

<b>PATIENT EXPERIENCE GROUP REPORT</b>	<b>Item</b>	
<b>Date of Meeting</b>  <b>24 April 2017</b>	<b>Purpose</b>	Information

<b>Title</b>	Annual Complaint Report – April 2017 – March 2018
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<b>Executive sponsor</b>	Christine Pearson, Director of Nursing
<b>Summary:</b> This report summarises the performance and position of the Trust's Complaint Management for the period of 1 April 2017 to 31 March 2018	

<b>Report linkages</b>	
Related strategic aim and corporate objective	<ul style="list-style-type: none"> <li>Put safety and quality at the heart of everything we do</li> <li>Invest in and develop our workforce</li> <li>Work with key stakeholders to develop effective partnerships</li> </ul>
Related to key risks identified on assurance framework	N/A

<b>Impact</b>			
Legal	Yes/No	Financial	Yes/No
Equality	Yes/No	Confidentiality	Yes/No
Previously considered by:			

## **1. Background**

This report identifies the current position and trends for complaint management within the Trust for the period 1 April 2017 to 31 March 2018. The data contained is sourced from the DATIX information system and provided monthly to the Trust's Executive Group and Patient Experience Group.

Complaints are issues and concerns regarding care/treatment/services received at ELHT which are triaged and logged as a Level 4 formal complaint (the highest level for a complaint/concern). In such cases, the issues raised are felt to be of sufficient seriousness or complexity to warrant a formal complaint investigation and response, or we have been unable to reach a local resolution either through discussions between the service and the complainant or via any other forms of communication or information provided to the complainant.

Maintenance of the reduced number of complaints received compared to the year 2014-2015 is as a result of ongoing work within the Customer Relations Team and Divisional Teams in ensuring that when concerns are raised, they are handled proactively and immediately to prevent escalation. This includes a combined complaints/pals team within Customer Relations, resulting in a coordinated service to respond to enquiries and concerns. In addition, feedback is provided directly on wards and in departments, allowing staff to respond to any negative issues immediately and whilst the patient is still within the Trust. In most cases, the concerns are resolved without the patient or relatives finding it necessary to make a formal complaint.

### **Formal Complaints Received for last 6 years**

2012 -2013	514
2013 – 2014	700
2014 – 2015	559
2015 – 2016	338
2016 – 2017	392
2017 – 2018	343

## **2. Trust Complaint Management Performance**

### **2.1 New Complaints Received**

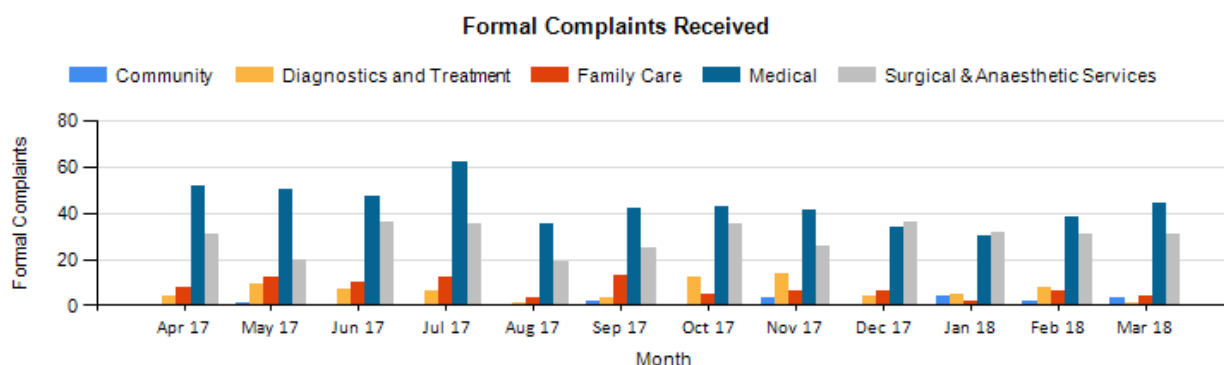
The Trust received 343 new formal complaints in the period from 1 April 2017 to 31 March 2018, compared to 392 in the preceding year. This is a decrease of 12.5 % for the number of formal complaints. There is a continued presence of Customer Relations Staff across main hospital sites, in addition to contact by phone, email, letter or face to face being made by the Customer Relations Team to resolve concerns quickly and prevent escalation, where possible.

