

PATIENT FEEDBACK REPORT OCTOBER – DECEMBER 2006

1. SUMMARY

| Complaints | 2004/05 | 2005/06 | 2006/07 | Oct - Dec |
|--|---------|---------|---------|-----------|
| Complaints Received | | | | |
| Total complaints received | 316 | 366 | 303 | 119 |
| Total Informal complaints received | 60 | 70 | 30 | 6 |
| Total Out of Time complaints received | 15 | 15 | 14 | 4 |
| Total complaints withdrawn | | | | 2 |
| Total formal complaints received | 256 | 296 | 259 | 109 |
| Total formal complaints responded to on time | 174 | 190 | 200 | 78 |
| % Formal complaints responded to on time | 67.97% | 64.19% | 77.22% | 71.56% |
| Escalation of complaints | | | | |
| % Dissatisfied Complainants | 17% | 14% | 8% | 7.3% |
| No of complaints referred to Healthcare Commission | 2 | 11 | 3 | 4 |
| No of complaints referred to Ombudsman | 0 | 1 | 0 | 0 |
| Service Improvements | | | | |
| No of actions following on from complaints | 22 | 14 | 7 | ? |

| PALS | 2004/05 | 2005/06 | 2006/07 | Oct - Dec |
|---|-----------|-----------|------------|------------|
| Compliments Received | | | | |
| Total compliments received | 87 | 88 | 72* | 19* |
| Concerns and Enquiries | | | | |
| Total Concerns and other enquires handled by PALS | 611 | 588 | 615* | 234* |
| Average response time for patient enquiries | 1.18 Days | 1.04 Days | 0.98 Days* | 0.97 Days* |

* PALS figures are estimated because not all cases have a date attached to them

Quarter three saw a large number of formal complaints come into the Trust. For October to December 2006, we:

- ✓ Acknowledged **99%** of formal complaints within 2 working days
- ✓ Answered **71%** of formal complaints within the required standard

The Patient Relations Team is handling a greater volume of concerns and enquiries from patients and visitors. We might assume that there will be approximately 820 such queries if the current quarter is representative of this coming year. So far in 2006/07, the team have responded to:

- ✓ **100%** of concerns and enquiries within 1 working day



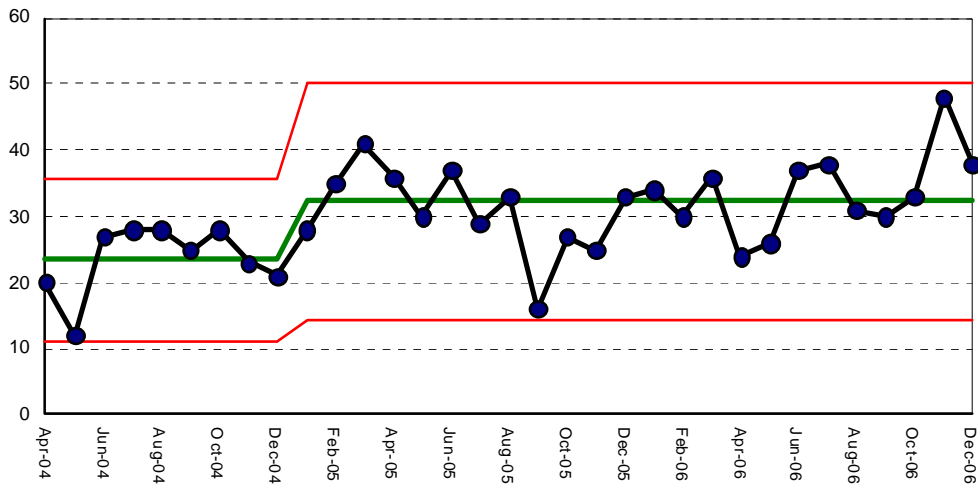
2. COMPLAINTS RECEIVED

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 Complaints that are subsequently withdrawn or where a patient has not consented to a third party complaint of their behalf have been excluded from these figures.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 303 complaints received since April 2006. This is a 15% increase on the same period last year.

