

GLOUCESTERSHIRE HOSPITALS NHS FOUNDATION TRUST

Title	Quarter 1 2014-15 Report on Complaints and Concerns
Report date	September 2014
Indicative discussion time required	10 minutes
Please classify the paper as: <ul style="list-style-type: none"> • To note • To endorse • To approve 	To note
Executive Summary	This report provides an overview of the complaints and concerns received by the Trust during Quarter 1 2014-15. This is the first quarterly Complaints report presented to Board.
Please describe as appropriate the link to: <ul style="list-style-type: none"> • The Trust Strategic Objectives • The Trust In-Year Objectives • The Trust Mission • The Trust Values 	Direct link to Trust strategic objective of improving year on year the experience of our patients.
Please describe how this affects patients/staff/carers etc.	As above
Please describe what stakeholders think about this.	This information will assist transparency regarding our received complaints.
Please describe how this affects our: <ul style="list-style-type: none"> • performance • quality and safety • cost • activity 	Direct impact on quality of experience.
Is what is described in the paper affordable?	N/A
Please explain when you will be able to report progress about this issue.	Quarterly reports
Please identify the risks associated with this issue and describe how they will be dealt with. Please set out in the report in risk register format the risks associated with the issue.	N/A
Please describe the aspects of this paper that might require wider stakeholder engagement or public consultation, and early engagement with Governors.	N/A
Please identify any other significant impact or outcomes (where applicable) in relation to Financial issues, Equality and Diversity, the NHS Constitution, Legal issues or Sustainable Development.	N/A
Recommendation	To note
Author/Presenting Director	Heather Beer/ Maggie Arnold

TRUST BOARD SEPTEMBER 2014

COMPLAINTS AND CONCERNS
QUARTER 1 APRIL TO JUNE 2014

1. Introduction

The aim of this report is to provide the Trust with an overview on the complaints and concerns received by the Trust during Quarter 1 2014/15. Detailed information on complaints and concerns is received by the Quality Committee and Divisional Boards.

The annual report on written complaints within the NHS was published by the Health and Social Care Information Centre at the end of August 2014. The total number of written complaints in the NHS England during 2013-14 exceeded 175,000, the equivalent of 3,300 per week and an increase of 4.6% from the previous year.

Of these, over 37% relate to acute hospital services (34,422/19.6% related to hospital acute services inpatient and 31,083/ 17.8% to hospital acute outpatient services). By profession, ambulance crews have seen the biggest increase in complaints by 28.5% and the number of complaints for the subject area, transport has increased by 43.4%. Detailed review of the annual data report will be carried out by the Patient Experience Strategic Group.

2. Complaints Process within the Trust: update on improvement of current process.

There has been no information published during Quarter 1 relating to the review and publication of a new NHS England Complaints Handling Framework.

Survey of all complainants via the new NHS Benchmarking Network Complainant Survey will commence in October 2014. Complainants will be contacted three months after their response letter and asked for their views on the quality of our current process.

We have also agreed with the Women's and Children's Division to trial a peer review of our process using Patient Association standards. This review will take part in Quarter 3 and will involve a clinical staff, complaints manager and a lay member.

Plans for implementation of the Datix Web Complaints module have continued throughout this quarter.

3. Complaints Received during Quarter 1 2014-15

3.1 Number and Rate of Complaints Received

During Quarter 1, 2014-15, the Trust received a total number of 200 complaints, an average of approximately 16 per week, and a small reduction against the number of complaints received during the same quarter in 2013-14 which was 217.

Rates of complaints for acute trusts are usually measured nationally via the *rate of complaint per 1000 inpatient spells (discharges)* as this provides a more reliable and consistent measurement between trusts than using total episodes of care. There is a wide variation between trusts in how outpatient and emergency department episodes are counted, hence the use of the more dependable measure that relates to inpatient episodes only. However, locally we also use the *rate per 1000 total episodes of care* which includes inpatient discharges, ED attendances and OP attendances to give us a better picture of our whole service activity.

The number of complaints received during Quarter 1 equates to a rate of 0.78 per 1000 total episodes of care and 5.5 per 1000 inpatient discharges. The latest published national mean was 6.6 complaints received per 1000 inpatient discharge episodes (2012-13).

