

Trust Board Report

Meeting Date:	22 July 2013
Title:	Complaints and PALS Activity - Quarter 1 2013
Executive Summary:	To update the Trust Board regarding complaints and PALS
Action Requested:	The Board note the report
Report of:	The Chief Nursing Officer
Author: Contact Details:	Patient Experience Lead Tel: 01902 695363 jamiemery@nhs.net
Resource Implications:	None
Public or Private: (with reasons if private)	Public Session
References: (eg from/to other committees)	
Appendices/ References/ Background Reading	Appendix 1 - Patient Experience Dashboard
NHS Constitution: (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"> ✦ 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

1	<p>Introduction</p> <p>The purpose of this report is to update the Trust Board regarding Complaint themes by division and those received through the Patient Advice and Liaison Service during quarter 1 2013. Also included is information relating to Trust performance in the Friends and Family Test during the quarter</p>
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Review of complaints: April to June 2013

	Division One	Division Two	Estates and Facilities	Corporate	Health Records and IT	Total
Received Complaints						
Serious formal complaints	6	0	0	0	0	6
Other formal complaints	59	46	1	0	2	108
Total	67	46	1	0	2	116
Concerns						
Number of PALS concerns	404					
Number of PALS concerns resulting in formal complaint	12					

Formal complaints by theme in Quarter 1 2013-14 (April to June 2013)

General Care	23
Clinical Treatment	26
Communication	9
Delay	8
Attitude	9
Cancellation	9
Diagnosis	7
Patient Discharge	9
Facilities	1
Information	4
Access	3
Total	108

Detail from Divisions

	Themes raised	Total	Formal complaint summaries
Division 1	Attitude	4	<p>Division 1 highest theme this quarter was clinical treatment as in previous reports of which General Surgery and Obstetrics & Gynaecology were the two highest directorates.</p> <p>General care of patients remains the second highest theme across several specialties.</p> <p>Cancellation relates to cancelled surgical procedures due to bed capacity and cancellation of out-patient appointments.</p> <p>Trauma and Orthopaedics received the most complaints this quarter (15) with General Surgery and Obstetrics and Gynaecology both receiving 12.</p>
	Discharge	2	
	Delays	7	
	Clinical Treatment	17	
	Diagnosis	4	
	General Care	10	
	Communication / Information	5	
	Cancellation	9	
	Facilities	1	
	Total	59	

	Themes raised	Total	Formal complaint summaries
Division 2	Attitude	4	<p>General care of patients remains the main theme for complaints in Division 2. These include aspects relating to wound and skin management and privacy and dignity.</p> <p>Communication and Information is the 3rd highest theme in this reporting period for Division 2 and ranges from relatives not receiving information relating to discharge or treatment to patients receiving conflicting information about service provision.</p> <p>Elderly Medicine received the most complaints this quarter (7) with Emergency Services seeing another quarter on quarter decrease – from 11 in Q4 to 4 in Q1.</p>
	Discharge	7	
	Delays	1	
	Clinical Treatment	9	
	Diagnosis	3	
	General Care	13	
	Communication / Information	8	
	Access	1	
	Total	46	

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

	Themes raised	Total	Formal complaint summaries
Estates & Facilities	Attitude	1	This complaint relates to the attitude of staff gaining access to the hospital ground via a privately owned site to the rear of the Trust.
	Total	1	

	Themes Raised	Total	Formal complaint summaries
Health Records & IT	Access	2	Both of these complaints relate to access to available appointments via Choose and Book.
	Total	2	

Resultant Actions arising from themes identified:

1. **Communication and Information:** It is recognised and accepted that the Maternity Ward have had significant challenges of late, particularly in terms of leadership at Senior Sister level. Matron has therefore needed to spend a significant amount of time on the ward and therefore has a sound understanding of the issues which need to be addressed. This Senior Sister post has been recently filled having been vacant since October.

Communication, support and culture are identified as requiring improvement to improve patient experience and they have been prioritised for action moving forward. Recently much work has been undertaken around leadership and skilling up support staff. Projects such as productive ward, the well organised ward and patient status at a glance have been implemented and 21 staff hours have been saved as a result of slicker handover processes.

