

**Clinical Commissioning Group Governing Body**

**Paper Summary Sheet**

**Date of Meeting: 25 June 2013**

**For: PUBLIC session  PRIVATE Session**

**For: Decision  Discussion  Noting**

<b>Agenda Item and title:</b>	<b>GOV/13/06/13 Complaints Management Process – Initial report</b>
<b>Author:</b>	Barbara Perchard, Complaints Manager, Central Southern CSU Deborah Rigby Head of Quality and Patient Safety
<b>Lead Director/GP from CCG:</b>	Jacqui Chidgey-Clark Director of Quality and Patient Safety
<b>Executive summary:</b>	This report presents: <ul style="list-style-type: none"> <li>• April and May 2013 Complaints Information</li> <li>• The Committee is requested to discuss this report.</li> </ul>
<b>Evidence in support of arguments:</b>	
<b>Who has been involved/contributed:</b>	Central Southern CSU
<b>Cross Reference to Strategic Objectives:</b>	All.
<b>Engagement and Involvement:</b>	No public engagement or consultation. This report is published in the CCG Governing Body papers section of the website.
<b>Communications Issues:</b>	Not exempt under FOI.
<b>Financial Implications:</b>	Not applicable.

<b>Review arrangements:</b>	Monthly reviews via Governing body report and bi monthly review at the Quality and Clinical Governance Committee
<b>Risk Management:</b>	Identified risks are recoded on risk register
<b>National Policy/ Legislation:</b>	NHS Constitution rights and pledges. 2012-13 NHS Operating Framework 2012-13 NHS Outcomes Framework
<b>Equality &amp; Diversity:</b>	No direct impact from the update in this paper
<b>Other External Assessment:</b>	NHS CB performance reviews of CCG delivery.
<b>Next steps:</b>	This paper is for discussion.

## 1. Executive Summary

### 1.1 Status

As from the 1<sup>st</sup> April 2013 The Central Southern Commissioning Support Unit (CSCSU) began operation in partnership with NHS Wiltshire Clinical Commissioning Group.

### 1.2 Purpose

The purpose of this report is to give an overview of all PALS and Complaints contacts for the month of April - May 2013.

### 1.3 Process

There are processes in place to ensure the Central Southern CSU captures the relevant PALS & Complaints information required for NHS Wiltshire CCG reporting.

As from 1<sup>st</sup> July 2013 the Central Southern CSU will be transferring all its regions patient experience data to one unified system, DATIX thus ensuring a robust process for capturing data to support the monthly quality reports to the CCGs.

## 2. PALS Contacts for Q1 April – June 2013 / 14

In the first two months of Q1 2013/14 there has been a total **147** contacts to the Patient Advice and Liaison Service (PALS), 141 enquiries are closed and 6 remain open.

Figures are broken down as follows;

	April	May	Total
Concerns	67	38	105
Comment	25	14	39
Compliment	1	2	3
<b>Total</b>	<b>93</b>	<b>54</b>	<b>147</b>

## 2. Enquiry details

### 2.1.1

11 concerns relate to an Acute Trust, all of which have been logged as concerns in PALS and forwarded to the relevant Acute Trust for investigation and response directly to the enquirer. The brief overview below is an indicator of concerns raised and the Quality Team may wish to discuss in greater detail in their quality contract meetings with the relevant Trust.

The Great Western Hospital (x6) concerns include;

- Poor discharge arrangements.
- Waiting time for medical procedure.
- Misdiagnosis / non-diagnosis of medical condition.
- Waiting time for Orthopaedic outpatient's appointments

Salisbury Hospital (x3) concerns include;

- Poor behaviour and attitude of doctor on Short Stay Ward.
- Privacy and dignity – patient reported rough handling by doctor.
- Patient expressed dissatisfaction with treatment and care provided by Fracture Clinic staff.

Royal United Hospital, Bath (x1)

- Cancellation of planned surgery with no alternative date for surgery given.

BMI Ridgeway Hospital (x1)

- Physiotherapy was not arranged for patient following discharge from hospital.

### **2.1.2**

4 concerns relate to NHS 111 Service. Concerns are passed to Harmoni for investigation and they will respond directly to the enquirer and update the PALS team.

Concerns include;

- Questions asked by operator were considered inappropriate.
- Operator's accent made it very difficult for patient to understand questions.
- Operator did not appear to have medical knowledge but read from crib sheet.
- Difficulty getting through to the service.

### **2.1.3**

4 concerns relate to Continuing Health Care;

- Information requested regarding process / appeals process.
- Difficulty completing the Checklist.
- Dissatisfaction with outcome of decision made by panel and short timescale given to respond to the report.

### **2.1.4**

5 Concerns relate to INNFF / IFR

- Information requested regarding process.
- Dissatisfaction with outcome of funding decision made by panel.

### **2.1.5**

14 concerns relate to other Provider Services. The brief overview below is an indicator of concerns raised and NHS Wiltshire CCG may wish to discuss in greater detail in their quality contract meetings with the relevant Service Provider.

Retinopathy Service provided by Virgin Care (x4)

- Patients' had not received their annual invite letter.
- Delays to new service provider starting screening resulted in patients' waiting longer to received their annual screening.

Continence Service (x5)

- Quality of Euron pads provided – reports that the product leaks and increase of frequent changes of pads.
- Inadequate provision of night time pads.
- Telecommunications – unable to get through to service.

Wiltshire Orthopaedic Service (x2)

- Waiting time for appointment.

- Urgent referral – lack of communication between departments caused delay to treatment.

