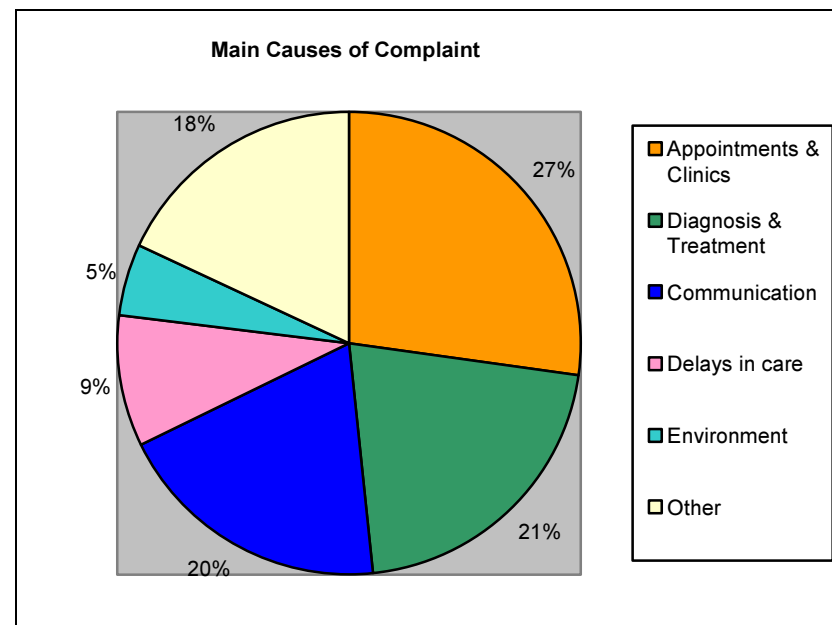
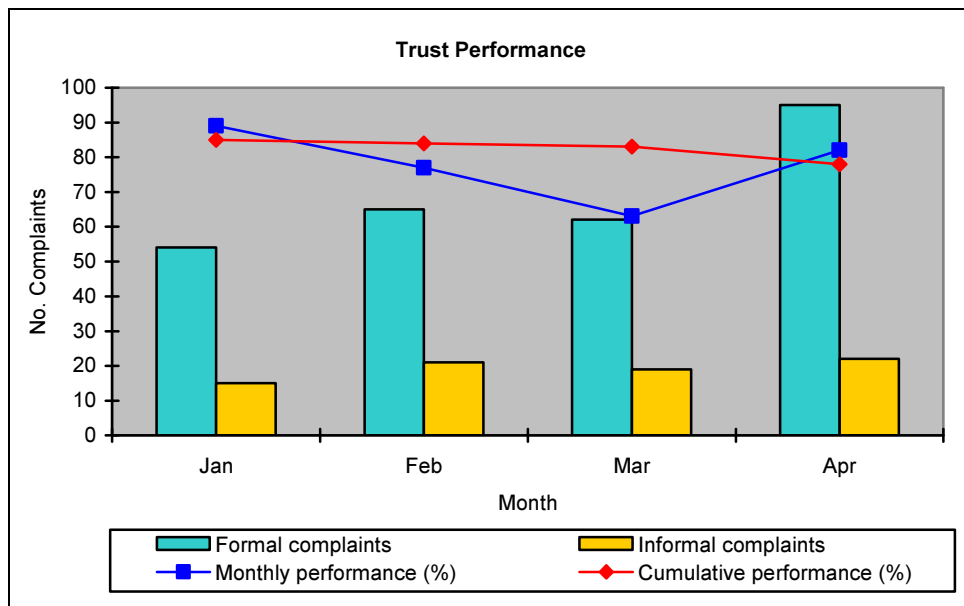


