

## **CCG48. HSCP Complaints Annual Report 2021-22**

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 1st April 2021 to 31st March 2022. The report had been prepared in line with SPSO requirements and had considered the 9 Key Performance Indicators (KPIs) in line with the Complaints Handling Procedure. The 9 KPIs had been:

- Learning from Complaints;
- Complaint Process Experience;
- Self-Awareness and Training;
- Total Number of Complaints Received;
- Complaint Closed at Each Stage;
- Complaints Upheld and Not Upheld;
- Average Times;
- Closed in Full Within Timescales, and;
- Number of Cases where an Extension is Authorised.

For Social Work Adult Services (SWAS), the report showed an increase in the number of complaints which had been received, when compared with 2020-21. However, the number of complaints had remained below pre-pandemic levels. The report also showed an improvement in the percentage of complaint responses completed within timescales.

For services covered by the NHS Complaints Handling Procedure (CHP), the report indicated the number of complaints received had remained low and performance in relation to responding within timescales had been at a high level.

The Committee asked for further detail of the challenges being experienced by the NHS complaints handling team. In response, the Interim Patient Relations Lead explained that there had been staffing changes which had impacted on capacity which had been coupled with an increase in the number of complaints which had been received by the NHS as a whole.

The Committee noted that the Council complaints system had captured complaints across all Council services which had made it more resource intensive to extract detail from and categorise the complaints. In response, the Locality Manager (East) advised that whilst work had been done with the Council's complaints handling service in the last 12 months to improve the system, the system still had limits. Freeing up staff time to review the complaints and extract the data would be a priority.

The Committee asked to see detail of any changes and improvements made in response to complaints in future reports. The Locality Manager (East) and Interim Patient Relations Lead agreed to include this in future reports.

## **Decision**

**The Committee noted the report.**