Figure 1: Total Complaints Received by Month Since 2004

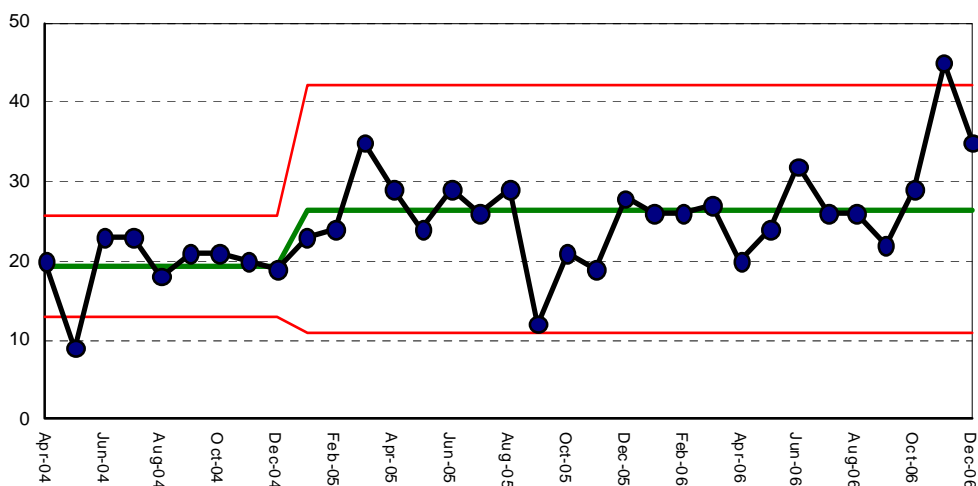


2.2 Management of Formal Complaints

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

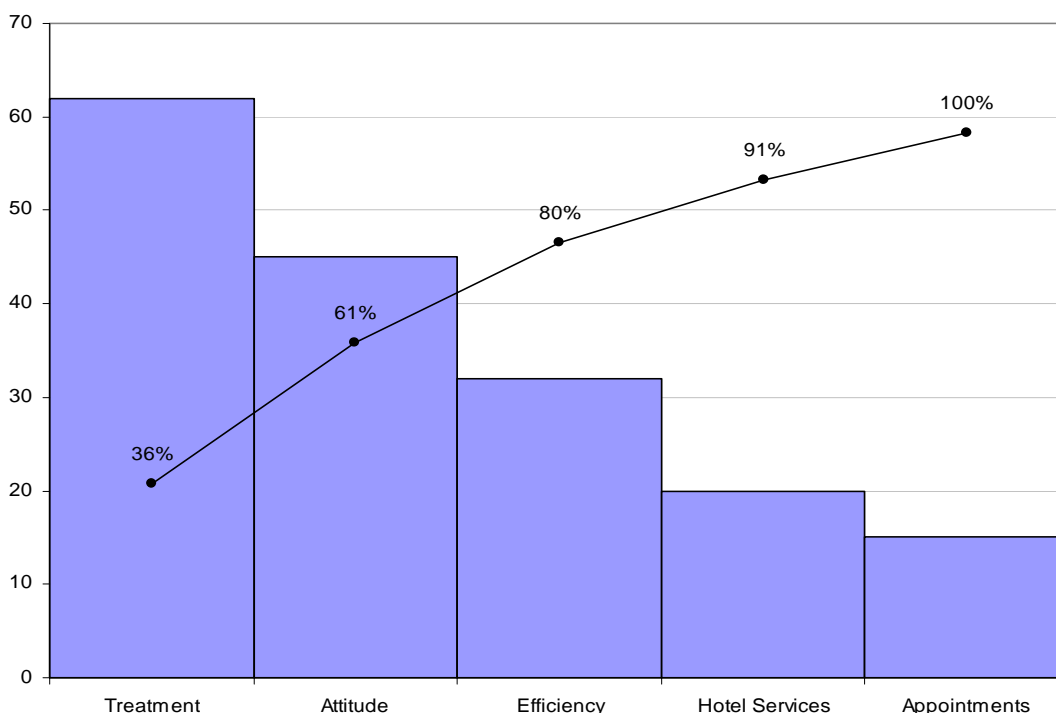
On average in 2006/07, the Trust is receiving 29 formal complaints each month, which peaked to 45 in November mainly caused by the opening of the new building and difficulties with signage and patients finding their way around. The monthly pattern over the last two years is shown below:

Figure 2: Formal Complaints Received by Month since April 2004



2.3 Formal Complaint Issues

The analysis presented below shows, for 2006/07, the issues that are raised in these complaints. Just under one third of formal complaints raise multiple issues and cover more than one department. In total 173 issues were logged from formal complaints in quarter three of 2006/07.