## DIRECTORATE COMPLAINTS PERFORMANCE

01/04/08 – 30/04/08

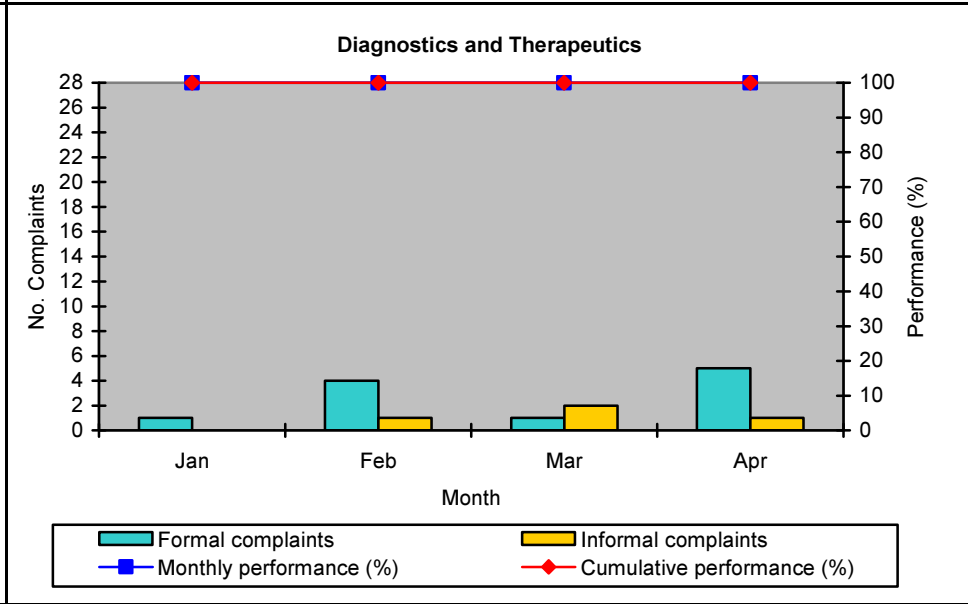
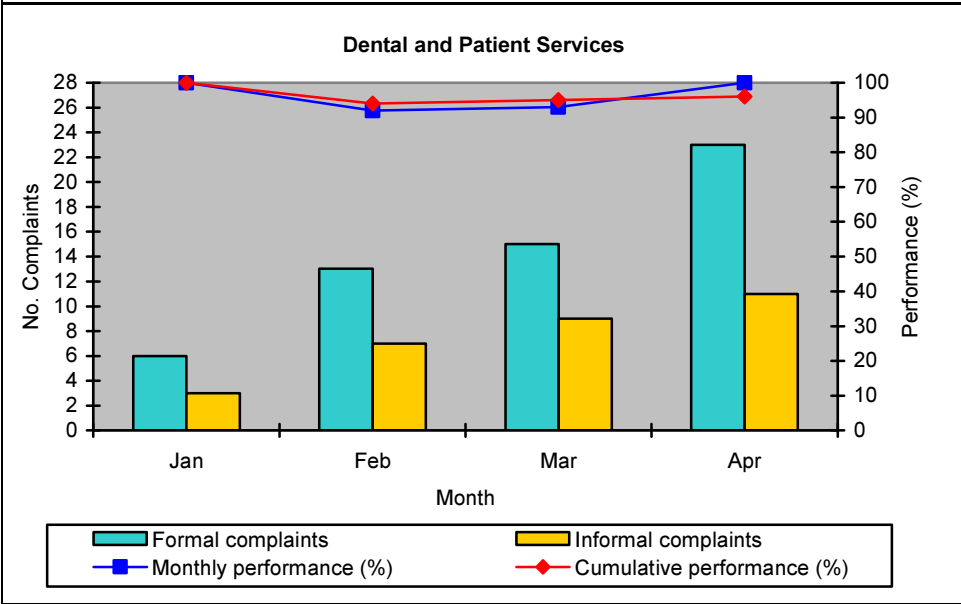
