

Council of Governors (in Public)

Item 11.2

Subject: Q1 Complaints Report 2024/25
Date of meeting: 17th September 2024
Prepared by: Laura Allwood Patient & Family Support Manager
Presented by: Joan Mathews, Director of Nursing and Quality

1. Executive Summary

The purpose of this report is to provide an update on the numbers of formal and informal concerns received into the Trust. The report will provide an overview of contacts made to the patient and family support team for either advice or information.

Within quarter one (1st April- 30th June) the Trust received a total of:

- 4 formal complaints
- 109 contacts comprising of- 80 informal concerns - 29 requests for information or advice.
- 16 compliments by letter or e-mail received (all shared with the appropriate teams)

The 4 formal complaints received in this quarter, 2 remain open and under investigation and 2 are closed. 1 was partly upheld and 1 was not upheld. Regular communication is had with the complainant to ensure they are kept up to date with progress being made.

2. Contacts - Informal concerns, Advice & Information

80 Informal Concern Themes

Subjects include:

- EPRO admin correspondence letter contacts- 5 in total- 2 regarding chasing cardiac surgery dates and appointments, 2 regarding incorrect information in the clinic letters received and 1 regarding delay in receiving MRI results.
- 28 Contacts made regarding waiting for cardiac surgery, some have had several cancellations and awaiting new dates- some stating struggling with mental health whilst waiting- worsening symptoms and lack of communication so not aware of where they are up to on the list.
- Post cardiac surgery- 2 calls- chasing appointment discharged from Rowan. Patient unwell after surgery-follow up brought forward.
- Medicine- heart rhythm nurse review- patient stated poor experience, cancelled appointment and not told- took time off work and travelled in. Cardiac diagnostics- not fully explained what was happening or questions answered to patient and family satisfaction. Discharge summary incorrect. Date for cardiology procedure. Patient has a monitor but had lots of questions and queries.
- Thoracic/respiratory-2 contacts Unhappy with how the doctor has discussed cancer diagnosis. Concerns about choice of biopsy. Long wait for appointment.
- Surgery- 2 inpatients- husband raised concerns about the care and plan for wife regarding discharge and one regarding change in mattress and wanting to speak to the ANP.
- Family unhappy that a patient's home oxygen had been removed.
- Cardiology procedure cancelled due to the patient drinking lemonade- patient anxious to get another date.

- Historical cases- wanted to place a formal complaint regarding medication and risk of nose bleeds- from 2021. Formal complaint dealt with but family still unhappy advised how to seek further advice.
- Attended clinic but appointment cancelled as had been brought forward- thought it was for a scan.
- DVLA form request sent to consultant.
- EBUS queries and reason behind less invasive option first.
- Appointments- 4 contacts Referred in from another trust and waiting for appointment, ICC- felt rushed and still has unanswered questions. Did not receive telephone appt. Delay in follow up post PPCI.
- Results- 3 contacts. Waiting results since April. Had CT scan in January chasing results. Had tests in Feb/April- need results for hip operation pending.
- MP letter- medicine patient- questions regarding availability of funding for a specific medication treatment.
- Cardiac diagnostics- Patient is unhappy that a student undertook the scan and didn't introduce themselves.
- ITU-Family unhappy with communication.

29 Advice/Information

Subjects include:

- Chasing referrals/appointments
- Question about procedure details
- Charity details
- PHSO- information request
- EPRO- Letter- sentence in clinic letter incorrect- raised as incident not LHCH sent to referring trust.
- DVLA information request
- Trying to contact the secretary regarding change in medication.
- Historical case- diagnosis query
- Waiting times for surgery x2
- Discharge booklet for PPM- phone number incorrect.
- Parking fees claim.
- Referral letter not received by Aintree.
- Request for letters as text received but has poor eyesight.
- Symptom change's and wanted to notify consultant.
- Access to health records
- Post cardiac surgery had attended A+E and wanted advice- got brought in as ward attender.
- Bereavement query
- Advice around hereditary conditions
- Advice telephone call
- Chasing MRI scan as has a PPM and awaiting surgery.
- Telephone appointment should have been face 2 face.
- Pulmonary Function- needed to cancel appointment

Higher Level Concerns:

- MP-letter – patient seen by cardiac surgeon but then referred to cardiology team for procedure but had not heard for a while on the plan. Funding issues. The cardiology team sent letters to the patient and the MP regarding the plan and funding issues.
Closed
- EBUS queries and reason behind less invasive option first. Letter sent to the patient to explain the reasons behind the care given at LHCH. **Closed**

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 24	0	0	0	0
May 24	1	0	0	0
June 24	1*	2*	0	0
July 24				
Aug 24				
Sept 24				
Oct 24				
Nov 24				
Dec 24				
Jan 25				
Feb 25				
Mar 25				
Total	2	2	0	0

*joint within LHCH

Table 3 below shows the complaints received in Q1 formal complaints and learning outcomes per division.

Q1 Complaints			
1	Surgery	Multiple issues raised - delay in cardiac surgery (carcinoid pt) delay in pain medication, communication with the consultant and across the trust.	Closed- not upheld
2	Surgery	JOINT – Led by RLUH- 1 question for LHCH. Patient had a fall post operative; family are concerned about the safety measures that were put in place.	Closed- not upheld
3	Medicine/Surgery	JOINT- SALFORD- Lots of concerns around yearly checks and if should have been referred sooner to LHCH. When referred to LHCH there was a delay in getting the patient a cardiac surgeon due to retirement and delay in being seen in clinic. Patient unfortunately passed away at home before cardiac surgery.	Open- under investigation
4	Medicine	Unhappy with the consultation with the nurse specialist, felt was not listened to and taken seriously when discussing side effects of the medication.	Open- under investigation

Key: Upheld = complaints considered well founded – requiring action/learning **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

3.1 Parliamentary Health Service Ombudsman (PHSO)

PHSO requested the complaint folder from LHCH from a formal complaint we dealt with in April/May 2023. Complaint folder sent to them on the 2nd May 2024. Await to hear if they are taking on the case.

3.2 Complaints Review Panel

The non-executive review panel meeting for Q1 took place on the 6th August 2024 and they were satisfied with the complaint process and responses.

3.3 Medical Examiner concerns raised

All deaths are scrutinised by the ME/MEO, any that raise any concerns are highlighted to Mr Manoj Kuduvali and Dr James Greenwood along with the Joan Matthews DON.

In Q1, 5 deaths were highlighted with specific concerns that were found in the scrutiny of the notes.

4.0 Recommendations

The Council of Governors are requested to note the report and the content.