

Council of Governors (Public)

Item 7.3

Subject: Q2 Complaints Report 2016/17
Date of meeting: 5th December 2016
Prepared by: Lisa Gurrell, Patient & Family Support Manager
Presented by: Sue Pemberton, Director of Nursing & Quality

1. Introduction

This paper is to inform the Council of Governors of the activity captured within the Patient & Family Support Team for Q2 (1st July 2016-30th September 2016), this includes the number of concerns, complaints, trends, outcomes and learning. Also detailed within the paper is an update on the complaints referred to the Parliamentary Health Services Ombudsman.

2. Concerns

In Q2, 70 contacts were made which shows a slight increase compared to Q2 2015/16 when 65 were received. Of the 70 contacts for Q2, 50 requests were for advice/information and 20 concerns were raised with the themes listed below.

Top themes:

- Communication/unanswered calls to administration staff
- Waiting times for surgery
- Referral enquires
- Appointment queries

Themes remain similar to those compared to Q1 2015/16.

All concerns and actions taken were reported through the monthly Governance Committees. All concerns were resolved and none escalated to a formal complaint.

3. Complaints

The table below demonstrates quarter on quarter, the number of complaints received, trends and grades for 2015/16 and 2016/17.

Q2 2015/16 (April-June)	Q2 2016/2017 (April – June)
Total = 12	Total = 19
Clinical care (5)	Clinical Care (including nursing) 12
Communication (3)	Communication (2)
Clinical information (1)	Facilities (2)
Other (1)	Complaints on hold awaiting full details/authority from patients (3)
Staff Attitude (1)	
Parking fine (1)	
Key: Upheld = complaints considered well founded – requiring action Partly upheld = action may be required for part of the complaint	

Not upheld = following investigation no evidence found to substantiate complaint but acknowledgement of disappointment given and apologies where necessary

All complaints were investigated and responded to in-line with the policy and procedure.

4. Learning from complaints

All complaints were discussed in the respective Governance Committees and all closed complaints were responded to within the negotiated timeframe.

At the time of producing this report 6 complaints were considered upheld/partially upheld requiring action or improvement. All action plans were presented to the relevant governance committee. If immediate action was taken, no action plans were required, but the detail of the complaint and learning was discussed at the committee.

All complaint responses, either verbal or written, were honest and open in-line with the statutory Duty of Candour.

The learning from complaints in Q2 includes:

- Improved communication processes clinical and administration
- Improvement in documentation and record keeping
- Review and streamlined process for reporting results and processing referrals
- Improvements to transfer and discharge process
- Improved administration process
- Improved processes in labelling and transporting samples to the laboratories

5. Parliamentary and Health Service Ombudsman (PHSO)

In Q1 the Trust received the findings on two complaint investigations that had been referred to the 2nd stage of the complaints procedure. The outcome was that they are no longer investigating both of these complaints.

In relation to a third PHSO review the Trust received a draft report outlining that they consider this particular complaint *partially upheld* and were invited to provide further comment regarding this and are awaiting the further outcome.

6. Recommendations

The Council of Governors is asked to receive the report and discuss the contents and take assurance that complaints management is proactive and robust.

Receive an update on the outcome of PHSO investigations when a decision is reached.