







**Trust Board Report**

<b>Meeting Date:</b>	28 October 2013
<b>Title:</b>	Complaints and PALS activity for Q2:2013/14
<b>Executive Summary:</b>	To provide Trust Board with a summary of the numbers and themes of complaints and PALS activity from July to September 2013 (Q2)
<b>Action Requested:</b>	Trust Board to note the report
<b>Report of:</b>	Ms Cheryl Etches, Chief Nursing Officer
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<b>Resource Implications:</b>	None
<b>Public or Private:</b> (with reasons if private)	Public Session
<b>References:</b> (eg from/to other committees)	PSIG
<b>Appendices/</b> <b>References/</b> <b>Background Reading</b>	CQC, NHSLA
<b>NHS Constitution:</b> (How it impacts on any decision-making)	In determining this matter, the Board should have regard to the Core principles contained in the Constitution of: <ul style="list-style-type: none"> <li> Equality of treatment and access to services</li> <li> High standards of excellence and professionalism</li> <li> Service user preferences</li> <li> Cross community working</li> <li> Best Value</li> <li> Accountability through local influence and scrutiny</li> </ul>

**Background Details**

1.	<p>This report provides a review of complaints and PALS activity during the period July to September 2013 (Q2) and includes:</p> <ul style="list-style-type: none"> <li>• Numbers of serious and formal complaints by division</li> <li>• Number and themes of PALS contacts across the Trust</li> <li>• Numbers of formal complaints investigated and responded to within the 25 working days and those in excess of 25 days</li> <li>• Number of complaints referred, upheld and closed by the Ombudsman</li> </ul> <p>The report also includes a brief summary of the main themes brought to our attention within formal and serious complaints.</p> <p>The dashboard is the Patient Experience Dashboard which highlights key points including:</p> <ul style="list-style-type: none"> <li>• Number of complaints received</li> <li>• Time taken to respond</li> <li>• Number of complaints reopened</li> </ul>
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### Review of complaints: July to September 2013

	Division One	Division Two	Estates and Facilities	Corporate	Health Records and IT	Total
<b>Received Complaints</b>						
Serious formal complaints	4	2	0	0	0	6
Other formal complaints	43	43	0	0	1	87
<b>Total</b>	<b>47</b>	<b>45</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>93</b>
<b>Concerns</b>						
Number of PALS concerns	418					
Number of PALS concerns resulting in formal complaint	<b>6</b>					

### Formal complaints by theme in Quarter 2 2013-14 (July to September 2013)

General Care	14
Clinical Treatment	17
Communication	4
Delay	17
Attitude	6
Cancellation	4
Diagnosis	9
Patient Discharge	7
Facilities	2
Information	1
Access	1
Consent to Treatment	1
Resources	1
Waiting Times	3
<b>Total</b>	<b>87</b>

## Detail of complaints by Division

	Themes raised	Total	Formal complaint summaries
<b>Division 1</b>	Attitude	2	<p>The 2 highest themes for Division 1 were Clinical treatment and Delays. General Surgery and Obstetrics &amp; Gynaecology received the most complaints relating to Clinical treatment whose aspects related to;</p> <p>Patient unhappy with treatment and care received pre and post-delivery from Maternity Services.</p> <p>Patient concerned that the delay in receiving a review appointment contributed to them having to undergo further surgical intervention.</p> <p>Cardiology and Ophthalmology both received the same number of complaints (2) relating to delays. Examples of these complaints are;</p> <p>Patient feels the delay in referring them to another hospital for specialist treatment has had a detrimental effect on their vision</p> <p>Delay in diagnosis</p> <p>General Surgery (9) and Trauma and Orthopaedics (6) received the highest complaints in their respective Directorates this quarter.</p>
	Discharge	5	
	Delays	9	
	Clinical Treatment	9	
	Diagnosis	2	
	General Care	4	
	Communication / Information	3	
	Cancellation	4	
	Facilities	2	
	Resources	1	
	Waiting Times	2	
<b>Total</b>		43	

	Themes raised	Total	Formal complaint summaries
<b>Division 2</b>	Attitude	3	<p>General care of patients remains the main theme for complaints in Division 2. These include aspects relating to wound and pain management and care received by District Nurses.</p> <p>As with Division 1 the themes of Delays and Clinical Treatment also feature.</p> <p>Emergency Services has seen an increase this quarter in the number of complaints received (13) in comparison to the previous 2 quarters where they saw a quarter on quarter decrease – from 11 in Q4 to 4 in Q1.</p>
	Discharge	2	
	Delays	8	
	Clinical Treatment	8	
	Diagnosis	7	
	General Care	10	
	Communication / Information	2	
	Access	1	
	Waiting Times	1	
	Consent to Treatment	1	
	<b>Total</b>		

