

Board Meeting
Tuesday, 20 September 2005

Board Paper No. 05/65

HEAD OF BOARD ADMINISTRATION AND
DIVISIONAL CHIEF EXECUTIVES

QUARTERLY REPORT ON COMPLAINTS :
APRIL - JUNE 2005

Recommendation

The NHS Board is asked to note the quarterly report on NHS complaints in Greater Glasgow for the period 1 April to 30 June 2005 and note that it will also be considered by the Health and Clinical Governance Committee at its next meeting.

1. Introduction

This is the first quarterly complaints report providing a commentary and statistics since the introduction of the new NHS Complaints Procedure on 1 April 2005.

By way of a summary there are two requests for Independent Review still being handled throughout NHS Greater Glasgow, both in North Glasgow. The progress of these will be reported to the NHS Board for information until they are completed.

2. Performance Across NHS Greater Glasgow

The information contained in the Complaints Report forms part of the Performance Assessment Framework (PAF).

(a) Number of Complaints **Received** : April - June 2005

Shown below are the number of complaints received across NHS Greater Glasgow between April to June 2005:-

GGNHSB	3
North Division	244
South Division	101
Yorkhill Division	25
PCD (excluding FHS)	22

(b) Number of Complaints **Completed** : April - June 2005

Shown overleaf are the number of complaints completed between April to June 2005. *Completed* figures are used for our analysis purposes rather than *received* figures so that outcomes can be reported. ISD, however, continue to record *received* data as they compile their information on an annual basis. The "complaint categories" shown in the five annexes are consistent with ISD.

This table also shows the performance of each of the four Divisions against the national target of 70% of written Local Resolution Complaints to be completed within 20 working days of receipt:-

	<u>No. of Complaints Completed</u>	<u>No. Completed Within 20 Working Days</u>	<u>Shown as %</u>
North Division	251	139	55%
South Division	116	83	72%
Yorkhill Division	34	8	23.5%
PCD (excluding FHS)	24	16	67%

The fall from an average of 62% for the last year to 23.5% at Yorkhill was as a result of a number of complex complaints taking a lengthy time to complete compounded by the absence of the Complaints Officer due to sick leave. In particular one complaint involved an advocacy group based in the south of England, which required substantial input and correspondence regarding a rare paediatric condition. Inevitably such complaints require considerable time to resolve and involve many different specialties.

The action taken to address these problems has been the presentation of a detailed paper and action plan to the Divisional Management Group identifying the issues within the relevant Clinical Boards and outlining ongoing work to improve response times. This will lead to progress in meeting the target by the end of the next quarter.

(c) Further Breakdown of Performance

For ease of reference, performance against the national target has been summarised to show the last four quarters as indicated below:-

	<u>01/04/05 - 30/06/05</u>	<u>01/01/05 31/03/05</u>	<u>01/10/04 31/12/04</u>	<u>01/07/04 30/09/04</u>
North Division	55%	60%	60%	66%
South Division	72%	75%	71%	76%
Yorkhill Division	23.5%	61%	64%	63%
PCD (excluding FHS)	67%	61.5%	65%	63%

(d) Outcome of Complaints at Local Resolution

The outcome of complaints at Local Resolution have been analysed as indicated below:-

	<u>Complaints Completed</u>	<u>Upheld</u>	<u>Upheld In Part</u>	<u>Not Upheld</u>	<u>Conciliation</u>	<u>Irresolvable</u>
North Division	251	107(43%)	76(30%)	68(27%)	-	-
South Division	116	36(31%)	25(22%)	55(47%)	-	-
Yorkhill Division	34	5(15%)	21(62%)	8(23%)	-	-
PCD (excluding FHS)	24	5(21%)	6(25%)	13(54%)	-	-

(e) Ombudsman

Where a complainant remains dissatisfied with a Local Resolution response, they may write to the Ombudsman. The table overleaf shows, for the four Divisions, where we have been notified this quarter of the Ombudsman's involvement in a complaint and where notification of a formal investigation has been received:-

	<u>Notification of Ombudsman's Involvement</u>	<u>Notification of Ombudsman's Formal Investigation</u>
North Division	5	0
South Division	4	0
Yorkhill Division	0	0
PCD (excluding FHS)	0	0

(f) Unreasonably Demanding or Persistent Complaints

We will report quarterly on the number of complainants declared unreasonably demanding or persistent. There were no such cases in the first quarter.

