









Trust Board Report

Meeting Date:	28 January 2012
Title:	Complaints and PALS activity for quarter three 2012/13
Executive Summary:	To provide the Trust Board with a summary of the numbers and themes of complaints and PALS activity during October to December 2012.
Action Requested:	The Board note the report
Report of:	Chief Nursing Officer
Author: Contact Details:	Patient Experience Lead Tel: 01902 695363
Resource Implications:	None.
Public or Private: (with reasons if private)	Public session
References: (e.g. 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

1. This report provides a review of complaints and PALS activity during the period October to December 2012 and includes:
 - Numbers of serious complaints by Division
Numbers of formal complaints by Division
Number of PALS contacts across the Trust
Themes of PALS contacts
 - Numbers of formal complaints investigated and responded to within the 25 working day target or with consent by the complainant to breach this target
 - Numbers of formal complaints breaching the 25 working day target
 - Number of complaints referred to the Ombudsman
Number of complaints upheld by the Ombudsman
Number of complaints closed by the Ombudsman
2. The report also includes a brief summary of the main themes highlighted in formal and serious complaints. The top themes for complaints in Quarter 3 remain the same as Q1 & Q2: clinical treatment (21), general care (13) and delays (16) although the total numbers were less than Q2. The next highest theme is – Diagnosis (the detail in the report highlights Emergency Services as a hot spot for complaints of this theme).
3. Appendix 1 is the Patient Experience Dashboard which highlights key points:
 - Reduction in numbers of complaints
 - Reduction in time to respond
 - Reduction in numbers of complaints reopened.

Review of complaints: October to December 2012

	Division One	Division Two	Estates and Facilities	Corporate	Health Records and IT	Total
Received Complaints						
Serious formal complaints	6	10	0	0	0	16
Other formal complaints	34	32	11	2	2	81
Total	40	42	11	2	2	97
Concerns						
Number of PALS concerns	326					
Number of PALS concerns resulting in formal complaint	5 (+ 1 awaiting patient consent)					

Formal complaints by theme in Quarter 3 2012-13 (Oct to Dec 2012)

Attitude	5
Discharge	8
Delay	16
Clinical Treatment	21
Diagnosis	10
General Care	13
Communication / Information	8
Cancellation	1
Transfer	4
Facilities (Car Parks)	9
Environment	1
Transport	1
Total	97

Detail from Divisions

	Themes raised	Total	Formal complaint summaries
Division 1	Attitude	3	<p>Division 1 highest theme was clinical treatment as in previous reports and were mainly across Head & Neck, General Surgery, Trauma & Orthopaedics and Obstetrics & Gynaecology. These complaints also related to communication and information about clinical treatment decisions.</p> <p>General care of patients remains the second highest theme across several specialties. Senior nurses were involved in the investigations where care issues were raised to ensure action plans have been implemented at ward level.</p> <p>Delays covered a variety of services from a delay in receiving results, delays in treatment and on-going referrals.</p>
	Discharge	2	
	Delays	6	
	Clinical Treatment	12	
	Diagnosis	3	
	General Care	7	
	Communication / Information	4	
	Cancellation	1	
	Transfer	2	
	Total	40	

	Themes raised	Total	Formal complaint summaries
Division 2	Attitude	2	<p>Clinical treatment continues to be a theme for many complaints in Division 2 along with delays. As well as delays in treatment, some delays were related to diagnosis which is the 3rd highest theme.</p> <p>Emergency Services continue to receive the highest number of complaints (21) and contribute to the themes of clinical treatment and delays in diagnosis or missed diagnoses.</p> <p>It is noted that there continues to be a steady number of complaints relating to patient discharge and general care. Complaints about discharge relate to communication with families, ensuring provision of social services support on discharge and discharges happening late in the day.</p>
	Discharge	6	
	Delays	8	
	Clinical Treatment	9	
	Diagnosis	7	
	General Care	6	
	Communication / Information	2	
	Transfer	2	
	Total	42	

