

## **CCG21. HSCP Complaints and Feedback Performance Report: Quarter 1, 2021-22**

The committee considered a report by the Patient Relations Lead and Locality Manager providing an overview of complaints activity across the Falkirk Health and Social Care Partnership (HSCP) during Quarter 1, April to June 2021.

The report took into account the number of complaints received, local resolution, and compliance including the 20 day national target and Scottish Public Services Ombudsman (SPSO) referrals.

The report also provided an update on feedback received through Care Opinion and other mechanisms about Health and Social Care Partnership services. It also detailed a reduction in the number of complaints received via the NHS Complaints Handling Procedure (CHP) and an increase in those received via the Social Work Adult Services Complaints Handling Procedures (SWAS CHP).

During the reporting period of Quarter 1 (April to June 2021), there were 20 complaints received relating to Social Work Adult Services. A number of actions were initiated in Q3 in 2020 - 21 aimed at improving performance in relation to compliance with response timescale requirements. Whilst there was an overall improvement in the subsequent two Quarters, the numbers were too small to confirm evidence of an improving trend but did offer some encouragement in this regard.

In relation to NHS Forth Valley, during Quarter 1 (April to June 2021), 7 complaints were received by the Patient Relations Team relating to the delegated functions for the HSCP. This excluded complaints transferred, withdrawn or where consent was not received. The overall year end performance for responding to complaints within Stages 1 and 2 was 71.4%. On analysis of Stage 1 complaints, the HSCP received three Stage 1 complaints during the period and achieved a 100% performance and for the same period four Stage 2 complaints were received and a 50% performance target was achieved in responding to complaints within 20 working days. Worthy of note was that due to the low number of complaints, a single breach of the 20 day target would cause performance to drop significantly.

### **Decision**

#### **The committee-**

- (1) noted the report and actions being taken; and**
- (2) agreed, that feedback be sought from the Scottish Public Services Ombudsman (SPSO) on the current open case relating to Falkirk Community Hospital as detailed in Table 4 of the report.**