The new CQC Hospital Intelligent Monitoring system now includes indicators relating to complaints as part of informing its surveillance and risk profiling regime. There have been no concerns raised through this monitoring system about the number of complaints made about the Trust (last published report July 2014).

3.2 Upheld Complaints

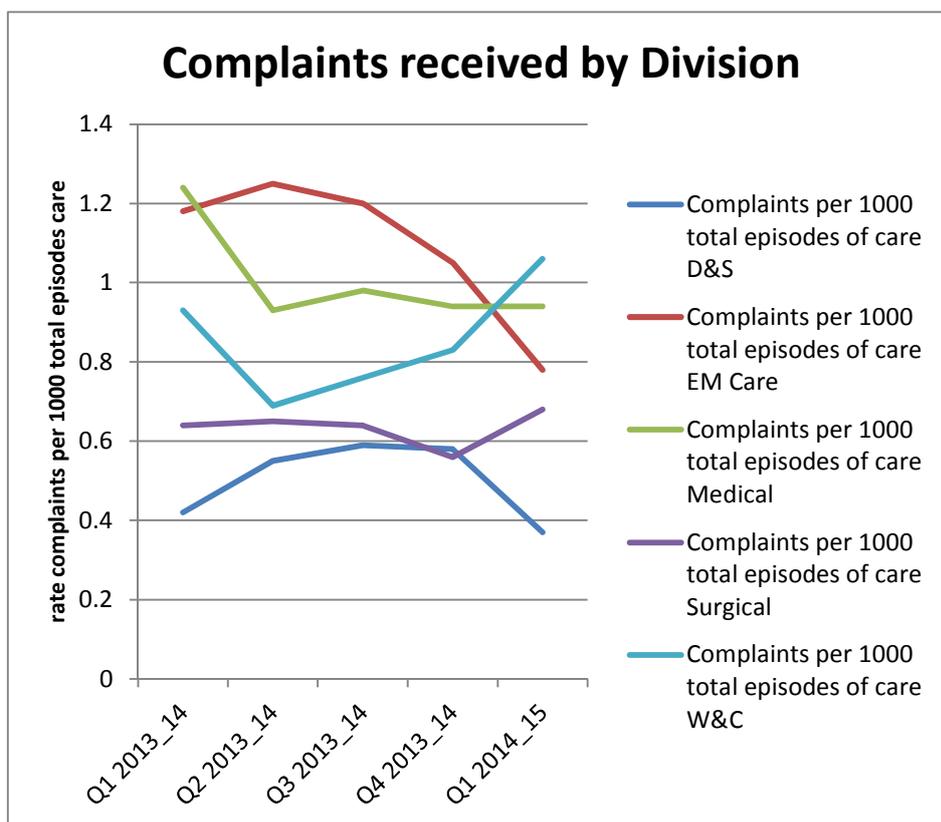
Of the 200 complaints received in Quarter 1 2014-15, 157 have been closed to date. 50 (31.9%) were upheld, 50 (31.9%) were partly upheld and 57 (36.3%) were not upheld.

3.3 Complaints Breakdown

The table below shows the number of complaints received and rate per 1000 total episodes of care by Division during Quarter 1 2014-15.

	Division						
	Corporate	Estates and Facilities	Diagnostics and Specialities	Unscheduled Care	Medicine	Surgery	Women and Children
Total number of complaints received Q1	7	12	18	25	44	71	23
Rate/inpatient episodes of care	NA	NA	0.37	0.78	0.94	0.68	1.06

NB: Unscheduled Care includes all acute assessment units and emergency departments



The table below shows written complaints received by hospital service area.