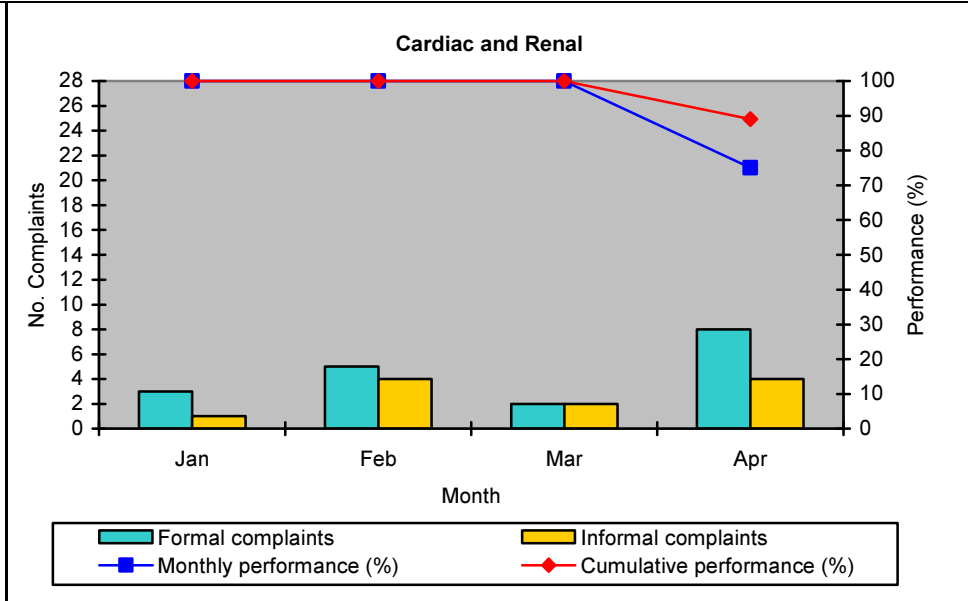
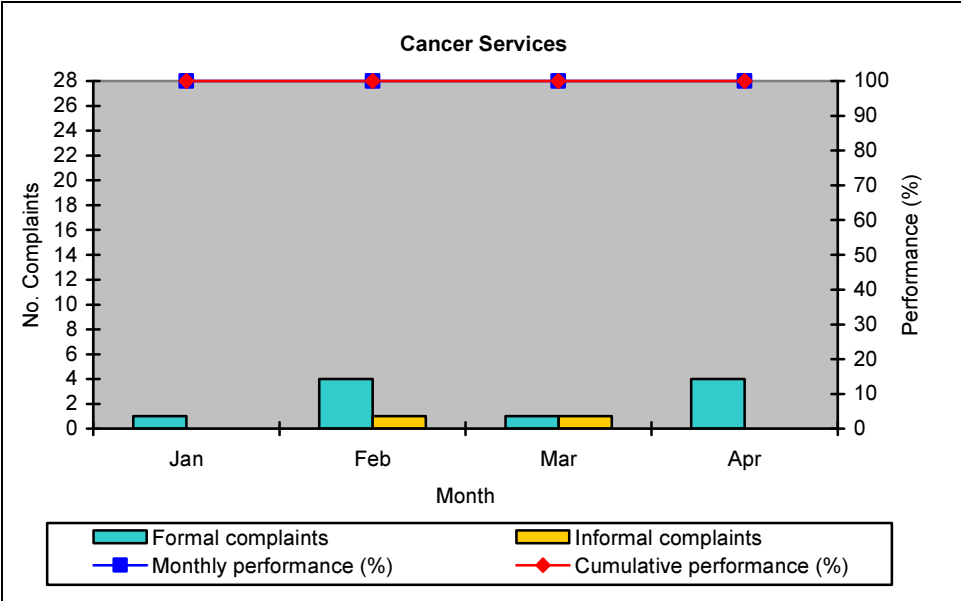
### OVERALL PERFORMANCE AGAINST TARGET AND TOP CATEGORIES OF COMPLAINT