3. Action Taken and Lessons Learned for Patient Care

Some examples of action taken and lessons learned for patient care as a result of complaints completed this quarter are as follows:-

North Division	<ul style="list-style-type: none"> ➤ Change to discharge planning documentation to ensure relatives are advised to provide adequate clothing for patients prior to discharge. ➤ Patient information leaflet from Homeopathic Hospital amended to include information about parking and the best times to phone for results ➤ As the result of two separate complaints from different sites when patients attended A&E on the advice of another department and then had a lengthy wait, the process is being reviewed to ensure the waiting time is minimised. ➤ In response to a complaint from the family of an elderly lady who were dissatisfied with the level of communication from staff, an action plan was drawn up to ensure staff are proactive in approaching relatives at visiting time to update them on patients condition. ➤ Following a complaint from a patient who was concerned about infection control whilst an in-patient in Glasgow Royal Infirmary, an infection control audit was undertaken, hospital procedures for management of drainage bags and cannulae were reinforced with ward staff. The patient was offered reassurance; a recent audit had shown a high score for compliance to policy, particularly on hand hygiene. All medical and nursing staff in the area undertook the hand hygiene self directed learning unit and videos on hand hygiene were provided to staff. Staff also underwent hand dye test and light box was used to disclose efficiency to hand washing practice. The control of infection team also prepared a learning unit on invasive devices for staff to ensure compliance with hospital policy.
South Division	<ul style="list-style-type: none"> ➤ Waiting times for ENT clinics to be addressed by the introduction of more audiology technicians, Nurse Specialist to see/treat patients where appropriate as well as reviewing the inpatient/day patient mix for treatment. ➤ Staff retraining undertaken regarding the necessity for good presentation of food to inpatients as well as reviewing how food is delivered to surgical wards via external ramps. ➤ Introduction of food temperature testing at ward level and any adjustments taken in light of findings.
Yorkhill Division	-

Primary Care Division (excluding FHS)	<ul style="list-style-type: none"> ➤ Staff will agree with families who the main point of contact should be to ensure essential and relevant information is communicated to appropriate persons and not left to chance. ➤ Staff have been advised that families/carers should automatically be informed when a patient has been moved. ➤ A record is to be maintained re which patients have been moved, so that the Acute Bed Management Group may be informed accordingly.
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4. Breakdown of the Three Issues Attracting Most Complaints

The following table provides a breakdown of the three issues attracting the most complaints throughout NHS Greater Glasgow:-

North Division	<ol style="list-style-type: none"> 1. Clinical Treatment 2. Communication 3. Waiting Time for Appointment
South Division	<ol style="list-style-type: none"> 1. Attitude and Communication 2. Clinical Treatment 3. Waiting Times
Yorkhill Division	<ol style="list-style-type: none"> 1. Waiting time for an appointment date (out-patient) 2. Shortage of availability of staff 3. Clinical treatment.
Primary Care Division (excluding FHS)	<ol style="list-style-type: none"> 1. Clinical Treatment 2. Attitude/Behaviour 3. Communication.

5. Trends of Complaints

The following table gives an indication of any trends of complaints noticed this quarter:-

North Division	<ul style="list-style-type: none"> ➤ Complaints regarding waiting times in Accident and Emergency remained higher than normal at the beginning of this reporting period and work was undertaken to resolve this issue. ➤ Waiting time for Orthopaedic appointments continued to remain high and management are taking action to resolve the situation.
South Division	No specific area or trend noticed, slight reduction in complaints received over the previous quarter.
Yorkhill Division	No particular trend identified.
Primary Care Division (excluding FHS)	No specific trends within the broad category headings have been identified in this quarter.

