

NHS Forth Valley Falkirk Health & Social Care Partnership

Complaints Performance April – September 2018

During the period April to September 2018, a total of 53 complaints (excluding complaints transferred/withdrawn/consent not received) were received by the Patient Relations Team relating to the delegated functions for Falkirk Health & Social Care Partnership.

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Year to Date
Total No of Complaints	10	8	6	8	8	13							53
Total no responded within 20 working days	7	8	4	6	6	9							40
% responded within 20 working days	70.00	100.00	66.67	75.00	75.00	69.23							75.47

A breakdown of the performance into Stage 1 and Stage 2 complaints is provided in the table below:

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Year to Date
Total No of Stage 1 Complaints	3	4	1	1	2	3							14
Total no responded within 5 working days	2	3	1	0	2	3							11
% responded within 20 working days	66.67	75.00	100.00	0.00	100.00	100.00							78.57
	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Year to Date
Total No of Stage 2 Complaints	7	4	5	7	6	10							39
Total no responded within 20 working days	4	4	3	5	4	6							26
% responded within 20 working days	57.14	100.00	60.00	71.43	66.67	60.00							66.67

SPSO

If a complainant remains unhappy with the response received from NHS Forth Valley, they have the right to contact the Scottish Public Services Ombudsman (SPSO) to request an investigation into their complaint. The SPSO is the final opportunity for the complainant in the NHS complaint process and offers an independent view on whether the NHS have reasonably responded to a complaint.

The SPSO has received one case relating to Falkirk Health & Social Care Partnership complaints during April – September 2018. The SPSO are currently investigating the concerns raised which relates to Dental Services.

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Year to Date
Total No of SPSO Cases Received	0	0	0	1	0	0							1

Comparison of Complaint Themes and Departments

A breakdown of the complaint themes and departments are provided in the table detailing the number of issues raised against each theme. A complainant can raise multiple issues within their complaint and these themes can crossover into a variety of departments. The table provides a clearer understanding of the issues raised by complainants and areas for the Directorates to focus any key learning required or improvements to be made to services provided.

In total there are approximately 59 departments listed against the delegated functions. During the period April – September 2018, 23 departments have received complaints.

Month	Category Type	Category	Department
April	Clinical Treatment	Co-ordination of Clinical Treatment	Ophthalmology OPD
		Disagreement with treatment/care	AHP Mental Health
			Acute Hospital Old Age Psychiatry
			AHP Out-patients Care Group
		Nursing Care	Unit 1, FCH
		Problems with Medication	Woodlands Resource Centre
		Treatment Outcome Not as Expected	Ophthalmology OPD
		Wrong Diagnosis	Out-patients
	Staff Communication (Oral)	Patient Not Verbally Told Things	AHP Rehab Care Group
		Telephone	Audiology
	Staff Competence	Negligent	Acute Hospital Old Age Psychiatry
	Waiting Time/Date of Appointment	Unacceptable Waiting Time for Appointment	AHP Rehab Care Group
May	Clinical Treatment	Disagreement with treatment/care	Unit 2, FCH
		Nursing Care	Unit 3, FCH
	Env/Dom Bed Shortages	Lack of Single Rooms	Unit 1, FCH
	Env/Dom Patient Property	Lost Property	Unit 2, FCH
	Staff Attitude & Behaviour	Lack of Support	Ward B 21, FVRH
	Transport	Transport Arrangements Including Ambulance	Ward A11, FVRH
Waiting Time/Date of Appointment	Unacceptable Waiting Time for Appointment x 2	Ophthalmology OPD x 2	
June	Clinical Treatment	Falls	Unit 3, FCH
		Nursing Care	Unit 2, FCH
			Unit 3, FCH
		Problems with Medication	Woodlands Resource Centre
	Env/Dom/Patient Catering	Availability of Food	Unit 3, FCH
	Env/Dom/Property	Lost Property	Unit 3, FCH
	Staff Attitude & Behaviour	Lack of Support	Unit 2, FCH
		Staff Attitude	Unit 3, FCH
			Ward A11, FVRH
	Staff Communication (Oral)	Face to Face	Ward 3, SCH
	Waiting Time/Date of Appointment	Unacceptable Waiting Time for Appointment	AHP Rehab Care Group
			Woodlands Resource Centre
July		Disagreement with treatment/care	AHP Mental Health x 2
			Out of Hours
			Ward B21, FVRH
			Ward 3, FVRH
			Ward 1, FVRH
		Falls	Ward A21, FVRH
		Nursing Care	AHP Rehab Care Group
		Problems with Medication	Out of Hours
	Staff Attitude & Behaviour	Not Listening	Out of Hours
		Staff Attitude	Ward B21, FVRH
	Staff Communication (Oral)	Lack of Clear Explanation	Ward B21, FVRH
	Waiting Time/Date of Appointment	Waiting Time/Date of Appointment/Other	Substance Misuse Services
	Waiting Time/Test Results	Waiting Time/Test Results/Other	AHP Childrens Care Group
August	Clinical Treatment	Addiction Problems	Substance Misuse Services
		Disagreement with treatment/care	Out of Hours
			Unit 4, FCH
		Falls	Ward 4, FVRH
		Waiting Time for Test to be Carried Out	Ward 4, FVRH
	Env/Dom Aids/app/equip	Availability of Items	AHP Rehand Care Group
	Staff Attitude & Behaviour	Not Listening	Out of Hours
		Staff Attitude	Out of Hours
		Inappropriate Comments	Out of Hours
	Staff Communication (Oral)	Patient Not Verbally Told Things	AHP Mental Health
Waiting Time/Date of Appointment	Unacceptable Waiting Time for Appointment	Child & Adolescent Mental Health	
		Pain Management Suite x 2	

Sept	Clinical Treatment	Disagreement with treatment/care	AHP Out-patients Care Group
			Out of Hours x 2
			Pain Management Suite
			Ward A11, FVRH
			Ward B21, FVRH
		Nursing Care	Ward A11, FVRH
		Problems with Medication	Ward B21, FVRH
	Delays in at Adm, Tras, Dis, Pro	Delays in Discharge	Ward B22, FVRH
		Env/Dom/Premises	Trystview
	Staff Attitude & Behaviour	Staff Attitude	AHP Out-Patients Care Group
			Ophthalmology OPD
		Staff Attitude & Behaviour Other	Ophthalmology OPD
			Out of Hours
	Staff Communication (Oral)	Lack of Communication	Ophthalmology OPD
			Out of Hours
			Ward B21, FVRH
	Staff Communication (Written)	Lack of Explanation	Ward A32, FVRH
	Waiting Time/Date of Appointment	Cancellation of Appointment	Woodlands Resource Centre
		Unacceptable Wait for Appointment	Pain Management Suite
			Woodlands Resource Centre