

## Trust Board Report

<b>Meeting Date:</b>	28 November 2011
<b>Title:</b>	RWHT analysis of complaints regarding staff attitude and behaviour in response to media article 8 Nov 2011.
<b>Executive Summary:</b>	<p>On November 8 2011 the Daily Mail published an article citing NHS complaints relating to attitude, rudeness or poor behaviour. RWHT ranked 154 out of 550</p> <p>Comparison of complaints data at RWHT shows this number is reducing with high percentages of patients classifying our staff as very friendly</p>
<b>Action Requested:</b>	None
<b>Report of:</b>	Cheryl Etches, Chief Nurse
<b>Author:</b> <b>Contact Details:</b>	Charlotte Hall Deputy Chief Nurse Quality & Safety
<b>Resource Implications:</b>	None
<b>Public or Private:</b> (with reasons if private)	Public
<b>References:</b> (eg from/to other committees)	None
<b>Appendices/ References/ Background Reading</b>	<p>Daily Mail 8 Nov 2011 Online 'Is your hospital the rudest in the UK?'</p> <p><a href="http://www.dailymail.co.uk/health/article-2058666/Is-local-hospital-rudest-UK-Here-breakdown-.html">http://www.dailymail.co.uk/health/article-2058666/Is-local-hospital-rudest-UK-Here-breakdown-.html</a></p>
<b>NHS Constitution:</b> (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"> <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>

## 1. Background Details

On 8 November 2011 the Daily Mail published an article citing the number of hospital and PCT complaints relating to attitude, rudeness or poor behaviour. Each organisation was ranked from 1 to 550 with RWHT at 154 in a league table irrespective of the comparative size of each organisation, complaints would normally be considered in relation to activity using bed days as a common denominator. The article provided percentages of staff in their groups and specified that complaint related to either attitude, rudeness or poor behaviour;

49% medical staff

29% nursing staff,

6% administration staff

2% Midwives

14% others (HCAs, car park staff, security guards)

In February 2010, the Trust was approached by the newspaper requesting information about complaints via the Freedom of Information route. Information was returned detailing the number of complaints the Trust received for the year 2010/11 (Jan to Jan) that related to poor behaviour, attitude or rudeness from members of staff. This totalled 53 (49 formal and 4 informal) complaints, which is 19% of the total number of complaints received (n = 308).

The RWHT ranked 154 (out of 550) in the Daily Mail table and appeared listed as 'New Cross Hospital' which we confirmed as our Trust.

The article notes the limitations of the data collection stating that a number of organisations do not specifically categorise complaints into themes, some are graded differently and some could/would not provide the information. The point was made that there is variability in how each organisation appears to record and report complaints despite national guidance.

## 2. Analysis of data

The RWHT take complaints very seriously and welcomes all feedback which is gathered from different sources but predominantly through PET (Patient Experience Tracker), complaints, PALS and directly to the ward staff. Currently RWHT rate of complaints compared to activity remains less than 0.2% which remains in acceptable limits.

### **Complaints about poor behaviour**

Analysis of poor behaviour and attitude is only one aspect of complaints monitored. We have looked at the total number of complaints last year and identified those relating to poor behaviour then repeated the same with this year's data. This demonstrates a favourable reduction in numbers of complaints about poor behaviour as demonstrated in Table 1 .

Table 1

	Total No complaints	% related to poor behaviour
Jan 2010 – Jan 2011	308	19%
Jan 2011 – Nov 2011	315	12%

### Patient experience data triangulated with complaints

We are able to use the patient experience tracker (PET) data to identify the percentage of patients who said our staff are friendly, currently this is the closest question we ask in relation to behaviour of staff.

*'How friendly are ( doctor, nurse, etc) towards you whilst you are in hospital'*

Data has been collected from 2491 patients over 6 months and this shows that the majority of our patients rate our staff as **'Staff were very friendly and approachable'** and is broken down into staff groups in Table 2

Table 2

Nurses	91%
Doctors	85%
Health care Assistants	83%
Porters	85%
Domestics	90%
Ward Hostesses	90%

## 3. Recommendations

The analysis of the data is favourable; a decrease in complaints about poor behaviour and rudeness triangulated with the PET data is positive, however we are not complacent and plan to address individual themes from complaints proactively.

We will continue to look for themes in complaints including lack of compassion, help and support, wrong or no information, poor behaviour and lack of professionalism in order to make the patient experience a positive one whilst in our care. This will be strengthened through the Complaints Service Manager will be to stratify themes from complaints by ward/department/individual as necessary in order to spot commonality and support the manager to take the most appropriate action in order to prevent a recurrence.

The Board are asked to note the content of this report.