

# **Complaints Annual Report 2017/18**

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## Summary

This report provides information on complaints received by NHS Kernow during the period 1 April 2017 to 31 March 2018. It complies with Complaints Regulations which state that the organisation should specify the number of complaints received, those which were well-founded and those which were referred to the Parliamentary Health Service Ombudsman (PHSO).

In addition it sets out the learning from complaints made during the period and identifies trends and themes in complaints

## Complaints received

There were a total of forty-five complaints received by NHS Kernow during 2017/18 regarding its services. The following table gives an overview of complaints broken down into areas of business.

Complaints received	Q1	Q2	Q3	Q4	Total
Adults LD	1	-	-	-	1
CHC	8	4	2	6	20
Contracts	1	2	-	-	3
Patient Transport	2	2	1	2	7
RMS	1	-	-	1	2
Electives	-	1	1	-	2
IFR	-	1	-	-	1
Long Term Conditions	-	3	-	2	5
PCH – Legacy complaint	-	1	-	-	1
Safeguarding	-	-	1	-	1
Prescribing	-	-	-	2	2
<b>Total</b>	<b>13</b>	<b>14</b>	<b>5</b>	<b>13</b>	<b>45</b>

The average length of time taken to respond to complaints in the year 2017/18 was nineteen working days, five days less than 2016/17. The policy timescale for a response is 25 working days. NHS Kernow aims to keep complainants informed on progress with their complaint at all times and to communicate with complainants the reasons for any extension to these timescales.

A table giving information on timescales for response is below:

Number of days taken to respond	Number of complaints
0-10 days	14
11-25 days	17
26-40 days	8
41+ days	3
N/A ongoing	1
N/A withdrawn	2

Of the complaints received by NHS Kernow eight were fully upheld, eight were partially upheld and 25 were not upheld. There were two withdrawn and one still in investigation at the time of writing.

During the reporting year the complaints manager was notified of six compliments made by patients and their relatives to members of NHS Kernow staff. The reporting and recording of compliments is an area which will be focussed on in the coming year.

## **Themes and actions arising regarding the complaints process**

Twenty of the complaints received throughout the year were regarding Continuing Healthcare.

Of the complaints received regarding Continuing Healthcare, nine might have been avoided had communication been more effective. This includes two complaints which were received as a result of data protection breaches within the CHC team as a result of this new administration checklists have been put in place try to reduce the risk of this happening again.

The complaints team holds a weekly triage meeting with the Continuing Healthcare Team to ensure good communication about issues arising from complaints and to ensure that complaints are being investigated.

An audit was also conducted with CHC, which included handling of complaints. As a result of this the Complaints Manager has undertaken training with one of the CHC teams and a further one is planned for later this year.

There was further learning from the complaints received in relation to communication about decisions made by NHS Kernow. There were four complaints relating to Telehealth and the lack of communication and public consultation involved. Additionally there were twelve enquiries relating to the Telehealth service.

The Referral Management Service received two formal complaints, both of which were regarding communication and as a result of one of the complaints there have been changes to the way patients who have hearing impairment are communicated with.

The seven complaints related to non-emergency patient transport were similarly due to the lack of communication and public consultation; although these were not upheld as there was appropriate consultation and the appropriate process was followed, it does highlight the importance of open consultation and communication.

NHS Kernow also received three complaints and 12 enquiries regarding the lack of commissioning for continuous glucose monitors and flash glucose devices. As a result of these contacts and in response to the change in commissioning for other local clinical commissioning groups, NHS Kernow has now recommended the limited commissioning of the flash glucose device, which is in line with commissioning decisions made in other Clinical Commissioning Groups.

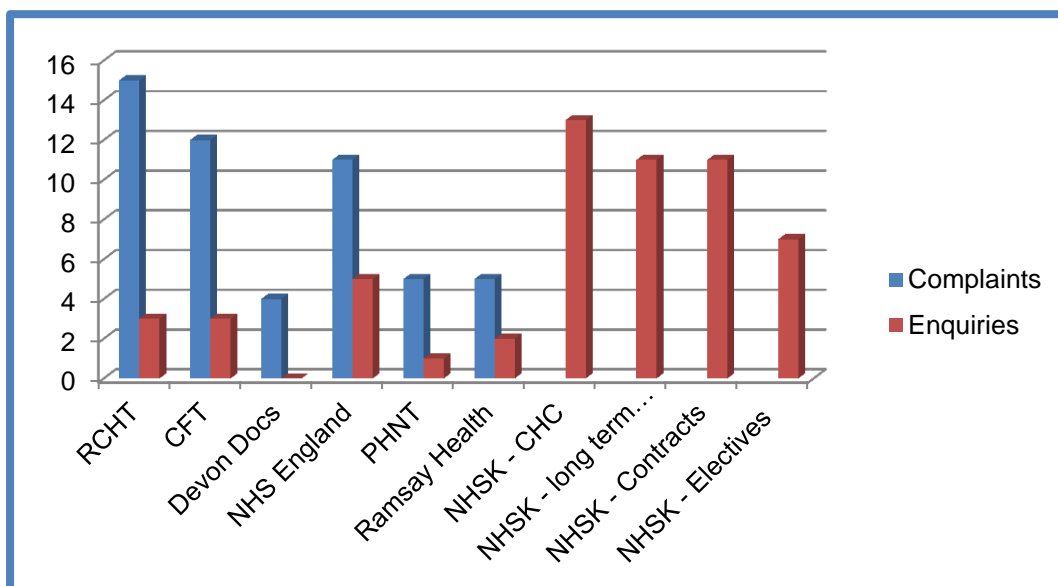
## Enquiries and complaints for other organisations

As part of its commissioning role NHS Kernow also receives enquiries and complaints regarding other organisations.

	Q1	Q2	Q3	Q4
Enquiries dealt with by NHS Kernow	47	43	38	30
Complaints for other organisations	25	14	0	14

NHS Kernow does not investigate complaints on behalf of provider organisations, as it is the right and responsibility of all NHS providers to handle their own complaints. However, when NHS Kernow is contacted by a patient regarding another organisation the complaints manager will support the patient in accessing the appropriate complaints process and at times can deescalate complaints by offering appropriate advice or information to the patient.

The enquiries and complaints for other organisations dealt with can be broken down as follows, please note this chart only includes an organisation or team where there were greater than four contacts for the reporting year.



## **Parliamentary Health Service Ombudsman**

Complainants who remain dissatisfied following the local resolution of their complaint are able to seek an independent investigation and review of their complaint from the Parliamentary Health Service Ombudsman.

Nine complainants referred their concerns to the Parliamentary Health Service Ombudsman (PHSO) for further investigation during the reporting year.

The PHSO closed six cases in 2017/18, of these two were closed after the ombudsman's initial enquiries. Three were closed early by the Ombudsman following an agreement by NHS Kernow to undertake additional work on the cases. The remaining case went through the full investigation process to final report and was not upheld by the Ombudsman.

There were no formal recommendations for NHS Kernow to carry out following the investigations of the PHSO.