	Themes raised	Total	Formal complaint summaries
Estates & Facilities	Communication	1	<p>1 complaint from a patient complaining about the hospital site environment – poor lighting and fall on kerbstone. 1 complaint relating to postal communication.</p> <p>9 complaints relating to changes to car parking / charging for disabled parking</p>
	Environment	1	
	Facilities	9	

	Total	11	(compared to 16 in Q2)..
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	Themes raised	Total	Formal complaint summaries
Corporate	Transport	1	1 complaint about hospital transport (late transfer home). 1 complaint about the communication from PALS dept in resolving a concern.
	Communication	1	
	Total	2	

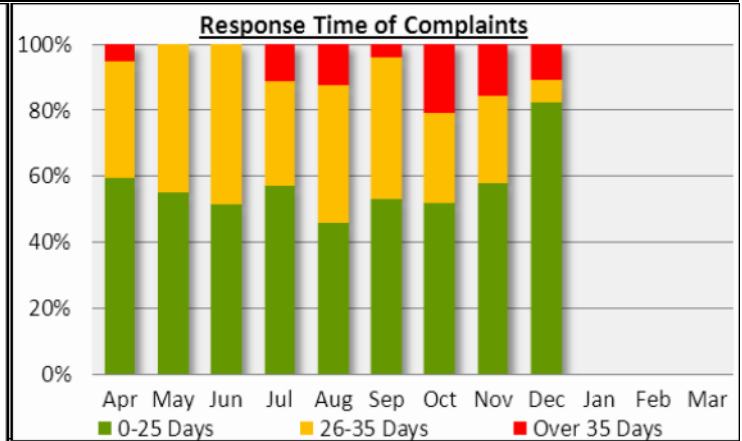
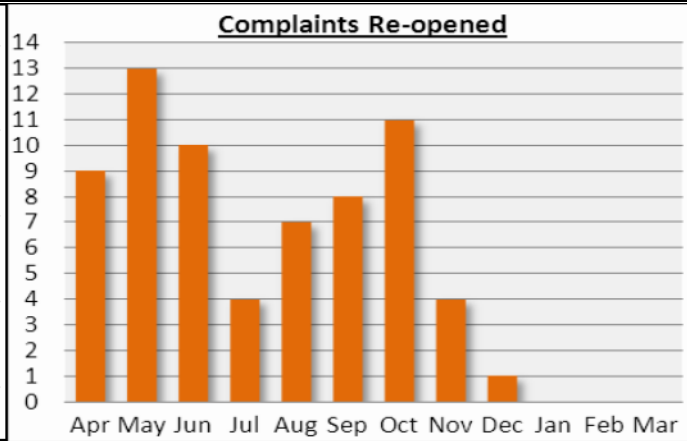
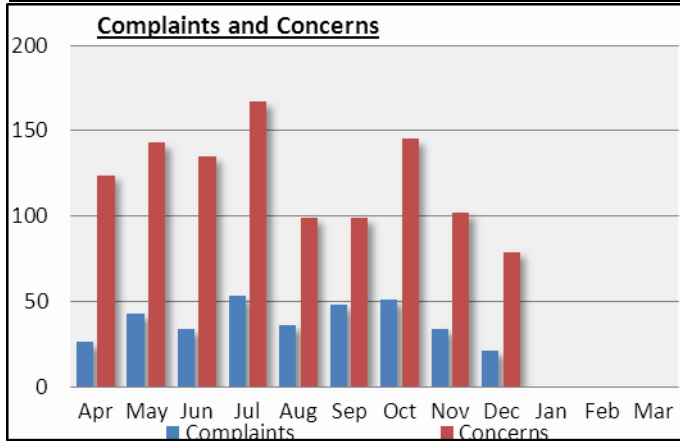
	Themes Raised	Total	Formal complaint summaries
Health Records & IT	Administration: Appointment difficulties	2	2 complaints related to delay in receiving appointment and therefore delay in commencing treatment.
	Total	2	

Resultant Actions arising from themes identified:

