

Council of Governors (in Public) Item 7.3

Subject: Q2 Complaints Report 2017/18
Date of meeting: 4 December 2017
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 Q2, 1 July 2017 - 30 September 2017. The team received 64 contacts, 34 of which requested advice/information. Trends included; signposting, communication shortfalls and waiting times for procedures. In addition, 30 informal concerns were raised and trends included car parking, waiting times, cancelled appointments and lost patient property.

There were 17 formal complaints received, 11 of which were received in August 2017, which was unusually high, but there was no trend in area or subject and all related to different time periods from preceding 12 months, with clinical care being the trend subject.

Of the 17 complaints investigated, 5 required extensions to response dates due to delayed response/investigation from divisions. Overall, 8 were upheld, 4 partly upheld, 5 not upheld.

2. Contacts/Informal concerns

Table1

Quarter 1 Contacts
64 contacts (39% decrease compared to Q1)
34 – Requests for advice and information- Themes include: <ul style="list-style-type: none"> • Waiting times for procedures/appointments • Robert Owen House enquiries • Car parking/general enquires • Communication breakdowns
30 - Informal concerns - Themes include: <ul style="list-style-type: none"> • Lost property (including dentures/mobile phones) • Staff attitude • Phones not being answered on reception • Waiting times for surgery/procedures/appointments

3. Complaints

Table 2 provides details of complaints received per month via division. Any action plans/learning is presented to the relevant committee as a separate agenda item by the divisional leads.

Table2

Number of complaints per month/division				
Total/month in brackets	Clinical Services	Corporate	Medicine	Surgery
April 2017 (4)	1	1	1	1
May 2017 (4)	0	0	2	2
June 2017 (4)	1	0	1	2
July 2017 (2)	0	0	1	1
Aug 2017 (11)	1	1	6	3
Sept 2017 (4)	0	1	2	1
Total (29)	3	3	13	10

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

Ref:	Division	Summary of complaint	Learning Outcomes
13	Surgery	Clinical care - CABG carried out in 2014 by surgeon no longer employed at LHCH, requested assurances surgery was carried out correctly.	Closed -Not Upheld Patient provided with appointment and assurance.
14	Clinical Services	Clinical care - issues raised regarding medical care provided to patient at end of life prior/during organ retrieval for donation.	Closed -Not upheld No Action required
15	Surgery	Clinical care - district referral not received post op and patient did not receive cardiac rehab and unhappy with level of aftercare.	Closed – Partly Upheld Action/learning shared
16	Clinical Services	Clinical care - joint with RLBUHT issues regarding timeliness of referral for CT when patient for post op thoracic surgical patient.	Closed -Upheld Action plan shared at Governance Committee
17	Medicine	Waiting time for appointment – patient waited 15 minutes after appointment time. Complaint dealt with at time, but patient insisted they received a formal response.	Closed -Not upheld No Action required
18	Surgery	Clinical care - concerns regarding clarity of diagnosis and lung biopsy procedure.	Closed -Not upheld No Action required
19	Medicine	Clinical care - concerns raised by daughter of patient with ILD who recently passed away, regarding spirometry test results and clarity of condition.	Closed – Party Upheld Apology/learning shared
20	Corporate	Re-claiming travel expenses – father of disabled patient encountered difficulties with process.	Closed – Upheld Process streamlined
21	Medicine	Nursing care - patient moved rooms during admission and belongings misplaced and other aspects of nursing care.	Closed -Upheld Action plan shared at Governance Committee
22	Medicine	Clinical care - issues relating to the consent taken prior to replacement of pacemaker lead during battery replacement. Patient also sustained a pneumothorax.	Closed – Upheld Learning shared at divisional governance
23	Medicine	Clinical care – multiple concerns regarding medical and nursing care for patient admitted for PCI. His condition deteriorated and he developed pneumonia/heart failure and passed away.	Closed –Partly Upheld Action plan awaited from Division
24	Surgery	Clinical care – patient had lung resection in 2009 for suspected cancer, pathology revealed this was pneumonia. Son raised concerns that patient was not informed of diagnosis that tumour was benign.	Closed – Not Upheld No action required
25	Medicine	MP letter/ Clinic Cancellations - Multiple cancellations of ACHD appointments.	Closed – Upheld Provided with appointment
26	Corporate	Values/Behaviours/Reputation - Appearance of receptionist on duty.	Closed – Upheld Action taken with individual
27	Surgery	Clinical Care - nursing care including nutrition of confused patient	Closed – Partly upheld Meeting held at patient's home following discharge

28	Medicine	Clinical Care/SUI – clinical/nursing care and treatment of patient with urinary tract infection. RCA completed but not communicated to patient in timely manner.	Complaint response sent On-going - Upheld
29	Medicine	Privacy & Dignity - female patient undergoing echocardiogram, no separate changing facilities and not offered chaperone.	Closed – Upheld Action taken to improve

3.1 Parliamentary Health Service Ombudsman (PHSO)

Nil to report

3.2 Meetings

During this period, 6 meetings were held with complainants for complaints submitted in Quarters 1 and 2, one was to provide the family with the outcome of a RCA and one was held at a patient's home.

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.