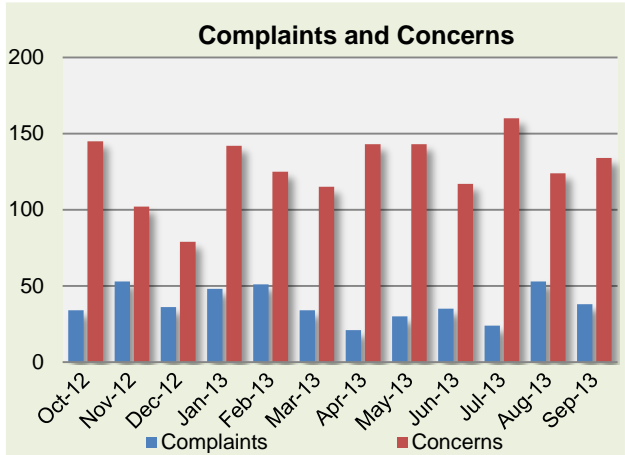
	Themes raised	Total	Formal complaint summaries
<b>Corporate</b>	N/A	0	No complaints received this quarter.

	Themes raised	Total	Formal complaint summaries
<b>Estates &amp;</b>	N/A	0	No complaints received this quarter.

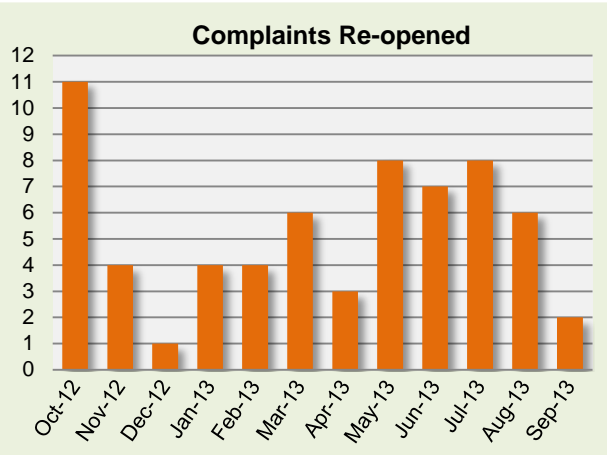
	Themes Raised	Total	Formal complaint summaries
<b>Health Records &amp; IT</b>	Attitude	1	This complaint related to the attitude of the administration staff when a relative of a patient tried to confirm the appointment details.
	<b>Total</b>	1	

### Resultant Actions arising from themes identified:

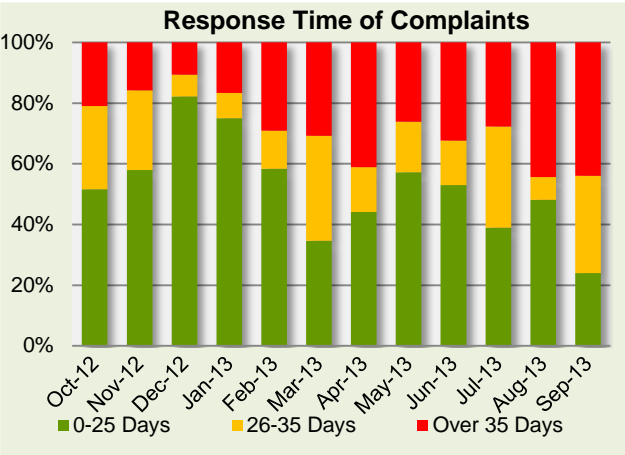
- 1. Pain management:** The Friends and Family Test (FFT) will now include Maternity Services from October 2013. One example of where FFT has led to small service improvement or change within the Trust is the way in which the directorate has addressed issue of effective pain control. A comment recently noted on the FFT card was "was in pain on previous admission, felt ignored by staff". As a result of receiving this comment the directorate are developing a self-medication programme for women to enable them to manage their own analgesic medication when they require it, rather than waiting until they are in pain and then needing to ask staff for tablets. They have also introduced medication cards for those women who are off the ward during drug rounds to alert them that their medication is waiting to be dispensed.
- 2. Meal provision:** Lots of complaints re: meals being unsuitable for children. Matron had a meeting with catering staff having had children and young people involvement which resulted in a changed menu from September and the introduction of healthy snacks rounds from June. This initiative was from the audit of children's feedback leaves which are placed on the feedback tree.