The matrix, below, shows the Directorate responsible for the area or department of the complaint by the type of complaint made.

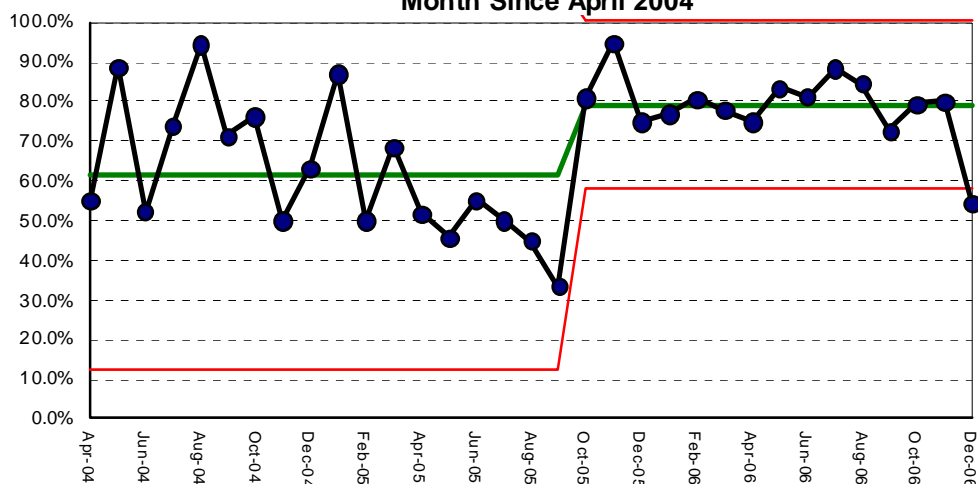
| | Treatment | Attitude | Efficiency | Appointments | Hotel Services | Grand Total | % |
|-------------------------------|-----------|-----------|------------|--------------|----------------|-------------|-------|
| Medicine | 28 | 19 | 9 | 1 | 4 | 61 | 35.3% |
| Surgery and Cancer Services | 16 | 10 | 12 | 8 | 1 | 47 | 27.2% |
| Women's & Children's Services | 13 | 6 | 6 | 2 | | 27 | 15.6% |
| Facilities | | 7 | 1 | | 13 | 21 | 12.1% |
| Diagnostics and Therapies | 4 | 2 | 3 | 4 | | 13 | 7.5% |
| Other | | 1 | 1 | | 2 | 4 | 2.3% |
| Grand Total | 61 | 45 | 32 | 15 | 20 | 173 | |
| % | 35.3% | 26.0% | 18.5% | 8.7% | 11.6% | | |

2.4 Formal Complaint Response Times

To date, the Trust has acknowledged receipt of 99.7% formal complaints within 2 working days of receipt.

From September 2006, the Trust is expected to respond to a formal complaint within 25 working days of receipt. Before September, the standard was set at 20 working days. The improvement attained over the last half of 2005/06 has been maintained into the first quarter of 2006/07, but quarter 3 has seen a drop in this performance with December below the control limit. The step change drawn in for figure 3 illustrates the continued level of service for just under 80% of complaints received.

Figure 3: Formal Complaints Responded to Within the Standard by Month Since April 2004



The response performance by directorate for the issues raised in formal complaints in quarter three is presented below:

| | Treatment | Attitude | Efficiency | Appointments | Hotel Services | Grand Total |
|-------------------------------|------------|------------|------------|--------------|----------------|-------------|
| Medicine | 61% | 74% | 78% | 0% | 75% | 67% |
| Surgery and Cancer Services | 63% | 50% | 58% | 63% | 100% | 60% |
| Women's & Children's Services | 54% | 50% | 67% | 50% | | 56% |
| Facilities | | 100% | 100% | | 92% | 95% |
| Diagnostics and Therapies | 75% | 100% | 100% | 100% | | 92% |
| Other | | 100% | 100% | | 100% | 100% |
| Grand Total | 61% | 71% | 72% | 67% | 90% | 69% |

As the data in this table is based on issues raised within a complaint, the measured performance may differ slightly from the headline figure presented previously.

