

PATIENT FEEDBACK REPORT JANUARY – MARCH 2006

1. SUMMARY

Complaints	2004/05	2005/06	Jan - Mar
Complaints Received			
Total complaints received	316	366	100
Total Informal complaints received	60	70	21
Total formal complaints received	256	296	79
% Formal complaints responded to within 20 working days	68%	64.2%	81.01%
Escalation of complaints			
% Dissatisfied Complainants	17%	14%	15%
No of complaints referred to Healthcare Commission	2	11	4
No of complaints referred to Ombudsman	0	1	0
Service Improvements			
No of actions following on from complaints	22	14	4

PALS	2004/05	2005/06	Jan - Mar
Compliments Received			
Total compliments received	90	100	21
Concerns and Enquiries			
Total Concerns and other enquires handled by PALS Office	691	NYA	NYA
Average response time for patient enquiries	1.2 Days	NYA	NYA

The numbers of formal complaints received during the fourth quarter (79) were 16% higher than the previous two quarters (68 complaints during each quarter).

- ✓ We answered **81%** formal complaints within 20 days between January and March, compared to 82% in the previous quarter.

Complaints about treatment and medical staff increased over this period. Once again staff attitude accounted for many of the complaints. There was a drop in the number of complaints relating to the attitude of clinic staff.

The number of compliments received was 21 and they were mainly praising the doctors and nurses for their professionalism and caring attitude.

PALS have been busy for this quarter and many of the enquiries are about lost property particularly the loss of dentures. The Patient Relations Manager raises the topic at all inductions to make staff aware of their responsibilities and how they can help reduce the number of losses.



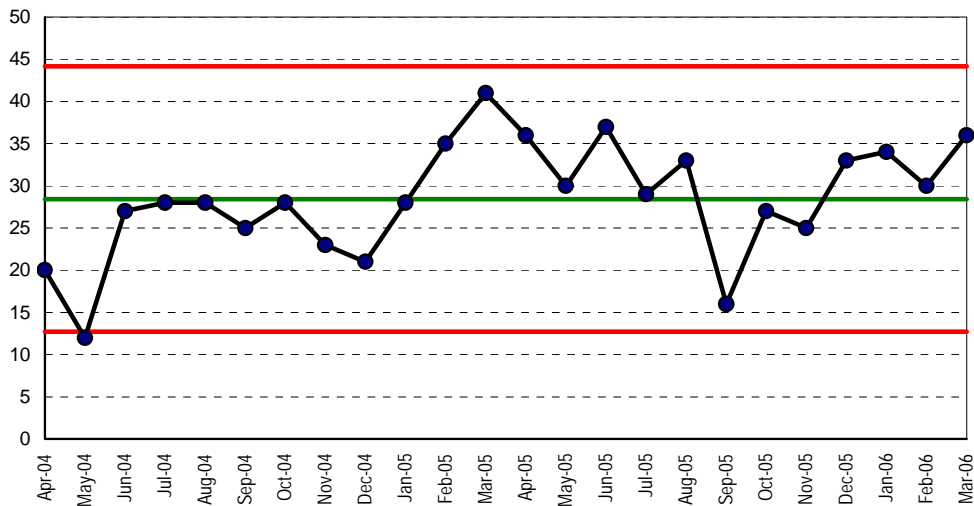
2. COMPLAINTS RECEIVED

2.1 Total Complaints Received

Figure 1 gives the total number of complaints – formal, informal, and those designated ‘out of time’ – received each month since April 2004. Complaints that are subsequently withdrawn or where a patient has not consented to a third party complaint of their behalf have been excluded from these figures.

There have been a total of 366 complaints received since April 2005. This is a 16% increase on the previous year.

