

Trust Board Report

Meeting Date:	18 April 2011
Title:	Summary of complaints received in quarter three 2010/11
Executive Summary:	The attached report provides details of all complaints received within the Trust between October and December 2010 (Q3).
Action Requested:	The Board note the report
Report of:	Director of Nursing & Midwifery
Author: Contact Details:	Patient Experience Lead Tel 01902695363 Email nina.dunmore@nhs.uk
Resource Implications:	None.
Public or Private: (with reasons if private)	
References: (eg from/to other committees)	
Appendices/ References/ Background Reading	Appendix 1- Review of complaints received between October - December 2010
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	<p>It was agreed at Trust Board in January 2011 that a report would be provided to the Board quarterly summarising feedback received by the Trust via PALS and complaints, the report includes:</p> <p>Numbers for each directorate of</p> <ul style="list-style-type: none">• 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's 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 <p>The report also details the main themes highlighted and provides a brief summary of key themes</p>
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Review of complaints: October to December 2010

	Division One	Division Two	Estates and Facilities	Corporate	Health Records and IT	Total
Received Complaints						
Serious formal complaints	-	-	-	-	-	0
Formal complaints	23	43	-	-	-	66
Informal complaints	8	15	1	1	-	25
PALS queries	40	123	2	5	1	171
Total	71	181	3	6	1	262
Investigation						
Number of formal complaints investigated within 25 working days or with consent to breach	23	33	-	-	-	56
Number of complaints breaching the 25 day target without complainant's consent	-	10	-	-	-	10
Number of PALS/Informal complaints handled within 10 working days or with consent to breach	42	114	3	6	1	166
Number of PALS/ Informal complaints breaching the 10 day target without complainants consent	6	24	-	-	-	30
Total	71	181	3	6	1	262
Re-opened complaints						
Number of formal complaints re-opened following final response letter	1	3	-	-	-	4
Ombudsman						
Number of complaints referred to the Ombudsman	2	2	-	-	-	4
Number of complaints upheld by the Ombudsman	1	1	-	-	-	2
Number of complaints not investigated or referred back for local resolution by the Ombudsman	2	2	-	-	-	4

Formal complaints by theme in October - December 2010

General care of patient	19
Clinical treatment	16
Attitude	9
Communication	6
Delay	5
Diagnosis	5
Patient Discharge	2
Access	1
Cancellation	1
Information	1
Medication problems	1
Total	66

	Themes raised	total	Formal complaint summaries
Division One	Clinical treatment	7	<ul style="list-style-type: none"> • Delay in receiving cancer treatment • Arrived to find outpatient appointment had been cancelled and no apology given • Complainant concerned about wound and required information concerning surgical process • Complainant required explanation of treatment in three months prior to husbands death • Patient unhappy with outcome of surgery • Complainant unhappy that bad news was given over the phone • Patient unhappy with consultation • Patient unhappy with consultant's attitude • Concerns about follow up received following eye surgery • Concerns about chemotherapy patient being referred to primary care for treatment • Patient unhappy with aftercare received following surgery • Patient fell while in outpatient clinic, injuries not treated • Concern at lack of information given to patient about their condition • Long wait standing to be seen in clinic • Poor attitude of staff during recovery for surgery • Patient left without pain relief and call bell unanswered • Patient unhappy with way doctor communicated
	Delay	5	
	General care of patient	3	
	Communication	3	
	Attitude	3	
	Cancellation	1	
	Access	1	
	Total	23	

	Themes raised	total	Formal complaint summaries
Division two	General care of patient	16	<ul style="list-style-type: none"> Complainant unhappy with the attitude and communication style of the consultant treating their baby Diabetic patient's blood sugar not monitored in EAU Lack of care for elderly blind patient and poor communications with family (not informed of patient's fall) Lack of family involvement in decision making and care of patient with learning disabilities Patient had to attend A&E repeatedly before being admitted and information not given to family Patient left wet for significant periods of time on several occasions, water not available, Family not kept informed Complainant felt he wasn't listened to by consultant during consultation Patient unhappy with attitude of staff Family not kept informed of patients condition Family felt patient received poor care and treatment Complainant unhappy that patient was discharged with no treatment attended different Trust following day where diagnosis made and treatment given Poor treatment of patient's diabetes whilst on EAU Lack of care by nursing staff Patient discharged from A&E without treatment Delay in appointment and test results Unhappy with wait in A&E, family not allowed to wait with patient, staff attitude Concerns about basic care for a patient with dementia Poor attitude of staff member and lack of information given about procedure Delay in receiving appointment and test results and poor attitude from support staff Patient discharged without full investigation of symptoms from A&E Patient found wet, naked and in distress by relatives in EAU, wait for pain relief, medication not administered Patient didn't receive medication brought in with them whilst an inpatient, patient's wheelchair damaged whilst being transported around the hospital site.
	Clinical treatment	9	
	Attitude	6	
	Diagnosis	5	
	Communication	3	
	Patient Discharge	2	
	Information	1	
	Medication problems	1	
	Total	43	