

#### **CCG46. HSCP Complaints and Feedback Performance Reports**

The committee considered a report by the NHS FV Patient Relations Lead and HSCP Locality Manager (East) which provided an overview of complaints activity across the Falkirk HSCP during the period of October to December 2021 (Quarter 3). The report set out the number of complaints received, local resolution, compliance with the 20-day national target and Scottish Public Services Ombudsman (SPSO) referrals.

During the period, Social Work Adult Services had received 17 complaints. A number of actions had been initiated in Q3 of 2020-21 aimed at improving performance in relation to compliance with response timescales. Performance in the subsequent four quarters indicates progress had been made but with scope for further improvement.

In relation to NHS Forth Valley, during the reporting period April – December 2021, a total of 16 complaints had been 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 This excluded complaints transferred, withdrawn or where consent was not received.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 at Stage 1 and Stage 2 was 75%. On analysis of Stage 1 complaints, it was noted that the HSCP had received 5 Stage 1 complaints during the period and achieved a 100% performance and for the same period 11 Stage 2 complaints had been received and a 63.6% performance target was achieved in responding to complaints within 20 working days.

The report noted there had been no complaints received by the IJB during the reporting period.

#### **Decision**

**The committee noted the report.**