Figure 1: Total Complaints Received by Month Since 2004

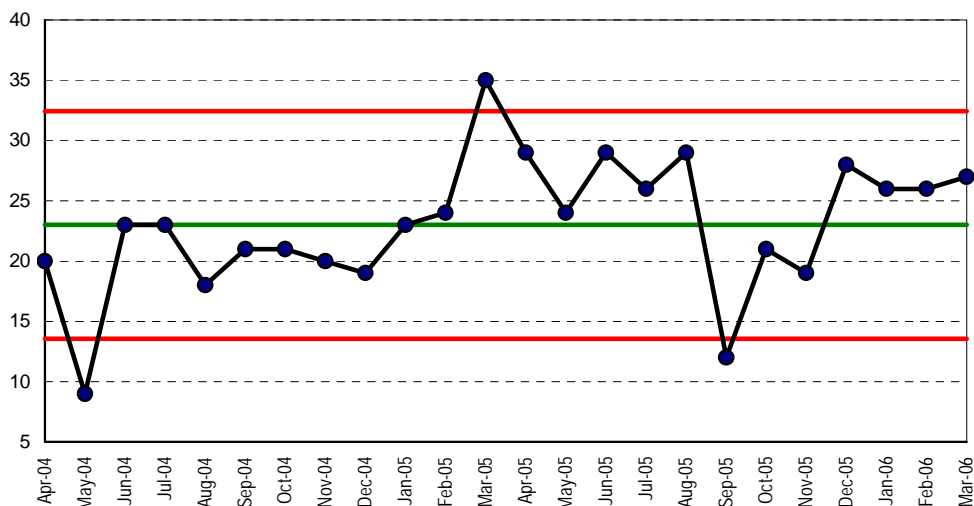


2.2 Management of Formal Complaints

Whilst the total picture of complaints received by the Trust is presented above, only formal complaints are monitored reported centrally to the Department of Health. In addition to the exclusions above, monitored complaints exclude informal complaints and those received ‘out of time’.

On average, the Trust receives 23 formal complaints each month with a normal range of anything from 14 to 33 complaints. The last four months has seen higher than average number of formal complaints. The monthly pattern over the last two years is shown below:

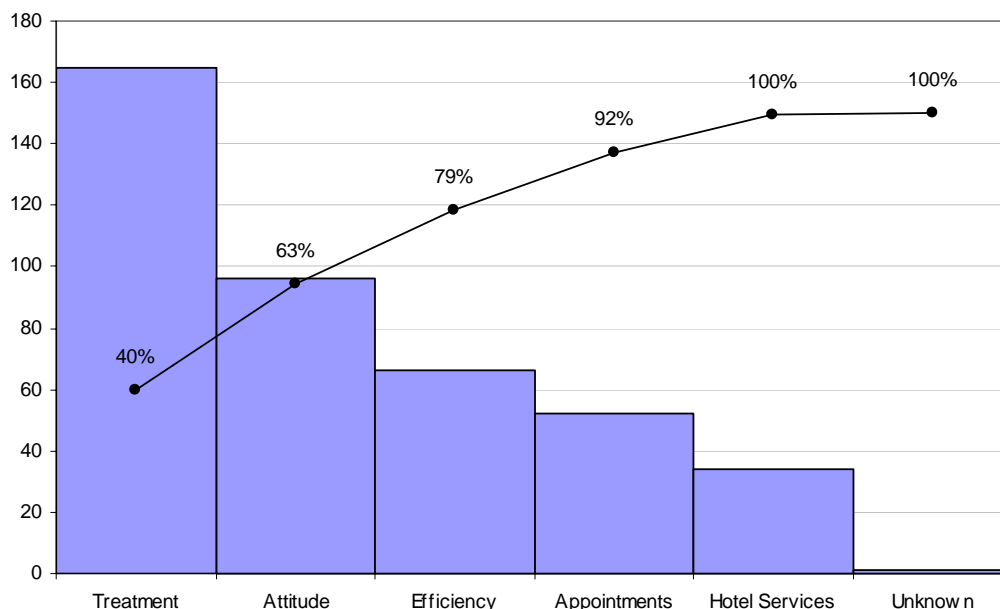
Figure 2: Formal Complaints Received by Month since April 2004



2.3 Formal Complaint Issues

The analysis presented below shows, for 2005/06, the issues that are raised in of these complaints. Just under one third of formal complaints raise multiple issues and cover more than one department.

Just over 40% of all complaints have been made in respect of treatment received. A further 23% of all complaints received were about the attitude of staff.



The matrix, below, shows the Directorate responsible for the area or department of the complaint by the type of complaint made. Almost half the total number of issues raised in formal complaints involves the Medical Division (including the Emergency Department).