6. Specific Service Improvements made as a Result of Complaints

Noted overleaf are some examples of service improvements made as a result of complaints completed this quarter:-

North Division	<ul style="list-style-type: none"> ➤ An escalation policy was put in place to minimise waiting time for patients in Accident and Emergency Department across North Glasgow and resources including triage were reviewed. Staff also reminded of the need to keep relatives informed as much as possible, particularly if there is a delay in patient being seen or admitted.
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North Division (Cont'd)	<ul style="list-style-type: none"> ➤ Two separate complaints regarding lack of communication resulted in junior medical staff in several areas being reminded of the need to keep GPs fully aware of patients care and treatment timeously on discharge and attendance at clinics. ➤ Divisional Nurse for medicine and Patient Liaison Officer met with senior nursing staff across North Glasgow to discuss recurring complaint themes and action required to address this.
South Division	<ul style="list-style-type: none"> ➤ Improved quality and position of temporary signage introduced during refurbishment of the Obstetric/Gynaecology Department at the Southern General Hospital ➤ Heating problems and draughty windows in older wards at the Victoria Infirmary have been addressed and draught seals fitted on an ongoing basis as a long term solution. ➤ Waiting times for ENT clinics to improve with the introduction of more audiology technicians, Nurse Specialist to see/treat patients where appropriate as well as reviewing the inpatient/day patient mix for treatment. ➤ Staff retraining undertaken regarding the necessity for good presentation of food to inpatients as well as reviewing how food is delivered to surgical wards via external ramps. ➤ Introduction of food temperature testing at ward level and any adjustments taken in light of findings.
Yorkhill Division	<ul style="list-style-type: none"> ➤ Re-launch of theatre users group meetings – addressing communication issues within the multidisciplinary theatre user community and general problems around the use of emergency theatre resources between the hours of 8 a.m. – 5 p.m. Monday – Friday.
Primary Care Division (excluding FHS)	<ul style="list-style-type: none"> ➤ As a result of a complaint about a failure to communicate about a patient's care and discharge, the process and responsibility for communication at different points in the care pathway have been reconfirmed. ➤ The bed manager on one site will take action to prevent the same patient(s) being moved too frequently.

7. Complaint Categories

Annexes 1 – 4 give a breakdown of the complaint categories as follows:-

North Division	(Annex 1)
South Division	(Annex 2)
Yorkhill Division	(Annex 3)
PCD (excluding FHS)	(Annex 4)

8. New NHS Complaints Procedure

The new NHS Complaints Procedure was implemented on 1 April 2005.

The Head of Administration, South Division, meets regularly with the Board's and the Divisions' Complaints Officers to progress single system working and to ensure the consistent application of the new NHS Complaints Procedure across NHS Greater Glasgow. A review has been undertaken of all complaints leaflets/literature and a range of issues have been identified for further discussion in order to agree a commonality of approach across NHS Greater Glasgow in anticipation of a new management structure.

We will be carrying out a review with the Divisions to ensure the correct information is at clinics, wards and health care establishments on the new Complaints Procedure for patients and visitors.

Citizens Advice Direct and the Citizens Advice Bureaus across the NHS Greater Glasgow area provide patients with independent support and advice should they wish it.

The Complaints Officers across NHS Greater Glasgow also attend the National Complaints Association - Scotland meetings to share good working practice and discuss areas of mutual interest/concern.

9. Conciliation

NHS Greater Glasgow has been approached by NHS Lanarkshire to ask if they could share our pool of Conciliators. Given that the frequency of requests within both areas for conciliation is small, this seemed a reasonable request and would allow the Conciliators to build up a greater level of experience and potentially increase uptake. Four out of our five Conciliators have agreed to participate in this joint NHS Board arrangement. A refresher training day for the Conciliators has been organised for 9 November 2005.

