

The Whittington Hospital

PATIENT FEEDBACK REPORT

January to March 2004

1. Introduction

This report describes formal feedback received by the trust between January 1st and March 31st 2004.

2. Compliments Received

A total of 23 formal compliment letters were received by the Trust. The table below shows all the areas to which they related.

Table 1

	Jan-Mar 04	Oct-Dec 03	Jul-Sep 03	Apr-Jun 03	Jan-Mar 03
Clinical Services		1		2	3
Emergency	3	4	10	5	5
Medical	7	4	5	8	4
Surgical	8	8	5	4	5
Women's & Children	3	7	4	10	2
Facilities				1	
Not Specific	2	1	4		6
Grand Total	23	25	28	30	25

Key areas identified for praise are shown in the table below.

Table 2

	Jan-Mar 04	Oct-Dec 03	Jul-Sep 03
Attitude	13	33	22
Treatment	16	33	23
Efficiency	10	10	8
Environment	1	1	3

This quarter's compliments highlighted care and treatment given by individual nurses and doctors, namely ED, the Maternity Unit, Mercers Ward and Coyle Ward. A number of the compliments spoke about the high morale of the staff.

Key aspects of care highlighted have included:

- ❖ Care and treatment in the Emergency Department
 - ❖ Care and support on Maternity Unit
- Care and treatment on both Medical and Surgical Wards

3. Handling Complaints

3.1 Table 3 shows the number of complaints received over the last 5 quarters. Compared with the same quarter last year, the number of complaints received has increased.

Table 3

	Jan-Mar 2004	Oct-Dec 2003	Jul-Sep 2003	Apr-Jun 2003	Jan-Mar 2003
Clinical Services	10	13	2	12	5
Emergency	13	11	11	14	18
Facilities		1	1	2	4
Finance	1				
HR					
Medical	16	15	8	17	16
Nursing/Advocacy	2	3			
Surgical	15	11	21	18	17
Women's & Children	13	10	9	9	6
Grand Total	70	64	52	72	66

3.2 Complaints by Ethnic Origin and Age Group

Tables 2 and 3 shows the complaints received by the ethnicity of the patient and their age group respectively. These figures form part of the yearly complaint report submitted to the NHS Executive. Information regarding a patient's ethnicity is taken from the hospital's Patient Administration System, using the Census categories. Future reports will benchmark this analysis against the patient population, for comparison.

Table 4- Ethnicity of Patient

	Jan-Mar 2004		Oct-Dec 2003		Jul-Sep 2003		Apr-Jun 2003	
Asian	7%	5	6%	4	2%	1	1%	1
Black	10%	7	5%	3	13%	7	1%	1
White	43%	30	45%	29	48%	25	56%	40
Other	9%	6	2%	1	8%	4	8%	6
Not Stated	31%	22	42%	27	29%	15	34%	24

Table 5 – Patient Age Group

	Apr-Jun 2004		Oct-Dec 2003		Jul-Sep 2003		Apr-Jun 2003	
Under 18	7%	1	13%	8	6%	3	7%	5
18 - 65	63%	44	59%	38	73%	38	57%	41
Over 65	21%	15	20%	13	21%	11	30%	22
Not Stated	9%	6	8%	5			6%	4

3.3 Turnaround times for sending letter of response

Across the hospital, response letters to 61% of complaints were sent within 4 weeks. The table below shows the Trust performance in answering complaints. Although this remains below the target of 85% it is an improvement over the number of complaints responded to within 4 weeks over the same period last year.

	Within 4 Weeks		Up to 8 Weeks		Up to 12 Weeks		Over 12 Weeks		On Going		Withdrawn
Advocacy	100%	2									
Clinical Services	80%	8			10%	1	10%	1			
Emergency Department	50%	6	25%	3			8%	1	17%	2	1
Finance	100%	1									
Medical	62%	10	13%	2					25%	4	
Surgical	47%	7	20%	3	7%	1	13%	2	13%	2	
Women's & Children	62%	8	23%	3					15%	2	
Jan-Mar 2004	61%	42	16%	11	3%	2	6%	4	14%	10	1
Oct-Dec 2003	61%	38	16%	10	8%	5	13%	8	2%	1	2
Jul-Sep 2003	44%	21	35%	17	8%	4	13%	6	0%		4
Apr-Jun 2003	46%	31	25%	17	24%	16	6%	4	0%		4
Jan-Mar 2003	51%	32	32%	20	6%	4	11%	7	0%		3

3.4 Dissatisfied

The table below shows the percentage of complainants who were dissatisfied, against the number of complaints received for the relevant quarters. There is, inevitably, a delay in reporting these, as some complainants have not yet replied to the hospital's response.

Quarter	Complaints Received	Dissatisfied	
Oct-Dec 02	66	11	16%
Jan-Mar 03	63	14	22%
Apr-Jun 03	68	7	10%
Jul-Sep 03	48	6	12%
Oct-Dec 03	62	11	17%
Jan-Mar 04	77	2	3%

4. Number of complaints relative to number of patients seen

	Total Pts Seen	Complaint per 1000 patients				
		Jan-Mar 2004	Jan-Mar 2004	Oct-Dec 2003	Jul-Sep 2003	Apr-Jun 2003
Emergency Department	17754	0.7	0.8	0.6	0.8	1.0
Medical (Inpatients)	2745	3.6	1.7	1.1	3.6	2.8
Surgical (Inpatients and Daycase)	1875	5.3	1.3	5.2	5.4	4.0
Women's & Children (Inpatients)	3474	2.9	2.3	1.5	1.9	1.3
Outpatients	42765	0.6	0.6	0.4	0.4	0.6

5. Service improvements as a direct result of complaints.

As a result of complaints this quarter the following service improvement was made:

- ❖ The reception staff in Clinic 1B have been asked to refer patients complaining about plaster problems, particularly pain, to the plaster technician, clinic nurse or the Emergency Department.

6. Independent Reviews/Ombudsman

6.1. Independent Reviews

There were no requests in this period for consideration of an independent review.

6.2. Ombudsman Inquiries – Current Status

There were no requests in this period for an ombudsman inquiry.