Podiatry – Great Western Hospital (x2)

- Patient dissatisfied with being discharged from service

Minor Injury Unit – Trowbridge (x1)

- Patient reported inappropriate advice given by doctor.

### 2.1.6

106 enquiries relate to Primary Care Services / General. The responsibility for dealing with Primary Care concerns sits with NHS England and formal complaints are referred to the national call centre. However, PALS will continue to provide information, advice and liaise with GP and Dental practices to help resolve lower level issues.

- 25 enquiries relate to Primary Care GP services
- 13 enquiries relate to Primary Care Dental services
- 68 enquiries relate to general information / advice - information, advice and signposting are provided by the PALS Team.

### 3. Compliments

3 compliments were received from patients', carers and the public who wished to express the gratitude for the excellent service they had received from the following services;

- The Great Western Hospital Orthopaedic Team
- NHS 111 Service
- Patient's GP and home care staff.

All compliments are acknowledged and forwarded on to the respective Service Manager.

### 4. Complaints

Complaints can be made to NHS Wiltshire CCG by letter, telephone, email or in person and are managed centrally by Central Southern CSU Complaints Team. They follow a formal process with a letter of acknowledgement, investigation and signed final response by NHS Wiltshire CCG Chief Officer. All MP letters are treated as formal complaints and will follow the same process. There is no set timescale and this will be discussed and agreed with the complainant, but as a rule of thumb we aim to complete the process within 25 working days. More complex cases will take longer.

Department	Total Contacts	Closed within 25 working days	Closed over 25 working days	Remain open
NHS Wiltshire Commissioning	7	3	1	3
MP Letters	9	4	3	2
NHS Wiltshire Commissioning	3	-	-	3
MP Letters	7	3	-	4
<b>Total Complaints</b>	<b>26</b>	<b>10</b>	<b>4</b>	<b>12</b>

#### 4.1 Complaint detail

9 complaints relate to INNF / IFR.

- Re-opened case – confusion regarding funding for Bariatric Surgery.
- Funding for neuro rehab - family would like their Mother to be funded in a unit closer to home.
- Request funding for Satavex spray.
- Dissatisfaction with outcome of panel decision not to fund neuro-rehabilitation.

**Outcome:** waiting response

- Patient dissatisfied with outcome of IFR appeal and requires clarification of policy.  
**Outcome:** Explanation given and patient referred back to their GP to discuss option.
- Patient dissatisfied with CCG policy regarding the treatment of sebaceous cyst.  
**Outcome:** Investigation demonstrated patient had followed correct pathway
- IFR request for treatment by Specialist Lymphedema Therapist.  
**Outcome:** Under review
- Patient with lower back ruptured disc was seen by Consultant at Salisbury Hospital. Referral for intensive specialised physiotherapy to Wessex Rehabilitation Centre was refused due to no funding in place. 5 months on patient has not received treatment.  
**Outcome:** under investigation
- Patient dissatisfied with outcome of IFR panel's decision not to fund Renal Artery Denervation.  
**Outcome:** Case referred to NHS England as specialised commissioning.

5 complaints relate Continuing Health Care (CHC)

- Concerns raised regarding the quality of the assessment and conduct of assessor.  
**Outcome:** Explanation and apology given.
- Concern raised regarding funding for mental health placement.  
**Outcome:** Avon and Wiltshire Partnership to provide Panel with robust proposal for panel to make decision.
- Family requesting retrospective review.  
**Outcome:** waiting response.
- Family dissatisfied with decision to end CHC funding and request urgent review. (x2)  
**Outcome:** Explanation given and CHC team request Community Team contact the team to establish Patients' current needs.

5 complaints relate to Podiatry – Provider Great Western Hospital.

- Concerns have been about discharge from the service.
- Waiting time for appointments.  
**Outcome:** Under review and waiting response from GWH

2 complaints relate to NHS 111 Service

- Patient's daughter had difficulties accessing the service, waiting 25 minutes for call to be answered. 999 call was made; paramedic also experienced difficulty accessing the service.

**Outcome:** Investigation undertaken by Harmoni. Apology given for service not meeting patient's expectation. Service was experiencing high demand over the weekend.

- Operator's accent made it very difficult for patient to understand questions. Questions seemed irrelevant and as a result an ambulance was inappropriately dispatched.

**Outcome:** Explanation and apology given. Remedial actions followed recent audit of service and significant improvements have been made regarding decision to dispatch ambulance.

1 complaint relates to the Wheelchair Service

- Parent of child with cerebral Palsy and severe Epilepsy require help in securing specialist wheelchair.

**Outcome:** Currently under review

1 complaint relates to the Continence Service (this was also submitted separately by the MP's office)

- Carer expressed their dissatisfaction with quality of product. Continence pad leaks and therefore frequent changes are required.

**Outcome:** CCG have requested patient have a re-assessment to identify their current needs before making IFR application for Tena products.

2 MPs letter have requested Wiltshire CCG's support with;

- Public health education for children and young people on Scoliosis and Kyphosis.
- Increase to the numbers of defibrillators available to the public in the Calne area.

## 5. Summary

A complaints management report will be presented at the bi monthly Quality and Clinical Governance meetings, this will ensure regular scrutiny of the data and support effective management of areas where there are of concern and need discussed in greater detail in quality contract meetings with the relevant Service Provider. This will be reported back to governing body in the bi monthly minutes.

In future reports we will aim to triangulated the complaints information with the inpatient and outpatients national surveys and local complaints reporting with each provider. A further triangulation with the staff survey and friends and family test will be used to develop greater challenge and assurance of our user experience of the services we commission.