Ward Managers have also reported that daily monitoring of FFT's on the wards has enabled them to take immediate action when concerns are raised, which has resulted in a reduction of escalation of issues leading to formal complaints.

All complaints are triaged by the Customer Relations Team and, wherever possible, early contact is made. Any issues which can be resolved immediately are identified and dealt with. Any outstanding issues following this are highlighted for investigation and response if necessary. However, a number of complaints have been withdrawn in these circumstances, as once the complainant has the opportunity to discuss issues

and immediate concerns are satisfactorily resolved, it is often felt by the complainant to be unnecessary to continue with the formal complaint process.

Of the new complaints received, they are apportioned as in the chart below, which show the previous year's complaints figures and trends.



## 2.2 Complaints closed

The number of complaints closed from April 2017 to March 2018 was 375, compared to 382 closed in the preceding year.

### Complaints per patient Contacts

ELHT is targeted to achieve a threshold of at or less than 0.4 formal complaints per 1,000 patient contacts – made up of inpatient, outpatient and community contacts. The Trust on average has approximately 140,000 patient contacts per calendar month and reports its performance against this benchmark.

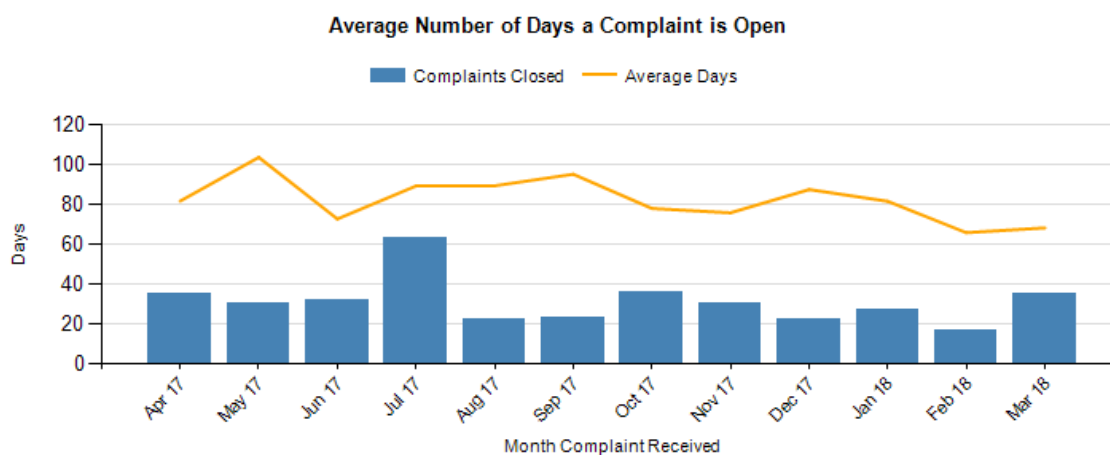
For the year 2017 to 2018, this was 0.240, compared to 0.271 for the preceding year (see table below). The threshold was not exceeded in any period of this year and only went above 0.3 per 1,000 patient contacts on one occasion (in February 2018), this is still almost 25% below the target threshold.

### Complaints per 1,000 Patient Contacts

Measure	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	2017/18
A&E contacts	14220	15397	14073	15024	14216	14622	15330	14513	14717	14253	13142	14712	174219
IP contacts	9529	10473	10017	9988	9912	10018	10747	10798	9917	10388	9527	10260	121574
OP contacts	43268	48649	47613	47423	45992	46917	49930	49753	39906	49628	43026	44903	557008
Community contacts	45036	45036	45036	45036	45036	45036	45036	45036	45036	45036	45036	45036	540432
<b>Total contacts</b>	<b>112053</b>	<b>119555</b>	<b>116739</b>	<b>117471</b>	<b>115156</b>	<b>116593</b>	<b>121043</b>	<b>120100</b>	<b>109576</b>	<b>119305</b>	<b>110731</b>	<b>114911</b>	<b>1393233</b>
community complaints	0	0	0	0	0	1	0	1	0	2	1	0	5
All complaints	30	33	33	26	17	31	28	30	28	22	34	22	334
community complaints per 1k contacts	0.000	0.000	0.000	0.000	0.000	0.022	0.000	0.022	0.000	0.044	0.022	0.000	0.009
all complaints per 1k contacts	0.268	0.276	0.283	0.221	0.148	0.266	0.231	0.250	0.256	0.184	0.307	0.191	0.240

## 2.2 Average Number of Days for Complaint Closure

The table below shows the average number of days a complaint was open from April 2017 to March 2018.



