

Joint report on complaints – 09/10

Health Scrutiny panel
26th October 2010

Barts and The London 
NHS Trust


Tower Hamlets

East London 
NHS Foundation Trust


Tower Hamlets
Community Health Services

Complaints in context

Complaints received 09/10

	Numbers	Patient contacts	Complaints as %
Barts and The London	950↓	864,610	0.1%
Community Health Services	100↑	832,530	0.01%
East London Foundation Trust	77↑	149,478	0.05%

Top issues

Barts and The
London

Communication and attitude (32)↑
12% fertility services
4% end of life care and deceased

Diagnosis and clinical treatment (23%)↓
Appointments/clinics (19%)↓

Community Health
Services

Attitude 23% (08/09) ↓
Clinical care/assessments 21% (08/09) ↑
Appointments 11% (08/09) ↓

East London
Foundation Trust

Medication (21%)↑
Staff attitude (18%)↓
Patient property and expenses (9%)↓
Privacy and dignity (9%)↑
Communication (9%)↑

Changes made as a result of (BLT):

• **‘Excellence in Care Strategy’** (Barts and The London NHS Trust’s Nursing, Midwifery and Allied Health Professionals in partnership with NHS Tower Hamlets, Community Health Services, School of Community & Health Sciences, City University, Barts and The London School of Medicine and Dentistry)

a 12-month development programme focussing on **compassionate care, in all patient services**, as part of enhancing the overall patient experience, involving four clinical teams/wards/departments.

Fertility Services

Poor customer service with top complaints: i) contacting the Unit ii) Communication iii) Appointment availability

Complaints were the driver for the LEAN pathway for staff who wish to provide a good service, with a review of the service and actions, including:

- Computerisation – currently introducing electronic systems of diaries and message boards
- Phones – discovery of patients phoning incorrect telephone number instead of dedicated queuing system phone (extra admin. member of staff recruited). Reduction from 85% to 43% “hang-up” rate.
- Secretarial backlog addressed and quicker turnaround
- Reduction in IVF treatment waiting times with a new system for direct referral from the clinic (still working with GP patients towards 18-week pathway)
- Semen Analysis backlog and times reduced
- No longer a referrals backlog and a new process for follow-up appointments

Changes as a result of CHS:

- Baby changing facilities on the Mile end site
- Awareness sessions about Bengali culture for nurses
- In depth communication training and customer awareness training for frontline staff

Changes as a result of (ELFT):

- Review of Trust's administrative processes by the Head of Administration identified need for patients to be informed in a timely way of all cancelled appointments, both by telephone and by letter, and also by text message.
- The Trust's "sleep over" protocol amended to include local procedures for staff, so that service users being received on a ward, are welcomed and orientated to the new environment.
- Gap in service provision in terms of policies, procedures and guidelines on transgender issues being addressed.

	Barts and The London	East London Foundation Trust	Community Health Services
White British	31%	32%	Information not available
Not stated	34%	34%	
Other Asian	8% (or Asian British Bangladesh)	10%	
Other Black	3%	6.5%	
White – other/Irish	7%	5%	
Other mixed	6%	2.5%	
Bangladeshi	See above	2.5%	
Other ethnic category	2%	2.5%	

Opening up the complaints process

Barts and The London	Community health services	East London Foundation Trust
<ul style="list-style-type: none"> •“tell us what you think” leaflet •Easy read version of leaflet •Lean review of service •Email •Fax •internet •Website •Proactive engagement with regular ward rounds •GP link project •Links with community organisations and groups 	<ul style="list-style-type: none"> •Email •Internet •4 telephone lines •Call back for mobile users •Fax •Freepost address •“tell us what you think” leaflet •Targeted community events •Home visits •DVD for users with learning disabilities 	<ul style="list-style-type: none"> •Freephone •Freepost •Leaflets and posters on all wards/depts (audited) •Meetings with service users as part of the resolution of their complaint

Ombudsman cases

	Number of cases	Those upheld
Barts and The London	51	1
Community Health Services	5	1
East London Foundation Trust	9	0

Overall themes

Complaints becoming more complex

Support in the community

Appropriate route via A&E

Discharge planning and liaison

Monitoring via commissioning