

## NHS GREATER GLASGOW AND CLYDE

### Complaints Summary Report – 2006/07

The total number of complaints completed by NHS Greater Glasgow and Clyde from 1<sup>st</sup> April 2006 to 31<sup>st</sup> March 2007 was 1,447 – the split was as follows:-

Acute Services Division	- 1,264
Partnerships (CH(C)Ps, Mental Health Partnerships and NHS Board	- 183

Fifty four percent of the complaints completed were upheld or partially upheld and 100 complaints were withdrawn, normally because patient's did not give consent for their personal health information to shared with family members or other individuals acting on their behalf. Forty-eight per cent of complaints were completed within 20 working days of receipt. One case was resolved through conciliation and no cases were declared vexatious.

In broad terms, the consistent themes attracting most complaints were clinical treatment, attitude/behaviour, and communications. This was consistent across Partnerships and the Acute Services and will be used as a theme for staff training, particularly for General Manager/ Clinical Service Manager level, as well as Complaints staff.

Quarterly monitoring reports have continued to be submitted to the NHS Board and each report has identified a range of ongoing developments within Acute Services and the Partnerships – this has included – improved feedback information from the Clinical Governance Support Unit to Partnerships on the outcome of complaints to allow remedial actions; establishment of a system to ensure the implementation of service improvements or action plans arising from complaints is followed up; away day for Acute Complaints staff to consider complaints handling and further training requirements; meeting with Ombudsman's Office and Citizens Advice Bureaux in order to forge stronger links with those working within complaints; complaints staff attendance at training on accessing appropriate translators; consideration and implementation of the recommendations of the internal audit report on complaints handling and follow-through of actions; the transfer of responsibility for mental health and Community Health Partnership (CHP) complaints in Clyde to the appropriate Partnerships; and the introduction of the independent support and advice service from the 14 Citizens Advice Bureaux within NHS Greater Glasgow and Clyde from 1<sup>st</sup> December 2006.

In addition, each quarterly report has reported back on a range of detailed service improvements and lessons learned as the result of complaints.

There were 680 practitioner complaints reported to the NHS Board – 543 general practitioner complaints and 137 general dental practitioner complaints.

During 2006/07 the Scottish Public Services Ombudsman laid before Parliament 32 reports in connection with complaints within NHS Greater Glasgow and Clyde. Each report has been set out in detail in the quarterly monitoring report to the NHS Board and the Clinical Governance Committee is responsible for monitoring the implementation of each recommendation from the Ombudsman's Reports.

In addition, the NHS Board asked that officers identify any specific themes from the recommendations of the Ombudsman Reports and task the Clinical Governance Committee with ensuring that these identified themes have action plans put in place to bring about service improvements across the NHS Board.

J C Hamilton  
Head of Board Administration  
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