

CCG20. HSCP Complaints Performance Report: April 2019 - March 2020

The committee considered a report by the Senior Service Manager which provided a comprehensive overview of complaints activity across the Falkirk Health and Social Care Partnership (HSCP) during the period of April 2019 – March 2020. The report took into account the number of complaints received, local resolution, compliance with the 20 day national target, SPSO referrals and the themes raised within complaints.

The report also provided an update on complaints received for NHS services transferred to the HSCP for April to May 2020.

There had been 63 complaints received during the reporting period in regard to Adult Social Work Services, 56 had been completed at stage 1 and 7 at stage 2. The report set out the top 10 categories for stage 1 and 2 complaints, with the majority relating to care at home and staff conduct.

In regard to NHS Forth Valley, 25 complaints had been received relating to the delegated functions of the HSCP. Of these 5 had been dealt with at stage 1 and 20 at stage 2. The top themes had been - clinical care and treatment, staff attitude and behaviour and staff communication (oral).

The SPSO had received 6 complaints cases (2 of which had comprised 2 complaints).

There had been no complaints made against the IJB for the period.

During the discussion on the paper it was suggested that the Committee may wish to undertake deeper dives of specific complaints around service areas, for example Woodlands. Officers undertook to explore this suggestion.

Decision

The committee noted the current position of the complaints performance.