10. Report Distribution

The quarterly Complaints Report continues to be circulated to Complaints Officers, as well as Conciliators for their information.

The report is also submitted to the quarterly meeting of the Greater Glasgow Health and Clinical Governance Committee for discussion around any areas where clinical lessons have been learned and could be shared wider within NHS Greater Glasgow. The Secretariat Manager attends to present and discuss the report.

**NORTH GLASGOW
ANNEX 1**

COMPLAINT CATEGORIES

<u>Code</u>	NUMBER	<u>Code</u>	NUMBER
ISSUES RAISED		STAFF GROUP	
Staff		11	Medical (inc surgical) 99
01	Attitude/behaviour 24	21	Dental (inc surgical) 1
	➤ Medical/Dental 7	31	Nursing, Midwifery, Health Visiting 60
	➤ Nursing 10	41	Professions allied to medicine 4
	➤ AHPs 1	51	Scientific/technical 1
	➤ Ambulance (* paramedics) 0	61	Ambulance (inc. paramedics) 2
	➤ Administration 0	71	Ancillary/works/trades 7
	➤ Other 6	81	NHS Board administrative staff/members (exc FHS administrative) 0
02	Complaint handling 0	91	Division/CHP/PCO administrative staff/ members 0
04	Shortage/availability 4	01	Other 122
05	Communication (written) 17	SERVICE AREA	
06	Communication (oral) 19	Hospital acute services	
07	Competence 5	11	Inpatient 37
Waiting times for		12	Day case 128
11	Date for admission/attendance 38	13	Outpatient 7
12	Date for appointment 0	14	Accident & emergency 128
13	Results of tests 7	15	Delivered in the community 0
Delays in/at		Care of the Elderly	
21	Admission/transfer/discharge procedures 4	21	Inpatient 12
22	Outpatient and other clinics 21	22	Day patient 0
Environmental/domestic		23	Outpatient 0
29	Premises (including access) 2	24	Community 0
30	Aids & appliances, equipment 3	Psychiatric/learning disabilities	
32	Catering 6	31	Inpatient 0
33	Cleanliness/laundry 9	32	Day patient 0
34	Patient privacy/dignity 6	33	Outpatient 0
35	Patient property/expenses 3	34	Community 0
36	Patient status/discrimination (eg race, gender, age) 2	41	Maternity 0
37	Personal records(including medical, complaints files) 1	51	Ambulance 0
38	Shortage of beds 1	61	Community hospitals 0
39	Mixed accommodation 0	65	Community services – not elsewhere specified 0
40	Hospital Acquired Infection (MRSA) 5	72	Purchasing 0
Procedural issues		73	Administration 0
41	Failure to follow agreed procedure 4	74	Unscheduled Health Care (Out of Hours) 0
42	Policy and commercial decisions (of NHS Board) 1	81	Other 0
43	NHS Board purchasing 0		
44	Mortuary/post mortem arrangements 3		
Treatment			
51	Clinical treatment (all aspects) 80		
	➤ Medical/Dental		
	➤ Nursing		
	➤ Other Staff		
52	Consent to treatment 0		
61	Transport arrangements (including ambulances) 5		
71	Other (where no definition applies) 3		

