

CCG7. HSCP Complaints and Feedback Performance Report: Quarter 4, 2020-21

The committee considered a report by the Patients Relations and Locality Manager which provided an overview of complaints activity across the Falkirk

Health and Social Care Partnership (HSCP) during Quarter 4, January to March 2021.

The report highlighted the number of complaints received, local resolution, compliance including the 20 day national target and SPSO referrals.

There had been no SPSO complaints within Quarter 4 identifying an overall reduction in the number of complaints received. Whilst responses to Stage 1 Adults Social Care complaints had improved from the previous quarter, responses within timescale remained fairly static when reviewed over a longer period. The actions to address issues were ongoing and subject to review and amendment on an ongoing basis. The aim was to drive improvement in performance.

Decision

The committee noted the report and actions being taken.