

## Trust Board Report

<b>Meeting Date:</b>	18 January 2011
<b>Title:</b>	Review of complaints received in October 2010
<b>Executive Summary:</b>	The attached report provides details of all complaints received within the Trust during October 2010. The aim of the report is to provide the Board with a more detailed overview of complaints handling in the Trust
<b>Action Requested:</b>	The Board note the report, advise on its usefulness and agree frequency of future reporting.
<b>Report of:</b>	Director of Nursing & Midwifery
<b>Author: Contact Details:</b>	Patient Experience Lead Tel 01902695363 email nina.dunmore@nhs.net
<b>Resource Implications:</b>	None.
<b>Public or Private: (with reasons if private)</b>	Private session
<b>References: (eg from/to other committees)</b>	
<b>Appendices/ References/ Background Reading</b>	Appendix 1- Review of complaints received in October 2010
<b>NHS Constitution: (How it impacts on any decision-making)</b>	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

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Trust Board currently receives two quarterly reports detailing basic complaints data and all serious/red rated complaints; however it was felt that more detailed information about complaints should be provided to allow the Board to get a more in-depth understanding of the complaints received by the Trust.

The attached report is the first of these reports, and provides a more detailed review of all complaints received during October 2010. The report includes the following:

Numbers for each directorate of –

- Serious formal complaints
- Formal complaints
- Informal complaints
- Patient Advice and Liaison Service (PALS) queries
- Formal complaints investigated within 25 working days or with consent to breach
- Complaints breaching the 25 day target without complainant consent
- PALS/Informal complaints handled within 10 working days or with consent to breach
- PALS/ Informal complaint breaching the 10 day target without consent
- Formal complaints re-opened following final response letter
- Complaints referred to the Ombudsman
- Complaints closed by the Ombudsman

The report also details the main themes highlighted and provides a brief summary of each complaint.

### Review of complaints - October 2010

	Division One	Division two	Estates and Facilities	Corporate	Health Records and IT	Total
<b>Received Complaints</b>						
Serious formal complaints	-	-	-	-	-	<b>0</b>
Formal complaints	11	15	-	-	-	<b>26</b>
Informal complaints	1	4	-	-	-	<b>5</b>
PALS queries	15	44	-	1	1	<b>61</b>
<b>Total</b>	<b>27</b>	<b>63</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>92</b>
<b>Investigation</b>						
Number of formal complaints investigated within 25 working days or with consent to breach	11	13	-	-	-	<b>25</b>
Number of complaints breaching the 25 day target without complainants consent	-	2	-	-	-	<b>2</b>
Number of PALS/Informal complaints handled within 10 working days or with consent to breach	14	34	-	1	1	<b>49</b>
Number of PALS/ Informal complaints breaching the 10 day target without complainants consent	1	10	-	-	-	<b>11</b>
<b>Total</b>	<b>26</b>	<b>59</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>87</b>
<b>Re-opened complaints</b>						
Number of formal complaints re-opened following final response letter	0	1	0	0	0	<b>1</b>
<b>Ombudsman</b>						
Number of complaints referred to the Ombudsman	0	0	0	0	0	<b>0</b>
Number of complaints closed by the Ombudsman	1	2	0	0	0	<b>3</b>

### Formal complaints by theme in October 2010

Trust wide	Number received
General care of patient	8
Clinical treatment	5
Communication	4
Attitude	3
Delay	3
Diagnosis	2
Access	1
Medication problems	1
<b>Total</b>	<b>26</b>

	Themes raised	total	Complaint summaries
<b>Division One</b>	<b>Delay</b>	3	<ul style="list-style-type: none"> <li>• Delay in receiving cancer treatment</li> <li>• Concerns about follow up received following eye surgery</li> <li>• Concerns about chemotherapy patient being referred to primary care for treatment</li> <li>• Patient unhappy with aftercare received following surgery</li> <li>• Patient concerned that special requirements needed to access dental care were not being addressed</li> <li>• Concern at lack of information given to patient about their condition</li> <li>• Long wait standing to be seen in clinic</li> <li>• Poor attitude of staff during recovery for surgery</li> <li>• Patient left without pain relief and call bell unanswered</li> <li>• Patient unhappy with way doctor communicated</li> <li>• Concern over referral to primary care to receive orthodontic treatment</li> </ul>
	<b>Communication</b>	2	
	<b>General care of patient</b>	2	
	<b>Clinical treatment</b>	2	
	<b>Attitude</b>	1	
	Access	1	
	<b>Total</b>	<b>11</b>	

	Themes raised	total	Complaint summaries
<b>Division two</b>	General care of patient	6	<ul style="list-style-type: none"> <li>• Diabetic patient's blood sugar not monitored in EAU</li> <li>• Lack of care for elderly blind patient and poor communications with family (not informed of patient's fall)</li> <li>• Patient had to attend A&amp;E repeatedly before being admitted and information not given to family</li> <li>• Patient left wet for significant periods of time on several occasions, water not available, Family not kept informed</li> <li>• Lack of refreshments in A&amp;E and long wait for pain relief</li> <li>• Patient left wet on EAU, reasons for condition not being diagnosed, lack of communication with family, buzzer not answered</li> <li>• Incorrect diagnosis, family feel they were interrogated about possible child abuse</li> <li>• Long wait for patient to be seen, GPs referring letter ignored, Lack of information to family</li> <li>• Poor attitude of staff member and lack of information given about procedure</li> <li>• Delay in receiving appointment and test results and poor attitude from support staff</li> <li>• Patient found wet, naked and in distress by relatives in EAU, wait for pain relief, medication not administered</li> <li>• 6 month delay in receiving test results and subsequent diagnosis</li> <li>• Patient unhappy with amount of procedures performed and no diagnosis and having to see different doctors</li> <li>• Patient didn't receive medication brought in with them whilst an inpatient, patient's wheelchair damaged whilst being transported around the hospital site.</li> <li>• Complainant unhappy that they were not kept informed of patient's progress during labour, staff talking on mobile phone in corridor, complainant given information about patient by a domestic</li> </ul>
	Clinical treatment	2	
	Attitude	2	
	Communication	2	
	Diagnosis	2	
	Medication problems	1	
	<b>Total</b>	<b>15</b>	