SOUTH GLASGOW
ANNEX 2

COMPLAINT CATEGORIES

<u>Code</u>			<u>Code</u>		
ISSUES RAISED		NUMBER	STAFF GROUP		NUMBER
Staff			11	Medical (inc surgical)	72
01	Attitude/behaviour	15	21	Dental (inc surgical)	0
	➤ Medical/Dental	5	31	Nursing, Midwifery, Health Visiting	23
	➤ Nursing	6	41	Professions allied to medicine	3
	➤ AHPs	0	51	Scientific/technical	5
	➤ Ambulance (* paramedics)	0	61	Ambulance (inc. paramedics)	0
	➤ Administration	2	71	Ancillary/works/trades	6
	➤ Other	2	81	NHS Board administrative staff/members (exc FHS administrative)	3
02	Complaint handling	0	91	Division/CHP/PCO administrative staff/ members	2
04	Shortage/availability	0	01	Other	2
05	Communication (written)	5	SERVICE AREA		
06	Communication (oral)	16	Hospital acute services		
07	Competence	0	11	Inpatient	54
	Waiting times for		12	Day case	0
11	Date for admission/attendance	8	13	Outpatient	43
12	Date for appointment	16	14	Accident & emergency	3
13	Results of tests	2	15	Delivered in the community	0
	Delays in/at		Care of the Elderly		
21	Admission/transfer/discharge procedures	13	21	Inpatient	11
22	Outpatient and other clinics	8	22	Day patient	0
	Environmental/domestic		23	Outpatient	0
29	Premises (including access)	7	24	Community	0
30	Aids & appliances, equipment	8	Psychiatric/learning disabilities		
32	Catering	3	31	Inpatient	0
33	Cleanliness/laundry	6	32	Day patient	0
34	Patient privacy/dignity	4	33	Outpatient	0
35	Patient property/expenses	1	34	Community	0
36	Patient status/discrimination (eg race, gender, age)	0	41	Maternity	3
37	Personal records(including medical, complaints files)	1	51	Ambulance	0
38	Shortage of beds	1	61	Community hospitals	0
39	Mixed accommodation	0	65	Community services – not elsewhere specified	0
40	Hospital Acquired Infection (MRSA)	0	72	Purchasing	0
	Procedural issues		73	Administration	2
41	Failure to follow agreed procedure	1	74	Unscheduled Health Care (Out of Hours)	0
42	Policy and commercial decisions (of NHS Board)	0	81	Other	0
43	NHS Board purchasing	0			
44	Mortuary/post mortem arrangements	0			
	Treatment				
51	Clinical treatment (all aspects)	34			
	➤ Medical/Dental	24			
	➤ Nursing	10			
	➤ Other Staff	0			
52	Consent to treatment	0			
61	Transport arrangements (including ambulances)	1			
71	Other (where no definition applies)	2			

COMPLAINT CATEGORIES

<u>Code</u>		<u>NUMBER</u>	<u>Code</u>		<u>NUMBER</u>
ISSUES RAISED			STAFF GROUP		
	Staff				
01	Attitude/behaviour	3	11	Medical (inc surgical)	0
	➤ Medical/Dental	1	21	Dental (inc surgical)	0
	➤ Nursing	1	31	Nursing, Midwifery, Health Visiting	0
	➤ AHPs	0	41	Professions allied to medicine	0
	➤ Ambulance (* paramedics)	0	51	Scientific/technical	0
	➤ Administration	0	61	Ambulance (inc. paramedics)	0
	➤ Other	1	71	Ancillary/works/trades	0
02	Complaint handling	0	81	NHS Board administrative staff/members (exc FHS administrative)	0
04	Shortage/availability	7	91	Division/CHP/PCO administrative staff/ members	0
05	Communication (written)	1	01	Other	0
06	Communication (oral)	4	SERVICE AREA		
07	Competence	0	Hospital acute services		
	Waiting times for		11	Inpatient	0
11	Date for admission/attendance	2	12	Day case	0
12	Date for appointment	8	13	Outpatient	0
13	Results of tests	5	14	Accident & emergency	0
	Delays in/at		15	Delivered in the community	0
21	Admission/transfer/discharge procedures	1	Care of the Elderly		
22	Outpatient and other clinics	0	21	Inpatient	0
	Environmental/domestic		22	Day patient	0
29	Premises (including access)	0	23	Outpatient	0
30	Aids & appliances, equipment	3	24	Community	0
32	Catering	0	Psychiatric/learning disabilities		
33	Cleanliness/laundry	3	31	Inpatient	0
34	Patient privacy/dignity	1	32	Day patient	0
35	Patient property/expenses	0	33	Outpatient	0
36	Patient status/discrimination (eg race, gender, age)	0	34	Community	0
37	Personal records(including medical, complaints files)	0	41	Maternity	0
38	Shortage of beds	0	51	Ambulance	0
39	Mixed accommodation	0	61	Community hospitals	0
40	Hospital Acquired Infection (MRSA)	0	65	Community services – not elsewhere specified	0
	Procedural issues		72	Purchasing	0
41	Failure to follow agreed procedure	0	73	Administration	0
42	Policy and commercial decisions (of NHS Board)	1	74	Unscheduled Health Care (Out of Hours)	0
43	NHS Board purchasing	0	81	Other	0
44	Mortuary/post mortem arrangements	0			
	Treatment				
51	Clinical treatment (all aspects)	0			
	➤ Medical/Dental	5			
	➤ Nursing	1			
	➤ Other Staff	1			
52	Consent to treatment	0			
61	Transport arrangements (including ambulances)	0			
71	Other (where no definition applies)	2			