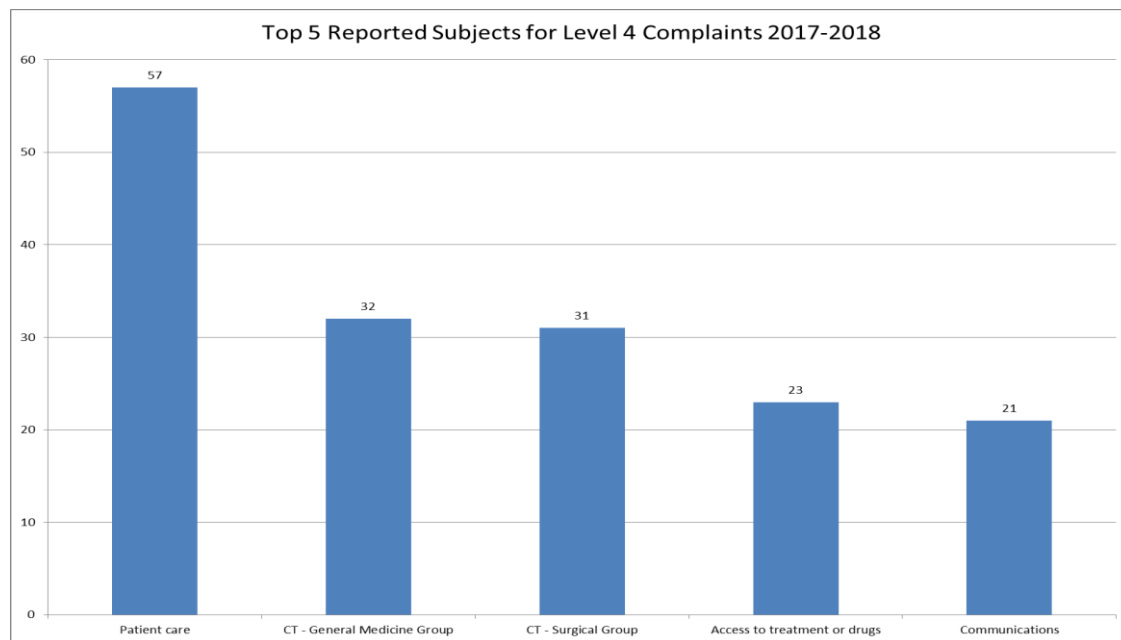
	2017									2018		
Division	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Community	0.0	65.0	0.0	0.0	0.0	0.0	0.0	70.0	0.0	0.0	0.0	71.0
Diagnostics and Treatment	59.0	0.0	51.3	159.0	71.0	0.0	61.3	106.0	117.7	62.7	6.0	0.0
Family Care	39.8	84.0	53.8	61.4	98.0	269.0	47.7	71.0	73.0	38.0	0.0	66.0
Medical	107.5	116.1	72.3	92.2	80.8	73.1	79.7	80.0	93.7	91.5	66.3	68.7
Surgical & Anaesthetic Services	71.8	87.1	87.5	70.5	117.0	89.7	85.7	62.3	66.0	80.7	72.1	67.0
Average Number of Days	81.7	103.7	72.7	89.3	89.4	95.2	78.0	75.8	87.5	81.6	65.8	68.2

## 3.0 Top 5 New Complaints by Subject

Triage coding practice within DATIX more accurately identifies the primary reason for each complaint. This has identified that the main area for issues being escalated to the formal stage are in relation to the category of patient care. This is in line with previous reports and National Statistics.

**Please note, CT = clinical treatment by doctors in e.g. surgery, medicine, family care**

Due to the reduction in complaints because of the action taken to resolve concerns immediately they are raised, the concerns which are subsequently escalated to formal status are those which are complex, clinical complaints. This explains why the subjects of the top complaints relate to clinical treatment and care.



The table below shows the complaints received back to the Trust from the Health Service Ombudsman, with outcomes and ongoing action where appropriate (in red).

Outcome	Number	Trust Action
Partially upheld	3	Action taken – Letter of apology and action plan completed
Not upheld	4	No further action
Withdrawn	1	No further action
Still under PHSO investigation	3	Reports Awaited

In addition to those above, there are 3 PHSO complaints under investigation from previous year (2016/17) and 1 received in April 2018.