With this work around safety and quality now firmly embedded, the ward is now in a position to move forward.

The Friends and Family Test is mandatory as of October 2013 in Maternity Services nationally. Plans are in place to implement this in advance of the national rollout date.

2. **Cancellation:** The T&O Directorate has supported the Trust through winter pressures and the unprecedented medical admissions; however the Directorate has breached its target. Prior to this winter, the Directorate was working well within the 18 week pathway; however matters spiraled quickly because the Directorate was forced to cancel approximately 200 patients in a 10 week period during the height of winter. Cases are still now continually being cancelled. The Directorate has a backlog of joints work will take some to address. A Locum Consultant has now left the Trust and the Directorate will be recruiting to a substantive Consultant post as a matter of urgency. In the interim in order to address the matter Consultants have been asked to do additional Saturday day case lists and assist with the backlog. Cases are being distributed to Consultants whose waiting lists can accommodate. The waiting list clerks are contacting these patients periodically to provide them with an update.

Friends and Family Test

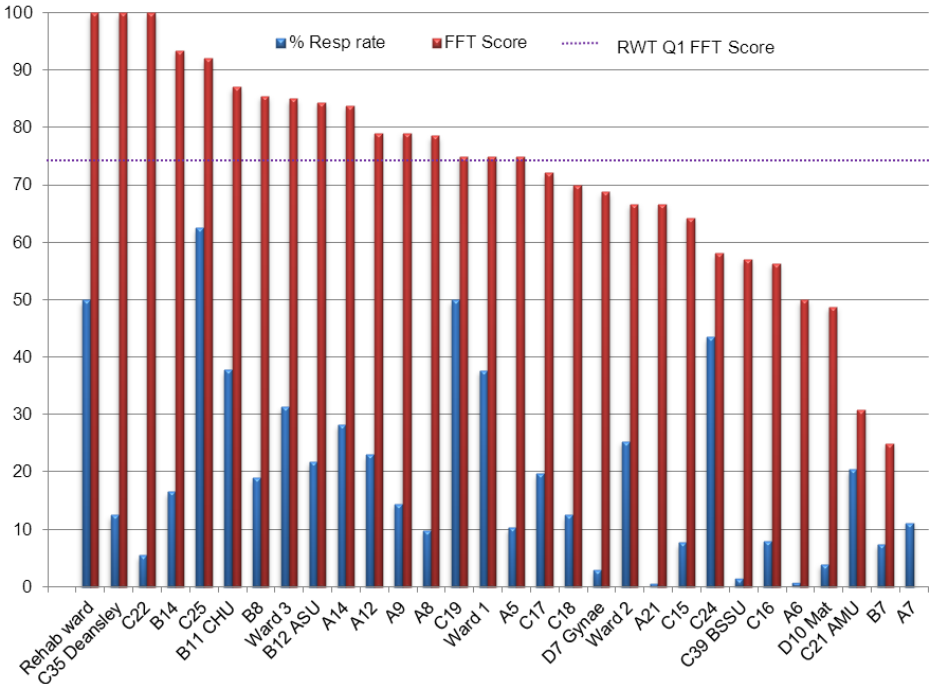
The table below shows RWT performance for April and May 2013, as displayed on the NHS England website. Scores for June will be validated by NHS England before being uploaded. This information is shown in the dashboard at appendix 1.

In line with CQUIN requirements, by Q4 RWT's combined A&E and inpatient response rates score must be at least 15% and 20% higher than the Q1 baseline to trigger full payment. The combined response rate for Q1 was 14.87%.

	April 2013	May 2013
Inpatients	FFT Score: 75 Response Rate: 12.62% Local Area Rank: 4 National Rank: 65	FFT Score: 74 Response Rate: 17.02% Local Area Rank: 5 National Rank: 77
A&E	FFT Score: 46 Response Rate: 11.94% Local Area Rank: 5 National Rank: 94	FFT Score: 31 Response Rate: 12.88% Local Area Rank: 6 National Rank: 122

The graph below relates to the inpatient Friends and Family Test. It shows ward's scores for Q1 next to each ward's response rate for the quarter.