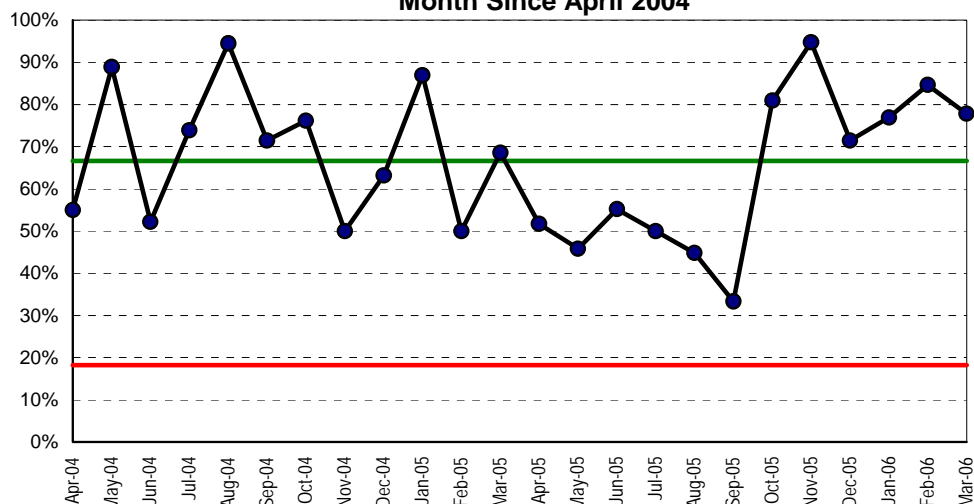
	Treatment	Attitude	Efficiency	Appointments	Hotel Services	Not Recorded	Grand Total	%
Medicine	93	40	31	6	13	0	183	44.2%
Surgery and Cancer Services	42	15	16	14	2	0	89	21.5%
Diagnostics and Therapies	7	16	10	21	4	1	59	14.3%
Women's & Children's Services	22	15	5	11	3	0	56	13.5%
Facilities	0	4	2	0	12	0	18	4.3%
Other	1	6	2	0	0	0	9	2.2%
Grand Total	165	96	66	52	34	1	414	
%	39.9%	23.2%	15.9%	12.6%	8.2%	0.2%		

2.4 Formal Complaint Response Times

To date, the Trust has acknowledged receipt of 94% of complaints within 2 working days of receipt. The Trust is supposed to respond to a formal complaint within 20 working days of receipt.

Figure 3 demonstrates that over the past two years, this standard has been met 65% of the time. Quarter 4 of 2005/06 has shown that the improvement reached in quarter three has been maintained.

Figure 3: Formal Complaints Responded to Within 20 Working Days by Month Since April 2004



SPC Analysis: Moving Range

The response performance for the issues raised in formal complaints is presented below:

	Treatment	Attitude	Efficiency	Appointments	Hotel Services	Not Recorded	All
Medicine	45%	68%	74%	83%	69%		58%
Surgery and Cancer Services	31%	67%	63%	43%	50%		45%
Diagnostics and Therapies	86%	63%	70%	67%	100%	100%	71%
Women's & Children's Services	73%	87%	100%	82%	100%		82%
Facilities		75%	100%		100%		94%
Other	100%	67%	100%				78%
All	47%	70%	74%	65%	85%	100%	62%

2.5 Dissatisfied Complainants

	Formal Complaints	No. Dissatisfied	% Dissatisfied
Apr-Jun 2005	82	13	15.9%
Jul-Sep 2005	68	6	8.8%
Oct-Dec 2005	68	6	8.8%
Jan-Mar 2006	79	12	15.2%

2.6 Service Improvements in last Quarter

- ✓ Rehabilitation staff to review their referral forms to include more detail on patient
- ✓ Offering Braille translations to those who need it
- ✓ Work has started on a range of projects to improve access for all people with a range of disabilities
- ✓ Confirmation of outpatient appointments in writing after a text has been sent

2.7 Independent Reviews

There were **4** new requests for submission of complaint files from the Healthcare Commission in the last quarter. This brings the year to date total up to **11**.

Of the complaints already under consideration by the Healthcare Commission:

- One case was withdrawn as the patient decided to put in a claim against us.
- The independent adviser has submitted his report on another case; he said that we had failed the patient and the family on some levels, particularly communication. The medical staff have accepted this criticism and are putting procedures in place to prevent similar problems in the future.
- A doctor was criticised for prescribing a patient a high dose of an oral painkiller. The doctor has written to us explaining that he had used the British National Formulary and gave the patient the highest recommended dose, because of the amount of pain she was suffering. He was looking after his patient's best interests. The ED Consultant feels that his actions were understandable.
- Another case has been referred to an independent clinician.

There are three outstanding reviews that we are still waiting to hear about from the Healthcare Commission.

2.8 Ombudsman Inquiries

We were asked to submit a policy on how to handle patients who come to the hospital, particularly ED, carrying weapons. This has been done and is awaiting ratification. A treatment plan was devised for the same patient should he return to the ED.

2.9 Compliments

There were **21** compliments received by the Executive Office in the final quarter of 2005/06. This brings the year to date total to 100 and is a 10% increase on the previous year. The Executive Office receives 8 compliments every month. Many thank you letters are sent direct to the wards and these are not counted in our total figures.

Most of the compliments in the last quarter were about the dedication shown by all staff - particularly singled out were Maternity and the Emergency Department.

2.10 Other Enquiries and Patient Concerns

The PALS Office deals with, on average, 56 concerns and enquiries each month. The current response time for 98% of enquiries is 1 day or less. Nearly one-third of all enquires relate to efficiency issues (from the patient's point of view) such as discharge arrangements and intercommunication.