1. **Lack of Information and communication about clinical decisions:** PALS support and presence on the ward during outreach encourages patients to feel able to request further information and has helped to foster better relationships with clinicians, hence bringing to their attention their service user's needs.
2. **General care of patients:** Increased focus on matrons rounds and the implementation of 'quality rounds' led by the CNO at 3pm each weekday to identify quality issues around patient care
3. **Emergency Services clinical treatment and delays in diagnosis:** All formal and informal complaints are anonymised and discussed at the departments governance meetings as a mechanism to promote service improvement.
4. **Patient discharge:** The integrated discharge flow team have started working in two wards since this data was reviewed and the pilot of this will inform best practice for the future way of working. The Step Down facilities and criteria have also been reviewed with the CCG and new criteria has now been developed in conjunction with the divisions.

Appendix 1

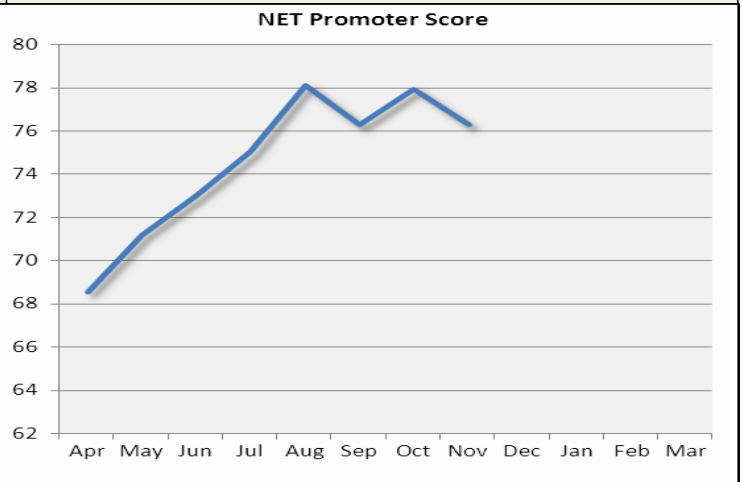
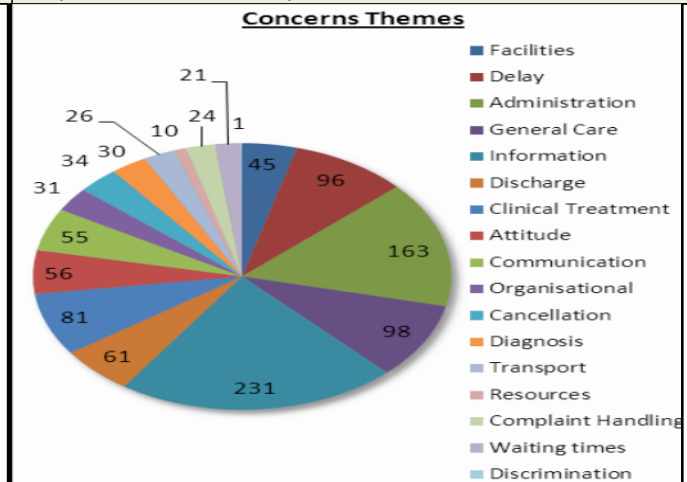
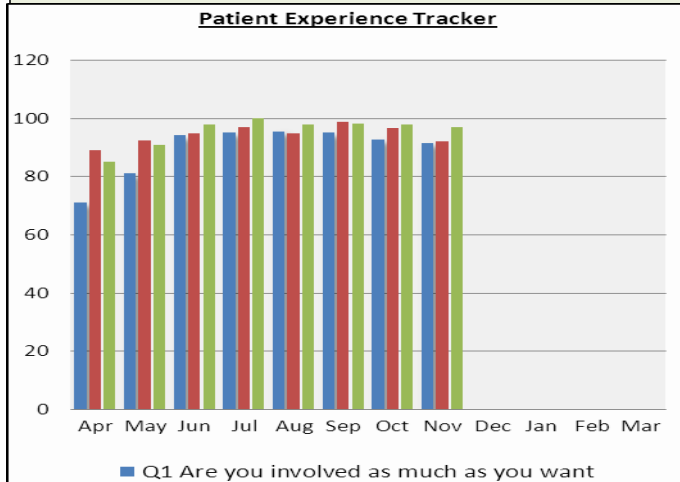
Patient Experience Dashboard - Trust wide
2012/13



The number of complaints has increased this year with a total of 345 by end December. (2011-12: 417 complaints). PALS outreach took a new approach in October with staff spending 3 hours a day across the in-patient wards at visiting times.