RWT Inpatient Friends and Family Test Scores and Response Rates by Ward – Q1 2013

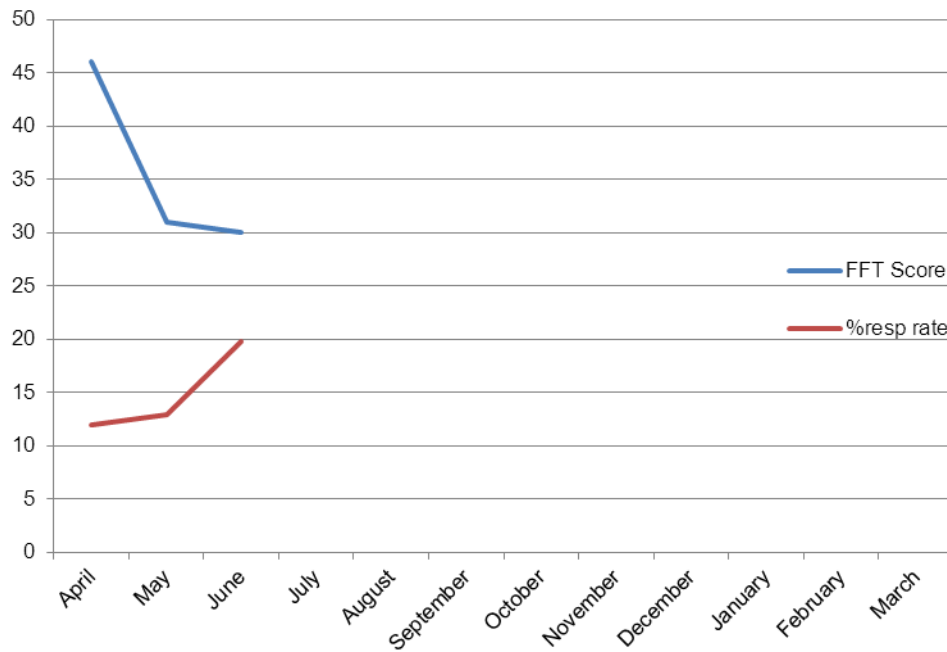


Ward C25 is noteworthy in that it returned a high FFT score combined with high patient turnover and best response rate.

Emergency Department – April – June 2013

The graph below relates to the Emergency Department's Friends and Family Test scores

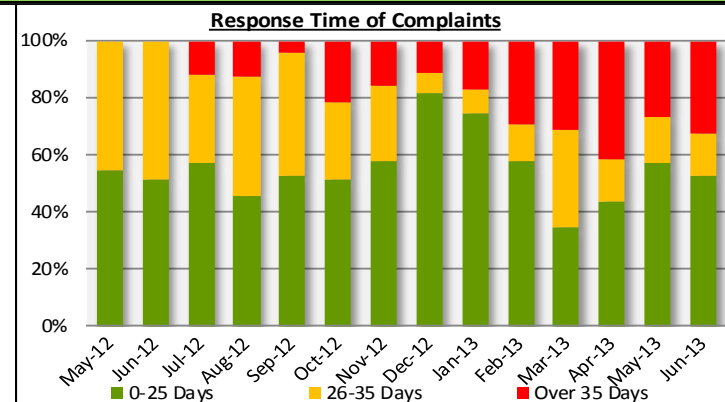
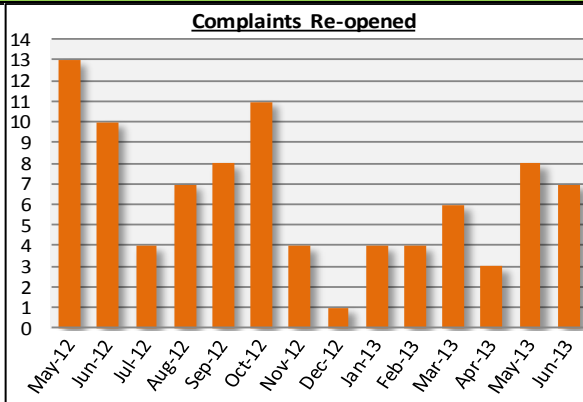
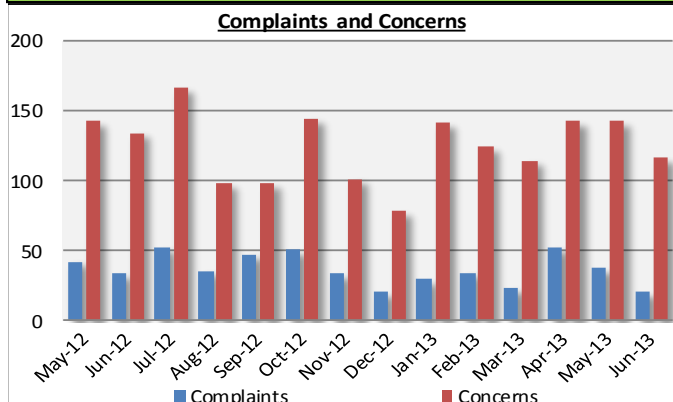
RWT Emergency Department Friends and Family Test Scores and Response Rates– Q1 2013