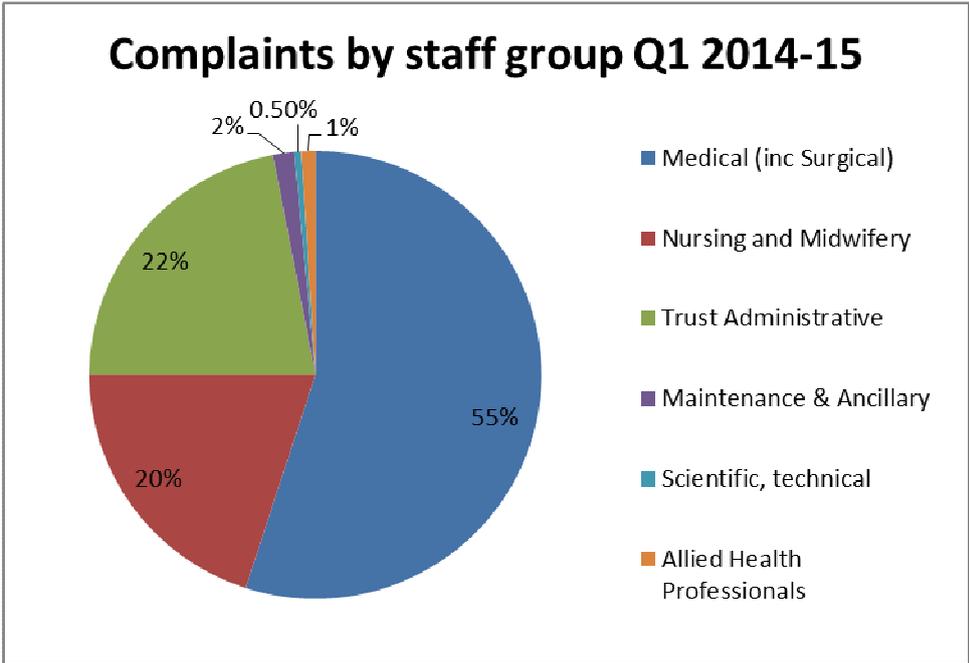
	Number of Complaints during Q1 2014/15	% of total	Number of complaints received Q1 2013/14
Total number complaints in Q1	200		217
In-patient	94	47%	100
Outpatient	88	44%	77
A&E	14	7%	32
Maternity	4	2%	8

Complaints received about inpatient services remains the highest area but almost comparable to complaints received about outpatient services.

The table below shows complaints received by staff group

Staff group	Number of complaints received Q1 2014-15	% of total
Medicine (including surgery)	111	55%
Nurses and Midwives	40	20%
Trust Administration staff	43	22%
Allied Healthcare Professions	2	1%
Scientific, technical	1	0.5%
Maintenance and ancillary staff	3	1.5%

Nationally, Medical (including surgical) has the greatest number of complaints accounting for 46% of the total in 2013-14, with Nursing & Midwifery at 22% and Trust Administrative Staff at 7.3%.

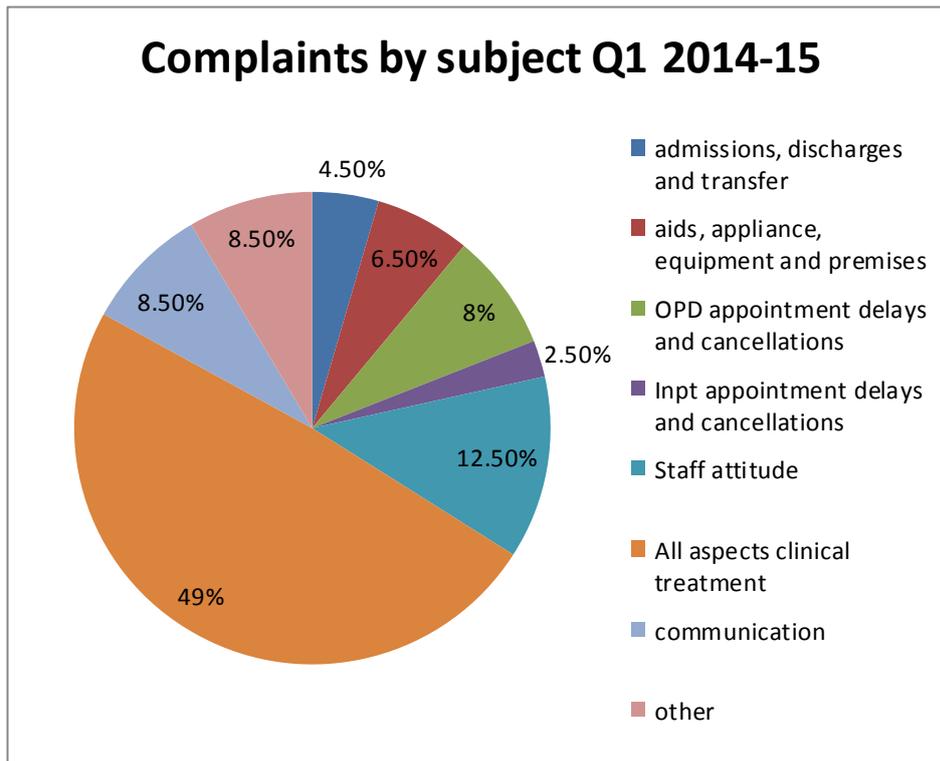


3.4 What do people complain about?

During Quarter 1, we received complaints about the following issues:

