

Trust Board Report

Meeting Date:	28 th May 2012
Title:	Complaints and PALS activity for quarter four 2011/2012
Executive Summary:	To provide the Trust Board with a summary of the numbers and themes of complaints and PALS activity during January to March 2012.
Action Requested:	The Board note the report
Report of:	Chief Nurse
Author: Contact Details:	Patient Experience Lead Tel: 01902 695363
Resource Implications:	None.
Public or Private: (with reasons if private)	Public session
References: (eg from/to other committees)	
Appendices/ References/ Background Reading	
NHS Constitution: (How it impacts on any decision-making)	<p>In determining this matter, the Board should have regard to the Core principles contained in the Constitution of:</p> <ul style="list-style-type: none"> ✚ Equality of treatment and access to services ✚ High standards of excellence and professionalism ✚ Service user preferences ✚ Cross community working ✚ Best Value ✚ Accountability through local influence and scrutiny

Background Details

This report provides a review of complaints and PALS activity during the period January to March 2012 and includes:

- Numbers of serious complaints by Division
- Numbers of formal complaints by Division
- Numbers of complaints dealt with informally by Division
- Number of PALS contacts across the Trust
- Numbers of formal complaints investigated and responded to within the 25 working day target
- Numbers of formal complaints breaching the 25 working day target
- Number of complaints referred to the Ombudsman
- Number of complaints closed by the Ombudsman

The report also includes a brief summary of the main themes highlighted in formal and serious complaints. The top 3 themes for complaints in Quarter 4 were:

- Clinical treatment
- General care of patient and
- Communication

Clinical treatment and general care of patient have previously been reported in the top 3 themes, so complaints of this nature remain a concern. Actions around this will include implementing quarterly accountability reviews led by the Chief Nursing Officer.

Complaints about communication were the second highest trend with 25 complaints of this nature being received. This compares to 29 in Q3, but only 12 in Q2 and 7 in Q1.

The biggest improvement was seen in the category of Diagnosis, where 8 complaints were received (Q3 = 14, Q2 = 12 and Q1 = 11)

Overall the Trust has seen an increase in formal complaints and similarly is also receiving an increase in PALS contacts.

To improve the management of complaints, a Complaints Service Manager (CSM) has been appointed to work with the Clinical Directorates to ensure consistency in approach to complaint handling, monitor themes and also to share lessons learnt across the organisation. The CSM commences in post on 1 June 2012.

Review of complaints: January to March 2012

	Division One	Division Two	Estates and Facilities	Corporate	Health Records and IT	Total
Received Complaints						
Serious formal complaints	3	1	0	0	0	4
Formal complaints	56	68	3	2	1	130
Informal complaints	2	2	0	0	0	4
Total	61	71	3	2	1	138
Investigation						
Number of formal complaints investigated within 25 working days or with consent to breach	138					
Number of complaints breaching the 25 day target without complainants consent	23					
Number of PALS/Informal complaints	403 (Jan = 108, Feb = 163, Mar = 132)					
Number of PALS/ Informal complaints resulting in formal complaint	2 (both in Feb)					
Re-opened complaints						
Number of complaints referred to the Ombudsman	3	4	0	0	0	7
Number of complaints upheld by the Ombudsman	0	0	0	0	0	0
Number of complaints not investigated or referred back for local resolution by the Ombudsman	3	4	0	0	0	7

Formal complaints by theme in Quarter 4 2011-12 (January to March 2012)

NB Detail of serious complaints has been reported separately

Attitude	7
Cancellation	3
General care of patient	24
Clinical treatment	29
Communication	25
Confidentiality	3
Consent to treatment	1
Delay	14
Diagnosis	8
Patient Discharge	9
Facilities	2
Information	1
Medication problems	2
Transport	2
Total	130

Detail from Clinical Divisions

	Themes raised	Total	Formal complaint summaries
Division 1	Attitude	4	<ul style="list-style-type: none"> Complainant unhappy that her mother fell whilst an in-patient and sustained injury to leg Patient and partner concerned about midwifery care and feel this contributed to permanent health problems of the child Lack of communication from staff Poor attitude of consultant surgeon Patient complained that her confidentiality had been breached by staff sharing details of her hospital records with family & friends Patient complained on behalf of himself and 5 other patients due to the disruptive behaviour of another patient Patient believes gynaecological surgery has left her with neurological complications Patient complained that consultant did not carry out her surgery after she had been reassured that he would be performing the operation (Ophthalmology) Complainant feels staff were unsympathetic following her miscarriage Complainant unhappy with communication and advice given after discharge
	Cancellation	3	
	General care of patient	7	
	Clinical treatment	16	
	Communication	12	
	Confidentiality	1	
	Consent to treatment	1	
	Delay	7	
	Diagnosis	1	
	Patient Discharge	3	
	Facilities		
	Information		
	Medication problems		
Transport	1		
	56		

	Themes raised	Total	Formal complaint summaries
Division 2	Attitude	3	<ul style="list-style-type: none"> • Poor attitude of medical staff • Patient complained about delay in answering nurse call buzzer • Patient not satisfied with treatment in A&E • Delay in ongoing treatment • Poor experience due to discharge of elderly gentleman late at night. • Relative perceived discharge from hospital to be unsafe, believes patient was not fit. • Complainant believes consultant was dismissive and missed the correct diagnosis of her husband (Neurology) • Patient complained due to another disruptive patient shouting abuse and therefore he self discharged for his own safety. • Patient believed Health Visitor to be unprofessional. • Complaint regarding delay in being treated in A&E and attitude of nurse. • Complainant unhappy that her husband's diabetes was not managed properly when he was admitted as an emergency. • Patient unhappy with how she was treated when attending for an out patient barium enema • Patient unhappy that her appointment for radiotherapy treatment has been delayed twice.
	Cancellation		
	General care of patient	17	
	Clinical treatment	13	
	Communication	11	
	Confidentiality		
	Consent to treatment		
	Delay	6	
	Diagnosis	7	
	Patient Discharge	6	
	Facilities	1	
	Information	1	
	Medication problems	2	
	Transport	1	
	68		

PALS & Complaints increase over 2011-12

	Quarter 1	Quarter 2	Quarter 3	Quarter4
Formal Complaints	89	109	99	134
Informal Complaints	29	34	24	4
PALS	237	337	315	403