2.5 Dissatisfied Complainants

The numbers and proportion of dissatisfied complainants has risen slightly on the previous 2 quarters, but remains significantly below the levels seen in the previous year.

| | Formal Complaints | No. Dissatisfied | % Dissatisfied |
|--------------|-------------------|------------------|----------------|
| Jan-Mar 2006 | 79 | 12 | 15.2% |
| Apr-Jun 2006 | 87 | 4 | 5.0% |
| Jul-Sep 2006 | 76 | 5 | 6.9% |
| Oct-Dec 2006 | 109 | 8 | 7.3% |

2.6 Service Improvements in last quarter

These have included:

- ✓ Signage in the new building has been assessed and will be improved in response to several complaints since it opened.
- ✓ A few patients had not received follow up appointments after being seen in the Emergency Department, e.g. for fracture clinic. Appointments were made for these patients
- ✓ A number of complaints have related to the management of outpatient clinics. The outpatient service management review is taking these into consideration
- ✓ A full review was undertaken of the proposed discharge arrangements for a patient who wished to go home, not into further care.
- ✓ A British Sign Language interpreter has been recruited onto our sessional staff to reduce the demand on external interpreting services and improve the quality of service for these patients
- ✓ We were able to offer counselling to a woman following a miscarriage
- ✓ Additional midwives have been recruited to the one-to-one maternity team, to improve continuity of care
- ✓ The Visible Leadership Programme, led by the Director of Nursing, is looking at aspects of care that have been raised by patients in complaints, including privacy and dignity.

2.7 Independent Reviews

Total requests to date (since 2004/5): 24

| | Date of original complaint | Date of HC request for file |
|--------|-----------------------------------|------------------------------------|
| 2002/3 | 2 | |
| 2003/4 | 3 | |
| 2004/5 | 4 | 2 |
| 2005/6 | 12 | 9 |
| 2006/7 | 3 | 13 |

The above table shows that, although the number of requests for complaint files from the Healthcare Commission has increased in the current financial year, the majority of those related to complaints from previous years, with only 3 complaints from the current year so far proceeding to consideration of an independent review. This reflects the other monitoring data, revealing less dissatisfaction with our complaints handling processes.

Four requests for complaint files were received from the healthcare commission between October and December 2006. Of these, three related to complaints originating in 2006/7, and to 2005/6. All the files have been sent to the Healthcare Commission, and their findings are awaited.

During this quarter we have not received any reports on outstanding independent reviews.

Current status of independent reviews

| | | |
|----------------|----|-------------------------|
| Currently open | 10 | |
| Withdrawn | 1 | Legal claim |
| Resolved | 13 | 3: complaint not upheld |

| | | |
|--|--|--|
| | | 6: complaint partially upheld 3: complaint upheld 1: returned for local resolution |
|--|--|--|

Summary of Healthcare Commission recommendations

| | |
|---------------------------------------|---|
| Inadequate complaint response | 5 |
| Inadequate management of treatment | 4 |
| Poor complaint handling | 3 |
| Action needed to prevent recurrence | 3 |
| Produce patient information | 2 |
| Inadequate documentation of treatment | 1 |

2.8 Ombudsman Inquiries

None received during this quarter

2.9 Compliments

There were **19** compliments received by the Executive Office in the third quarter of 2006/07. Again most compliments were about staff attitude particularly with doctors and nurses. The domestic staff were also mentioned in several letters

2.10 Other Enquiries and Patient Concerns

The PALS Office deals with, on average, 64 concerns and enquiries each month. The current response time for ALL enquiries is 1 day or less. Just over a quarter of all enquiries relate to efficiency issues (from the patient's point of view) such as discharge arrangements and intercommunication. Another quarter now relate to appointments.