Further CQUIN payments are dependent on successful rollout of FFT in Maternity from October 2013.

Further information relating to complaints, PALS, the Family and Friends Test and Patient Experience is provided at appendix 1.

Appendix 1

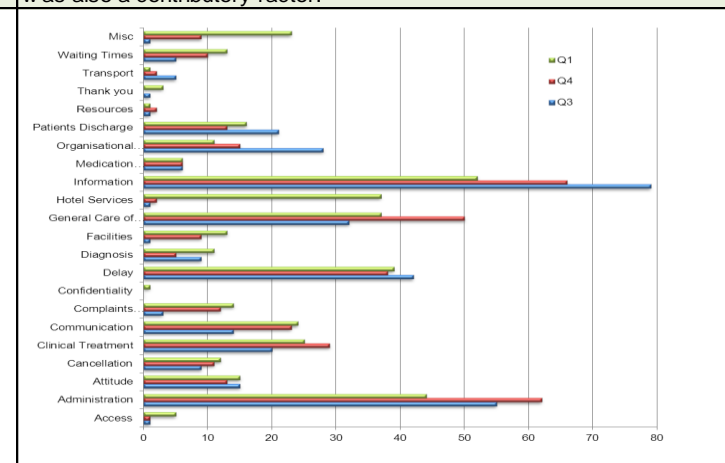
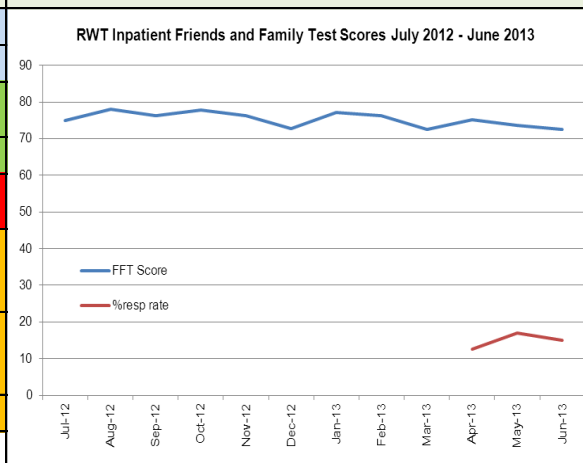


The Trust received 21 formal complaints in June 2013 in comparison to 34 received in the previous year (June 2012). PALS handled 117 contacts in June which is a slight decrease from the previous month of 143. The Quality Round gained feedback from Pharmacy. PALS Outreach continues to support the Maternity Ward and visited AMU (Acute Medical Unit) where all the patients on AMU were happy with the care and treatment being received.

6 complaints were re-opened in June 2013, compared to 10 in the previous year. Pathology = 1, Emergency Services = 1, General Surgery = 1, Obstetric and Gynaecology = 1, Head and Neck = 1 and Adult Community Services = 1.

June saw the Trust respond to 18 out of 34 complaints within 25 working days with 11 complaints taking longer than 35 days for investigation and response (5 with consent to breach, 6 without consent to breach). Of the 34 complaints closed in June the shortest response time was 10 days, in Division 1 under the Trauma/Orthopaedic directorate. The longest response time was 157 days, in Division 2 under the Emergency Services directorate. The extended response time was agreed with the complainant at the start of the investigation as the complaint involved requesting notes/comments from Russell's Hall Hospital, seeking legal advice and investigating further and responding to additional questions which were raised throughout the investigation process. Annual leave was also a contributory factor.

