

# **Agenda Item 9**

## **H&SCP Complaints Performance April – August 2019**

**Title/Subject:** H&SCP Complaints Performance April – August 2019

**Meeting:** Falkirk IJB Clinical and Care Governance Committee

**Date:** 7<sup>th</sup> November 2019

**Submitted By:** Prof Angela Wallace, Executive Nurse Director

**Action:** For Noting

**1. INTRODUCTION**

The report is to provide a comprehensive review of complaints activity across the Falkirk Health and Social Care Partnership during the period of April – August 2019. The report takes into account the number of complaints received, local resolution, compliance with the 20 day national target, SPSO referrals and the themes raised within complaints

**2. RECOMMENDATION**

The Falkirk Health and Social Care Partnership is asked to:

- Note the current position of the complaints performance within the Health & Social Care Partnership

**3. BACKGROUND**

The report highlights key performance trends as detailed in the Falkirk Health & Social Care Partnership Complaints Handling Procedure guidance and follows NHS Forth Valley's Complaints Handling Procedure.

**4. MAIN BODY OF THE REPORT**

- During August 2019, a total of 9 complaints were received and 6 complaints were responded within 20 working days indicating a performance of 66.67%.
- The report indicates that Falkirk Health & Social Health Care Partnership is achieving its local 80% target of responding to complaints during 2019/20 with a yearend figure of 83.78% as at August 2019.
- A breakdown of the overall figure into stage 1 and Stage 2 complaints for August 2019 indicate:
  - 87.50% of complaints are responded to within 5 working days (Stage 1)
  - 79.31% of complaints are responded to within 20 working days (Stage 2)
- Falkirk Health and Social Care Partnership currently has no cases with the SPSO.

- The top 4 themes are:
- - Clinical Treatment
  - Staff Attitude & Behaviour
  - Staff Communication (Oral)
  - Waiting Time/Date of Appointment

## **5 CONCLUSIONS**

The report provides re-assurance to the Falkirk Health & Social Care Partnership that complaints are managed and responded to effectively, and to provide an up-to-date performance report on activity during the period April – August 2019.

### **Resource Implications**

There is no resource implication arising from the attached report.

### **Impact on IJB Outcomes and Priorities**

There is no direct impact resulting from the recommendations of this report.

### **Legal & Risk Implications**

There are no legal or risk implications arising from the report and data presented.

### **Consultation**

No consultation was required to develop the report although the author recognises and thanks members of the oversight group for their contribution to the report.

### **Equalities Assessment**

There are no equalities impacts arising from the report.

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Submitted by: Prof Angela Wallace, Executive Nurse Director

**Author – Elaine Kettings**

**Date:** 22 October 2019

# NHS Forth Valley Falkirk Health & Social Care Partnership

## Complaints Performance April – August 2019

During the period April to August 2019, a total of 37 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-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Year to Date
Total No of Complaints	8	7	8	5	9								37
Total no responded within 20 working days	7	7	6	5	6								31
% responded within 20 working days	87.50	100.00	75.00	100.00	66.67								83.78

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

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Year to Date
Total No of Stage 1 Complaints	3	2	1	2	0								8
Total no responded within 5 working days	3	2	1	1	0								7
% responded within 20 working days	100.00	100.00	100.00	50.00	0.00								87.50
	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Year to Date
Total No of Stage 2 Complaints	5	5	7	3	9								29
Total no responded within 20 working days	4	5	5	3	6								23
% responded within 20 working days	80.00	100.00	71.43	100.00	66.67								79.31

## 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 no cases relating to Falkirk Health & Social Care Partnership complaints during April – August 2019.

	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Year to Date
Total No of SPSO Cases Received	0	0	0	0	0								0

### 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 – August 2019, 23 departments have received complaints.

Month	Category Type	Category	Department
April	Env/Dom/Personal Records	Accuracy of Records	Ward B21, FVRH
	Clinical Treatment	Disagreement with treatment/care	AHP Rehab Care Group
			Ward B21, FVRH
			Woodlands Resource Centre x 2
	Staff Communication (Oral)	Lack of Clear Explanation	AHP Rehab Care Group
		Face to Face	Woodlands Resource Centre
	Staff Attitude & Behaviour	Staff Attitude	AHP Rehab Care Group
			SERCO/Forth Health, SCH
	Waiting Time/Date of Appointment	Unacceptable Waiting Time for Appointment	AHP Rehab Care Group
			Child & Adolescent Mental Health
		Waiting Time/Date of Appointment/Other	Child & Adolescent Mental Health

Submitted by Professor Angela Wallace, Executive Nurse Director

May	Clinical Treatment	Co-ordination of Clinical Treatment	Unit 2, FCH
		Disagreement with treatment/care	Ward 3, FVRH
	Staff Attitude & Behaviour	Inappropriate Comments	Ward 1, FVRH
		Staff Attitude	Woodlands Resource Centre
	Staff Communication (Oral)	Lack of Explanation	Unit 2, FVRH
		Misunderstanding	AHP Rehab Care Group
	Staff Competence	Staff Competence/Other	Psychological Therapies
	Waiting Time/Date of Appointment	Cancellation of Admission	Ward 2, FVRH
		Waiting for Referral	AHP Rehab Care Group
June	Clinical Treatment	Disagreement with treatment/care	Woodlands Resource Centre
		Nursing Care	Ward 1, Bo'ness
		Treatment Outcome not As Expected	AHP Out-patients Care Group
	Env/Dom/Catering	Poor Choice of Menus	Ward 4, SCH
	Staff Attitude & Behaviour	Abruptness	Out of Hours
		Insensitive to Patient Needs	Unit 3, FCH
		Lack of Support	ESP Physio Orthopaedic
		Inappropriate Comments	AHP Out-patients Care Group
	Staff Communication (Oral)	Telephone	Ward 1, FVRH
	Staff Communication (Written)	Lack of Explanation	Woodlands Resource Centre
July	Clinical Treatment	Waiting for Referral	Woodlands Resource Centre
		Unacceptable Waiting Time for Appointment	Woodlands Resource Centre
		Disagreement with treatment/care	Ward 1, FVRH
		Treatment Against Will	Ward 3, FVRH
	Proc Iss/Failure to follow Process	Nursing Care	Ward A32, FVRH
		Failure to Follow Agreed Procedure	Ward B21, FVRH
	Staff Attitude & Behaviour	Lack of Support	Ward B21, FVRH
		No assistance from Staff in Feeding	Ward B21, FVRH
	Staff Communication (Oral)	Patient Not Verbally Told Things	Ward A32, FVRH
		Lack of Clear Explanation	Ward B21, FVRH
August	Waiting Time/Date of Appointment	Unacceptable Waiting Time for Appointment	Community Nursing
		Disagreement with treatment/care	Out of Hours
			Ward B21, FVRH
			Ward 5, FVRH
	Clinical Treatment	Falls	Ward B21, FVRH
			CMHT (E), Falkirk
			Out of Hours
	Staff Attitude & Behaviour	Inappropriate Comments	Ward B22, FVRH
		Staff Attitude	Woodlands Resource Centre
		Support	
	Staff/Communication (Oral)	Lack of Clear Explanation	Unit 3, FVRH
		Staff Communication (Oral)/Other	Ward B21, FVRH
	Staff/Communication (Written)	Lack of Communication	Dental Services
	Staff/Competence	Not Observing Patients	Ward B21, FVRH
		Negligent	Community Nursing
	Waiting Time/Date of Appointment	Unacceptable Waiting time for Appointment	AHP Rehab Care Group