28 formal complaints were received (September).48 were received the previous September 2012. There were 134 PALS contacts, an increase in comparison to the previous year of 99 which demonstrates the value and accessibility of PALS in reducing numbers of complaints.



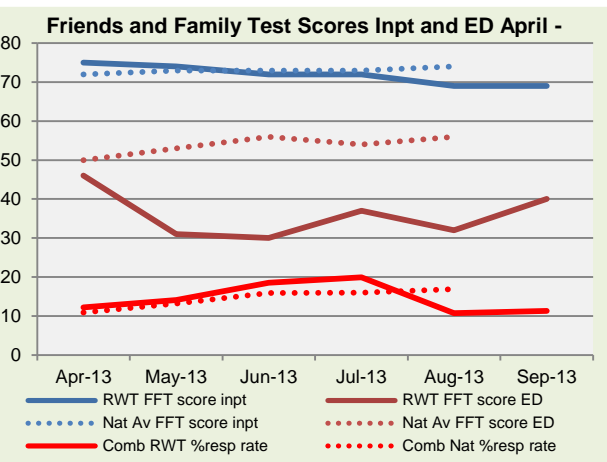
2 complaints were re-opened in September 2013 (Cancer Services = 1, Corporate (IMT) = 1) compared with 8 in the previous year and 6 the previous month which, a marked decrease.



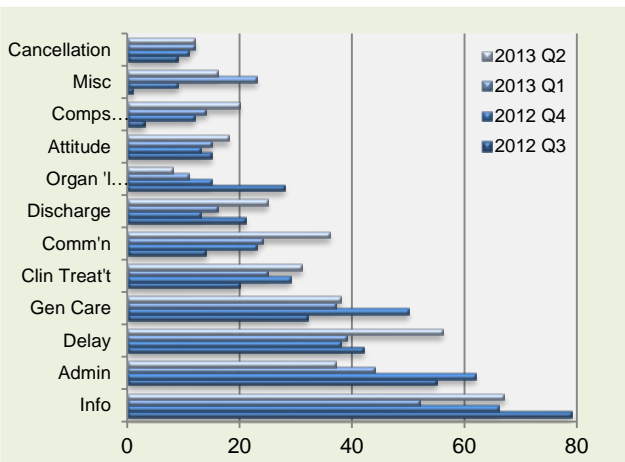
5 of 25 - within 25 working days, 8 of 25 within 26-35 working days (2 - consent to breach, 6 without consent to breach). 13 over 35 days (5 - consent to breach, 6 without consent to breach). The least August response time was 10 days. The longest was 90 days (Paeds). This was agreed with MP and constituent. Issues spanned a number of years and agencies from 2000. Legal advice was required as part of the process.

Question	RWT Nat inpt (n=415)	Apr 13 (n=av 421)	May 13 (n=av 538)	June 13 (n=av 442)	July 13 (n=av 481)	Aug 13 (n=av 549)	Sep 13 (n=av 716)
Cared for?	NA	92.3%	95.5%	96.0%	95.5%	93.6%	93.7%
Pain	79%	91.3%	94.7%	95.4%	93.6%	92.0%	92.7%
Buzzers	60%	74.4%	78.6%	81.6%	77.2%	75.8%	77.6%
Worries/fears	54%	88.3%	86.5%	91.5%	92.7%	86.0%	87.4%
Discharge	65%	85.6%	87.2%	88.6%	88.1%	86.6%	83.9%
RWT Score	64.5%	86.5% ↑	88.6% ↑	90.6% ↑	89.4% ↓	86.8% ↓	87% ↑
		≥95%	≥85% < 95%			<85%	

There was a slight increase in the combined score in September. All standards increased apart from the discharge score was the lowest returned since April.



The inpatient score has dipped below the national average score. Whilst A&E is still returning scores below the national average, there was a month on month increase of 8 points. Combined response rates have dipped below national average. This is because an altered method of data collection has been introduced and will become embedded.



The highest 3 PALS themes for this quarter are Information (16.02%), Delay (13.39%) General Care of patients (9.09%). Previous quarters are shown for comparison..