PRIMARY CARE DIVISION (excluding FHS)
ANNEX 4

COMPLAINT CATEGORIES

<u>Code</u>		NUMBER	<u>Code</u>		NUMBER
	ISSUES RAISED			STAFF GROUP	
	Staff				
01	Attitude/behaviour	6	11	Medical (inc surgical)	14
	➤ Medical/Dental	2	21	Dental (inc surgical)	0
	➤ Nursing	2	31	Nursing, Midwifery, Health Visiting	7
	➤ AHPs	1	41	Professions allied to medicine	3
	➤ Ambulance (* paramedics)	0	51	Scientific/technical	0
	➤ Administration	0	61	Ambulance (inc. paramedics)	0
	➤ Other	1	71	Ancillary/works/trades	0
02	Complaint handling	0	81	NHS Board administrative staff/members (exc FHS administrative)	0
04	Shortage/availability	1	91	Division/CHP/PCO administrative staff/ members	3
05	Communication (written)	2	01	Other	1
06	Communication (oral)	1		SERVICE AREA	
07	Competence	0		Hospital acute services	
	Waiting times for		11	Inpatient	0
11	Date of admission/attendance	0	12	Day case	0
12	Date for appointment	0	13	Outpatient	0
13	Results of tests	0	14	Accident & emergency	0
	Delays in/at		15	Delivered in the community	0
21	Admission/transfer/discharge procedures	0		Care of the Elderly	
22	Outpatient and other clinics	0	21	Inpatient	0
	Environmental/domestic		22	Day patient	0
29	Premises (including access)	0	23	Outpatient	0
30	Aids & appliances, equipment	0	24	Community	0
32	Catering	0		Psychiatric/learning disabilities	
33	Cleanliness/laundry	0	31	Inpatient	7
34	Patient privacy/dignity	1	32	Day patient	0
35	Patient property/expenses	0	33	Outpatient	3
36	Patient status/discrimination (eg race, gender, age)	1	34	Community	1
37	Personal records(including medical, complaints files)	0	41	Maternity	0
38	Shortage of beds	0	51	Ambulance	0
39	Mixed accommodation	0	61	Community hospitals	0
40	Hospital Acquired Infection (MRSA)	0	65	Community services – not elsewhere specified	9
	Procedural issues		72	Purchasing	0
41	Failure to follow agreed procedure	0	73	Administration	0
42	Policy and commercial decisions (of NHS Board)	0	74	Unscheduled Health Care (Out of Hours)	2
43	NHS Board purchasing	0			
44	Mortuary/post mortem arrangements	0	81	Other	2
	Treatment				
51	Clinical treatment (all aspects)	14			
	➤ Medical/Dental	10			
	➤ Nursing	2			
	➤ Other Staff	2			
52	Consent to treatment	0			
61	Transport arrangements (including ambulances)	0			
71	Other (where no definition applies)	11			