Question	RWT Nat Survey (n=415)	Apr-13	May-13	Jun-13
		(n= av 421)	(n= av 478)	(n= av 385)
Did you feel cared for?	NA	92.3%	95.5%	96.0%
Pain control	79%	91.3%	94.7%	95.4%
Responses to patient buzzers	60%	74.4%	78.6%	81.6%
Discussing worries and fears	54%	88.3%	86.5%	91.5%
Involvement decisions about discharge	65%	85.6%	87.2%	88.6%
RWT Score	64.50%	86.5% ↑	88.6% ↑	90.6% ↑
Key	≥95%	≥85% - <95%	<85%	



Monitoring of standards identified by the National Inpatient Survey 2012 has seen gradual increase in performance across each standard. The increase against the NIS baseline is significant however the positive bias of completing the discharge survey whilst still on site has to be taken into consideration.

The Family and Friends Test scores have declined marginally during quarter 1, although they have remained within normal limits since increasing from the initial baseline score of 69 in April 2012.

The highest themes for PALS concerns remain Information (20.42%) and Administration (20.42%). Way finding enquiries have maintained the momentum due to the new signage. General Care (14.08%) and Delays (9.85%) are the next commonest themes. Previous quarter are shown for comparison.

Ombudsman - Complaints Referred by Outcome	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
Issue upheld and recommendations made	0	0	0	0	0	0	0	0	0	0	0	0
Issues turned down	0	0	0	0	0	1	3	2	0	0	1	1
Recommended - Local Resolution Meeting	0	0	0	0	0	1	0	0	0	0	0	0
TOTAL	0	0	0	0	0	2	3	2	0	0	1	1

	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
Complaints	43	34	53	36	48	51	34	21	30	35	24	53	38	21
Concerns	143	135	167	99	99	145	102	79	142	125	115	143	143	117
Re-Opened	13	10	4	7	8	11	4	1	4	4	6	3	8	7
NET Promoter Score	71.2	73	75	78.1	76.25	77.92	76.25	72.78	77.2	76.2	72.6	75.2	73.7	72.4

Time Period Complaints Answered in	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
0-25 Days	22	17	20	22	26	32	22	23	18	14	9	15	24	18
26-35 Days	18	16	11	20	21	17	10	2	2	3	9	5	7	5
Over 35 Days	0	0	4	6	2	13	6	3	4	7	8	14	11	11

Concerns (PALS) Themes	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	TOTAL
Facilities	1	1	1	4	12	22	0	1	3	6	1	5	5	3	65
Delay	7	7	16	10	11	18	13	10	14	17	12	11	10	18	174
Administration	13	26	35	13	10	26	11	13	29	18	9	17	18	9	247
General Care	8	9	21	10	10	8	13	7	20	15	16	14	12	11	174
Information	32	33	26	20	8	27	29	19	29	22	15	21	34	28	343
Discharge	8	10	9	2	8	6	8	6	5	2	5	5	4	7	85
Clinical Treatment	13	13	18	5	7	12	3	3	10	7	13	10	7	8	129
Attitude	10	4	12	8	6	6	4	3	2	8	4	6	6	3	82
Communication	8	11	1	10	5	3	6	4	11	5	3	7	10	7	91
Organisational	4	4	4	3	5	0	1	3	6	1	8	4	7	0	50
Cancellation	7	0	4	3	4	6	2	1	1	5	6	4	4	4	51
Diagnosis	2	4	7	3	2	4	3	2	2	2	1	0	9	2	43
Transport	5	2	4	2	2	2	2	1	0	0	2	1	0	0	23
Resources	1	2	2	0	1	1	1	0	0	0	2	0	0	1	11
Complaint Handling	10	3	0	1	3	0	1	1	4	5	2	8	2	4	44
Waiting times	13	0	1	0	3	0	3	1	1	5	3	8	3	2	43
Discrimination	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Other	0	6	6	5	2	4	2	4	5	6	9	22	7	7	85

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