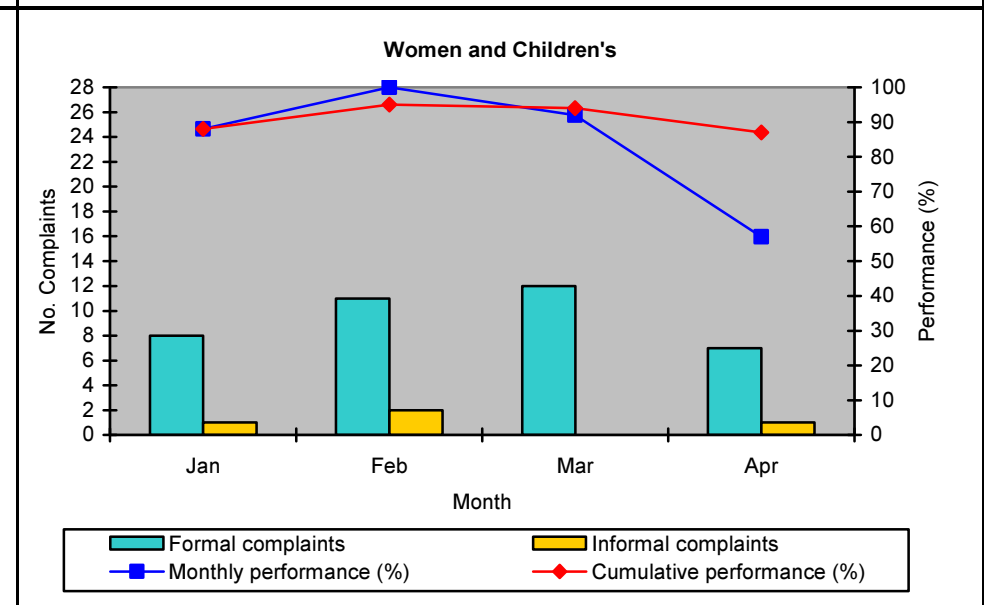
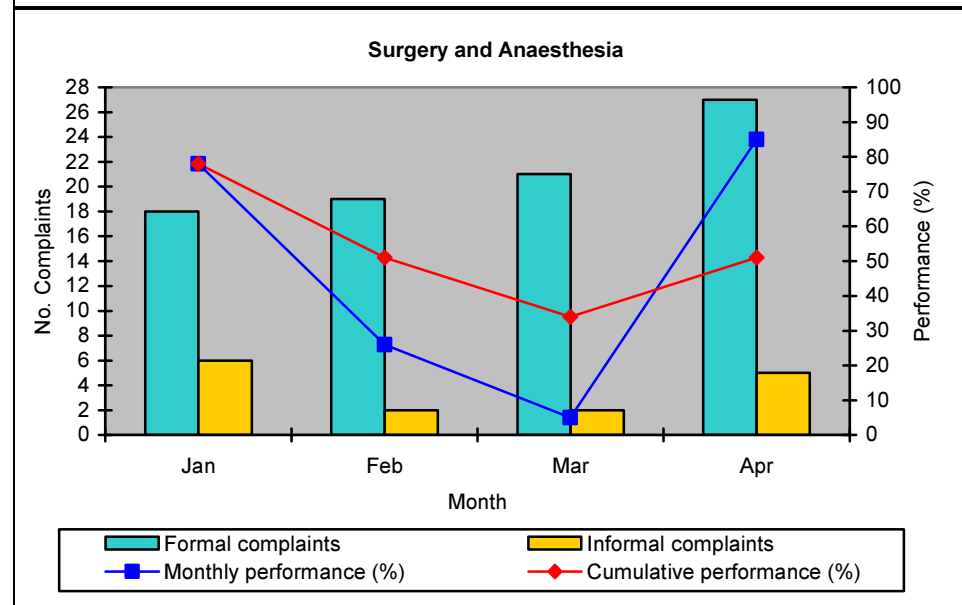
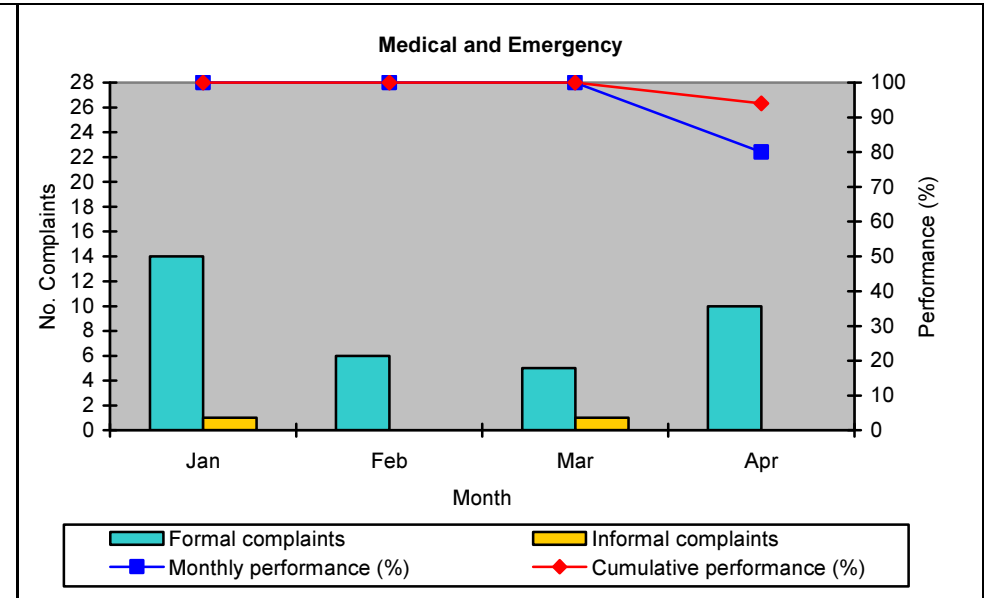
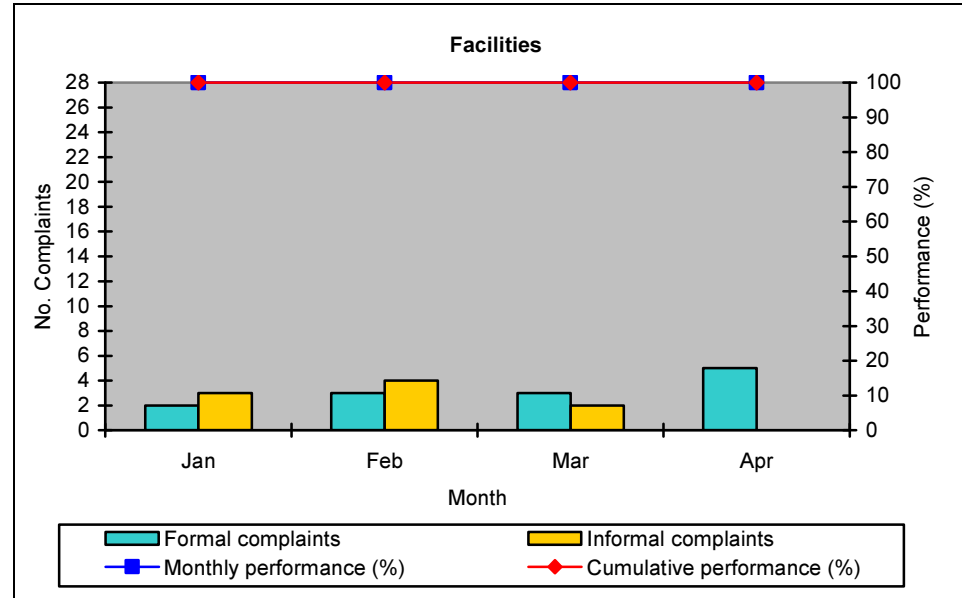
Between 1<sup>st</sup> and 30<sup>th</sup> April 2008, 95 formal complaints were received, 49 more than the same period last year. 82% have been responded to within 25 working days (tabulated results per directorate are shown in Appendix 1).

