0	0	0	0
June	1	1	0	1
<b>Total</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>

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 and learning outcomes per division.

Ref:	Division	Q1 Summary of complaints	Status / Learning Outcomes
1	Corporate	<b>Administration failure in referral process</b> led to referral letter not being received into Respiratory Clinic. This was identified and the patient underwent surgery. <b>Graded High</b>	Upheld
2	Surgery	<b>Clinical Treatment - patient</b> underwent complex surgery and suffered memory loss post op Patient diagnosed haemorrhagic stroke some days after discharge.	Not upheld
3	Medicine	<b>Clinical Treatment</b> - patient admitted for Pacemaker insertion and stated complained of pain post discharge. Complications with the pacing lead and short delay in treatment..	Upheld
4	Surgery	<b>Clinical Treatment</b> - daughter alleged patient was admitted for surgery – family raised concern that the patient did not consent to the procedure carried out.	Partially Upheld Meeting planned for October 2018.
5	Clinical Services	<b>OPD Waiting time</b> patient with mental health issues incurred a delay.	Upheld
6	Clinical Services	<b>Clinical treatment</b> - patient attended for MRI, and had a poor experience due to reaction to pre-scan medication	Not Upheld
7	Clinical Services	<b>Clinical Treatment</b> - patient underwent surgery and returned to theatre, husband stated that her oesophagus was damaged.	Not Upheld
8	Surgery	<b>Clinical Treatment</b> - patient referred for lung surgery and planned operation was not carried out.	Not Upheld
9	Medicine	<b>Communication/Clinical Treatment /Communication</b> following the insertion of LINQ device.	Not Upheld

### 3.1 Parliamentary Health Service Ombudsman (PHSO)

There are no complaints currently under investigation although the PHSO have requested the complaint file/health records relating to a complaint from the clinical services division raised in 2017/18. They will assess the case before taking a decision to investigate.

### 4.0 Recommendations

The Council of Governors are asked to receive the report and discuss the content and actions/learning for the complaints in their area and any organisational learning.