

Committee Health Scrutiny Panel	Date 22 July 2008	Classification Unrestricted	Report No.	Agenda Item No. 4
Report of: Tower Hamlets PCT		Title: PCT Annual Report on Complaints		
Originating Officer(s): Martin Cusack Asst CEO		Ward(s) affected: All		

1. Summary

- 1.1 This is the annual report on complaints which the PCT presents to its Board for 2007/08. The report states that for the period the PCT received 61 written complaints as well as enquires, informal complaints and compliments. All complaints are investigated and responded to as quickly as possible. The PCT has a system for monitoring and learning from the complaints in order to improve services.

2. Recommendations

- 2.1 The PCT would welcome comments from the Health Scrutiny Panel on any aspects of our complaints procedure and on how the HSP would like to be involved in using the information from complaints.

LOCAL GOVERNMENT ACT, 2000 (SECTION 97) LIST OF "BACKGROUND PAPERS" USED IN THE PREPARATION OF THIS REPORT

Background paper

Name and telephone number of and address where open to inspection

Scrutiny Review File held in Scrutiny Policy Team

Afazul Hoque
020 7364 4636

3. Background

- 3.1 The report summarises the complaints and compliments which the PCT has received, what has been learnt from the main categories of complaints, the processes we have followed and the standards that were achieved. The report does not provide detailed descriptions of complaints but this is available if required. The PCT has a complaints team involved in the management of PCT provider and some independent contractor complaints and these are highlighted in the report.
- 3.2 As a provider of healthcare services the PCT employs 1200 staff providing a wide range of services to the population of Tower Hamlets in all forms of settings including home, clinics, GP Practices and hospitals. It is estimated that PCT staff deliver approximately 250,000 interventions per annum.

4. Concurrent Report of the Assistant Chief Executive (Legal Services)

- 4.1 N/A

5. Comments of the Chief Financial Officer

- 5.1 N/A

6. Equal Opportunity Implications

- 6.1 The PCT monitors the complaints by the 6 broad areas of equalities and diversity and these are reported separately to the PCTs Equality and Diversity group.

7. Anti-Poverty Implications

- 7.1 Complaints monitoring to improve services and address individual patient needs and experiences are key to mitigating against health inequalities that arise because of differences in wealth or income.

8. Sustainable Action for a Greener Environment

- 8.1 N/A

9. Risk Management Implications

- 9.1 N/A