Category	Number received Q1	% of total received	2013-14 Trust average
Admissions, discharges and transfers	9	4.5%	5.3%
Aids, appliances, equipment and premises	13	6.5%	3.8%
OPD Appointments, delays and cancellations	16	8%	8%
Inpatients. Appointments, delays, cancellations	5	2.5%	2.6%
Attitude of staff	25	12.5%	12.4%
All aspects of clinical treatment, including diagnosis	98	49%	54.6%
Communication and information to patients, written and oral	17	8.5%	8.8%
Other:	15	8.5%	4.5%

“Other” includes complaints relating to privacy & dignity, property & expenses, policy & commercial decisions, health records and hotel services.



The most frequent area of complaint to the Trust remains “all aspects of clinical care and treatment” which includes those relating to diagnosis with over 49% of complaints related to this area. This is mirrored nationally and reflects, in part, the broad nature of this category from referral to diagnostics to treatment.

The second most frequent category is “attitude of staff” (12.5%) followed by “communication” (8%) and “outpatient appointments, delays and cancellations” (8%).

There were no complaints received about the Trust complaints process during Quarter 1 2014-15.

3.5 Complaint Acknowledgement and Response Times

Under the current NHS Complaints regulations there is a national requirement to respond within three working days to a written complaint with an acknowledgement letter. During Quarter 1 2014-15 this requirement was met in 96.5%. 7 cases (3.5%) were acknowledged outside of this time; 6 were acknowledged within 4 days and 1 was acknowledged in 8 days as this was a referral from SEAP for which notes were required before it could be reviewed and acknowledged (SEAP were telephoned to discuss the delay).

Our internal standard of written response within 35 working days in 95% of cases was met in 92% (144 out of 157 cases closed); an increase in response rate against the previous quarter.

4. Parliamentary and Health Service Ombudsman Reviews (PHSO)

Five cases were referred to the Ombudsman during Quarter 1.

There were decisions received on four cases reported to us during the quarter with the following outcomes: two were not upheld, one was withdrawn and the one was partly upheld as below:

Division	PHSO information	Summary of Complaint	Recommendation from PHSO
Medicine	Complaint received 12/09/2012 PHSO investigation commenced 07/03/13	Breakdown in communication between family and Trust	Trust asked to pay £300 in compensation and issue an apology.

The outcome of nine cases previously referred to the Ombudsman is still awaited at the end of Quarter 1.

5. Referrals from SEAP (Support. Empower. Advocate. Promote)

During Quarter 1, there were six referrals from SEAP. Two were not upheld; one was partly upheld and an apology issued for insufficient information relating to discharge; and, the other two are still under investigation.

6. Concerns

During Quarter1, our PALS team captured 434 concerns of which the top three themes were as follows:

Communication	16%
Waiting time	11%
Clinical Care/Treatment	18%

Number of compliments captured during Q1 - 61.

7. Capturing Learning from Complaints and Concerns

The Quality Committee and Board continue to receive regular update on lessons learned from all safety and experience metrics, including complaints.

Lessons learnt please from complaints and concerns during Q1 include:

- Increased supervision for ward 3a at GRH to ensure cleanliness.
- Palliative Care phone number added to induction packs for new staff to ensure contact can be made easily.
- GWW1 staff attended communication workshop and a ward based teaching sessions was held on hydration and nutrition needs of patients.
- Development of checklist to be completed before patient leaves ED which includes property.
- Following a fall, a loose strip on a stairwell was reported to help desk with a temporary repair done the same day and permanent repair carried out the next.
- Location of toilet paper holder on Guiting Ward relocated to more convenient position for patients in wheelchairs.
- ENT staff review of communication skills and use of appropriate wording when leaving telephone messages.

8. Recommendations

The Board is asked to note the Quarter 1 2014-15 Complaints and Concerns report.

Author: Heather Beer, Head of Patient Experience
Presenting Director: Maggie Arnold, Nursing Director

Date: September 2014