The number of complaints re opened indicates the complainant is dissatisfied with the response and can be indicative of the robustness in investigating response. Although October saw the second highest number of re-opened complaints this year (11). December showed a significant improvement of only 1 complaint reopened - the lowest this year

The number of complaints taking longer than 35 days to respond to has continues to improve in November & December. Directorate teams are working with the CSM to agree realistic timescales in agreement with complainants.



<p>The trend remains over 90%</p> <p>Q1: Are you involved as much as you want? (Blue)</p> <p>Q2: Patient rates overall satisfaction as good/excellent (Red)</p> <p>Q3: Patient says yes they were treated with care and compassion (Green)</p>	<p>The highest themes for PALS concerns remain Information (21.13%) and Administration (14.9%). In December there have been an increase in wayfinding enquiries following the new signage, but this has been balanced by an increase in volunteer input to assist with way finding. General Care (8.96%) and Delays (8.78%) are the next commonest themes. There has been a steady improvement in concerns about staff attitude which now make up 5.12% of concerns raised since April of this year.</p>	<p>The Net Promoter (Friends and Family test) has been implemented across all inpatient areas. The Accident & Emergency department have started this survey from October as it has been mandated by the SHA to implement across A&E as well and to not undertake face to face surveying which has been RWT's approach preferring to do anonymous sampling. The Trust has already achieved the target to improve the score by 10 points in the first year.</p>
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Ombudsman - Complaints Referred by Outcome	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Issue upheld and recommendations made	0	0	0	0	0	0	0	0	0			
Issues turned down	2	1	0	0	0	0	0	0	0			
Recommended - Local Resolution Meeting	0	1	0	0	0	0	0	0	0			
TOTAL	2	2	0	0	0	0	0	0	0	0	0	0

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Complaints	26	43	34	53	36	48	51	34	21			
Concerns	124	143	135	167	99	99	145	102	79			
Re-Opened	9	13	10	4	7	8	11	4	1			
Q1 Are you involved as much as you want	71	81	94	95	95.4	94.9	92.7	91.5	89.4			
Q2 Patient rates overall satisfaction as good/excellent	89	92.5	95	97	95	98.8	96.7	92.2	87.4			
Q3 Patient says yes they were treated with care and compassion	85	91	98	100	98	98.1	97.9	96.9	86.8			
NET Promoter Score	68.57	71.2	73	75	78.1	76.25	77.92	76.25	72.78			

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

Concerns (PALS) Themes	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	TOTAL
Facilities	3	1	1	1	4	12	22	0	1				45
Delay	4	7	7	16	10	11	18	13	10				96
Administration	16	13	26	35	13	10	26	11	13				163
General Care	12	8	9	21	10	10	8	13	7				98
Information	37	32	33	26	20	8	27	29	19				231
Discharge	4	8	10	9	2	8	6	8	6				61
Clinical Treatment	7	13	13	18	5	7	12	3	3				81
Attitude	3	10	4	12	8	6	6	4	3				56
Communication	7	8	11	1	10	5	3	6	4				55
Organisational	7	4	4	4	3	5	0	1	3				31
Cancellation	7	7	0	4	3	4	6	2	1				34
Diagnosis	3	2	4	7	3	2	4	3	2				30
Transport	6	5	2	4	2	2	2	2	1				26
Resources	2	1	2	2	0	1	1	1	0				10
Complaint Handling	5	10	3	0	1	3	0	1	1				24
Waiting times	0	13	0	1	0	3	0	3	1				21
Discrimination	0	1	0	0	0	0	0	0	0				1
Other	1	0	6	6	5	2	4	2	4				30
													1093