

CCG9. HSCP Complaints and Feedback Performance Report

The Committee considered a report by the HSCP Locality Manager and NHS FV Patient Relations Lead which provided an overview of complaints activity across the Falkirk Health and Social Care Partnership (HSCP) during Quarter 4, January to March 2022. The report highlighted the number of complaints received, local resolution, compliance including the 20-day national target and SPSO referrals.

There had been 2 complaints received in March 2022 and 17 received via the Council CHP. In response to a request from the CCGC at its August 2020, meeting more detailed information on any SPSO complaints were included in each report. There were 3 complaints referred to SPSO during 2021-22 to report, details were provided at 4.15 – 4.17. of the report. The report also provided an update on feedback received through Care Opinion and other mechanisms about HSCP services.

In relation to Social Work Adult Services, several actions were initiated in Q3 of 2020-21 aimed at improving performance in relation to compliance with response timescale requirements. There had been a significant improvement over the subsequent 12-month period. However, performance reduced from 74% in Q3 to 71% in Q4 in 2021-22. A refresh of complaints management would be progressed over the next quarter to address this decline and identify further improvement.

During the reporting period April – March 2022, NHS Forth Valley Patient Relations team received a total of 23 complaints which related to the delegated functions for the HSCP. This excluded complaints that were transferred, withdrawn or where consent was not received. The overall year end performance for responding to complaints with the Stage 1 and Stage 2 was 82.6%. On analysis of Stage 1 complaints, it was noted that the HSCP received 8 Stage 1 complaints during the period and achieved an 87.5% performance.

For the same period, 15 Stage 2 complaints were received and a 73.3% performance target was achieved in responding to complaints within 20 working days. A breakdown of the overall figure into stage 1 and stage 2 complaints for April to March 2022 was provided at 4.13.

The Committee noted that there had been no complaints received by the IJB to date in 2021-22.

Decision

The committee noted the report.