*NB: Performance figures relate to formal complaints only.*

**COMPLAINTS PERFORMANCE BY DIRECTORATE**



**CGC 54- 08**



**CGC 54- 08**

<b>OVERDUE COMPLAINT RESPONSES APRIL 2008</b>				
<b>Directorate</b>	<b>Delay in directorate</b>	<b>Delay in Quality Development</b>	<b>Delay in Trust HQ</b>	<b>Explanation and reference</b>
<b>CR</b>	•			<b>CR/08-04</b> Late responses from clinicians.
	•			<b>CR/08-07</b> Difficulty locating medical records.
<b>CORP</b>	•			<b>QD/08-01</b> Delayed investigation due to number of staff involved in response
	•			<b>SA/08-06</b> Records missing
	•			<b>SA/08-11</b> Records missing
	•			<b>CR/08-10</b> Records missing
	•			<b>CR/08-15</b> Records missing
	•			<b>ME/08-13</b> Records missing
	<b>ME</b>	•		
•				<b>ME/08-07</b> Dispute over reimbursement
<b>SA</b>	•			<b>SA/07-288</b> Delay arranging patient's appointment
			•	<b>SA/08-01</b> Returned with comments after due date
		•		<b>SA/08-02</b> Delay in proofreading
		•		<b>SA/08-07</b> Delay in proofreading
<b>WC</b>	•			<b>WC/08-01</b> Complex case – investigation delayed due to staff sickness
	•			<b>WC/08-05</b> Complex case – investigation delayed due to staff sickness
	•			<b>WC/08-06</b> Complex case – investigation delayed due to staff sickness
<b>Total</b>	<b>14</b>	<b>2</b>	<b>1</b>	<b>17</b>

6 draft complaint responses were returned from Trust Offices for amendment in April. 2 needed simplifying, 2 were bureaucratic and needed personalising, and 2 needed further clarification as the explanations were ambiguous.

CGC 54- 08

DIRECTORATE COMPLAINT RISK GRADING						
Directorate	Sig	High	Mod	Low	Ungraded	Significant/ High Risk Case Synopsis
CORP		1			5	<b>QD/08-01</b> Missed diagnosis of undisplaced fracture in A&E. Patient subsequently spent time in various wards at BLT and MEH where her fracture was displaced. She died following post-operative complications.
CR					8	
CS			4			
DPS		19	3	1		<b>DPS/07-156</b> Problems contacting Central Appointments. <b>DPS/08-02</b> Problems contacting Central Appointments. <b>DPS/08-04</b> Problems contacting Central Appointments. <b>DPS/08-07</b> Problems contacting Central Appointments. <b>DPS/08-09</b> Patient did not receive notification of cancellation. <b>DPS/08-11</b> Problems contacting Central Appointments. Patient then received a standard letter saying she had not contacted the Trust. <b>DPS/08-12</b> Problems contacting Central Appointments. <b>DPS/08-16</b> Patient arrived for appointment to be told she had not been booked to see the correct consultant. Also has now been refused transport. <b>DPS/08-17</b> Problems contacting Central Appointments. <b>DPS/08-18</b> Problems contacting Central Appointments and no reply to email. <b>DPS/08-20</b> Problems contacting Central Appointments and was not given an appointment despite going to the department in person. <b>DPS/08-22</b> Problems contacting Central Appointments. <b>DPS/08-25</b> Problems contacting Central Appointments and no reply to email. <b>DPS/08-28</b> Patient was booked into the wrong clinic. <b>DPS/08-29</b> Problems contacting Central Appointments and no reply to email. Patient was not then notified that appointment had been cancelled. <b>DPS/08-31</b>

**CGC 54- 08**

						Problems contacting Central Appointments. <b>DPS/08-32</b> Problems contacting Central Appointments. <b>DPS/08-33</b> Problems contacting Central Appointments. <b>DPS/08-34</b> Problems contacting Central Appointments then was not called back as promised.
DT			2		3	
FAC				5		
MED		2	4	2	2	<b>ME/08-06</b> Missed fracture in A&E. <b>ME/08-07</b> Patient was given positive STI result in error.
SA		1		1	25	<b>SA/08-16</b> Patient experienced problems with Central Appointments and during pre-admission clinic.
WC			7			
Total		23	20	9	43	<b>95</b>

HEALTHCARE COMMISSION CASES SINCE 01/04/08								
Dates noted in red show where submission to HCC failed to meet the deadline								
Directorate	Agreed deadline	Date sent	Returned for LR	Not upheld	Partially upheld	Fully upheld	Awaiting decision	Summary
CR	16/05/08	File not sent					•	<b>CR/07-62</b> Complaint from family of deceased patient regarding many aspects of care prior to patient's death.
DT	23/04/08	21/04/08					•	<b>PIP/07-32</b> Patient was caused extreme pain when being moved in appropriate position for scanning.
Total							2	
Total HCC cases received 2007/8			25					

