

## **CCG47. HSCP Complaints and Feedback October – December 2022 Performance Report**

The Committee considered a report by the HSCP Locality Manager (East) and the Person-Centred Co-ordinator which provided an overview of complaints activity across the Falkirk Health and Social Care Partnership (HSCP) during the period of October to December 2022 (Quarter 3). Complaints received through NHS Forth Valley had been for the period April – December 2022. The report detailed the number of complaints received, local resolution, compliance with the 5-day and 20-day national targets and Scottish Public Services Ombudsman (SPSO) referrals.

During the reporting period, October to December 2022, 21 complaints had been received about Social Work Adult Services. Performance overall had reduced from 58% of complaints answered within timescale in Quarter 2 to 52% in Quarter 3. Stage 1 performance had improved from 48% to 53%. However, Stage 2 performance reduced from 100% to 50%. Twenty people took the time to provide positive feedback to Social Work Adult Services (SWAS) during Quarter 3.

During the reporting period April – December 2022, a total of 17 complaints had been received by the Patient Relations Team relating to the delegated functions for the HSCP. These excluded complaints transferred, withdrawn or where consent had not been received. The overall year end performance for responding to complaints had been 82.4%. On analysis of Stage 1 complaints, the HSCP had received 4 Stage 1 complaints during the period and had achieved a 75% performance and for the same period, 13 Stage 2 complaints had been received, and a 76.9% performance target had been achieved in responding to complaints within 20 working days.

During the period April – December 2022, no complaints had been referred to the Scottish Public Services Ombudsman (SPSO) for investigation. Furthermore, no complaints had been received by the IJB in Quarter 3 of 2022-23.

### **Decision**

**The Committee noted the report.**