

Matters Arising to Tower Hamlets Health Scrutiny Panel 21 st July 2009	Agenda Item number
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Directorate of Corporate Quality and Development

Presentation of Complaints Data

At the HSP meeting on 16th June 2009 a number of reports were presented to Councillors relating to complaints data held by the three local trusts.

Presenting last NHS Tower Hamlets were asked a number of questions relating to the potential, desire and/or usefulness of compiling amalgamated data for the sector. Further to this query the responsible Head of Service wishes to pose a number of questions (for response) to the Tower Hamlets Health Scrutiny Panel prior to beginning dialogue with our NHS peers operating within the borough.

We would ask the panel to be mindful that the task of combining and analysing such data has the potential to be both a complex and resourceful undertaking which presents its own risks including losing some ability to capture specific concerns regarding a service. We therefore invite comments upon the following areas;

- Whether the HSP would wish to view all complaints received by an organisation irrespective of where the user was a resident
- Where able demonstrate the ethnic groups of those making the complaint (please note this is not always possible)
- For the PCT group complaints by location (eg GP practices) or by LAP area.
- Group by age band (where information exists)

Upon response NHS Tower Hamlets will then begin discussion on this matter with colleagues from BLT and ELFT to ensure that the data systems capture the required information to allow manipulation before reporting back on options to the HSP.