HEALTH SERVICE OMBUDSMAN CASES SINCE 01/04/07								
Dates noted in red show where submission to HSO failed to meet the deadline								
Directorate	Agreed deadline	Date sent	Returned for LR	Not upheld	Partially upheld	Fully upheld	Awaiting decision	Summary
There have been no referrals to the HSO this year								

Jarrard O'Brien  
Quality and Effectiveness Manager (Complaints)

DIRECTORATE COMPLAINT PERFORMANCE																		
Directorate	April			May			June			July			August			September		
	No.	Mon%	YTD%	No.	Mon%	YTD%	No.	Mon%	YTD%	No.	Mon%	YTD%	No.	Mon%	YTD%	No.	Mon%	YTD%
CS	4	100	100															
CORP	6	0	11															
CR	8	75	89															
DPS	23	100	96															
DT	5	100	100															
FAC	5	100	100															
MED	10	80	94															
SA	27	85	51															
WC	7	57	87															
Total	95	82	78															

Directorate	October			November			December			January			February			March		
	No.	Mon%	YTD%	No.	Mon%	YTD%	No.	Mon%	YTD%	No.	Mon%	YTD%	No.	Mon%	YTD%	No.	Mon%	YTD%
CS										1	100	100	4	100	100	1	100	100
CORP										1	0	44	0	N/A	44	2	50	45
CR										3	100	80	5	100	83	2	100	83
DPS										6	100	97	13	92	97	15	93	96
DT										1	100	100	4	100	100	1	100	100
FAC										2	100	93	3	100	93	3	100	94
MED										14	100	90	6	100	91	5	100	92
SA										18	78	79	19	26	74	21	5	67
WC										8	88	73	11	100	77	12	92	78
Total										54	89	86	65	77	85	62	63	83

## Formal Complaints Received 1 April - 3 June 2008 (2007)

	CS	CR	CORP	DT	DPS	FAC	ME	SA	WC	Total
Advice and Information					1 (1)		2	4		7 (1)
Anaesthetics								0 (1)		0 (1)
Appointments / Clinics	1	0 (4)		4	40 (5)		12	24 (3)	3 (1)	84 (13)
Communication - verbal / written / electronic	3	3		1 (4)	4 (6)	1	2 (3)	5 (5)	4 (5)	23 (23)
Consent		1								1
Delays in care	2	0 (1)		1	1		2 (3)	2 (8)	2	10 (12)
Diagnosis / Treatment		6 (1)	1	0 (1)			5 (1)	11 (9)	1	24 (12)
Environment				1		5 (8)	3	1	0 (2)	10 (10)
Equipment and supplies		1								1
Food								1		1
Healthcare records / X-rays / Scans				0 (1)	5 (1)		0 (1)		1	6 (3)
Infection related	0 (1)						1 (1)	3 (1)		4 (3)
Medication / Radiation				3						3
Obstetrics									3	3
Patient action							1			1
Patient falls					1					1
Privacy and dignity		0 (2)								0 (2)
Security and unacceptable behaviour						2 (1)				2 (1)
Specimen issues / Pneumatic tube									1	1
Surgical / Invasive procedures		3						6 (4)		9 (4)
Transport	0 (8)					6 (1)				6 (9)
<b>Totals:</b>	<b>6 (9)</b>	<b>14 (8)</b>	<b>1</b>	<b>10 (6)</b>	<b>52 (13)</b>	<b>14 (10)</b>	<b>28 (9)</b>	<b>57 (31)</b>	<b>15 (8)</b>	<b>197 (94)</b>

The Trust received 103 more formal complaints than the same period last year. 71 (69%) of these are due to appointment issues, largely from DPS, MED and SA. There was also double the number of clinical complaints about diagnosis/ treatment. Complaints about transport have gone down and this topic is no longer one of the top five causes of complaint.

Only 1 extra informal complaint was recorded than for the same period last year, from 33 to 34. However, this figure is grossly under-reported as the numbers were so high that it was not feasible to capture these on Datix. DPS alone received 309 informal complaints about appointments in April 2008 and added to this are those received in Quality Development and by PALS.