

# Complaints and compliments

## General Update

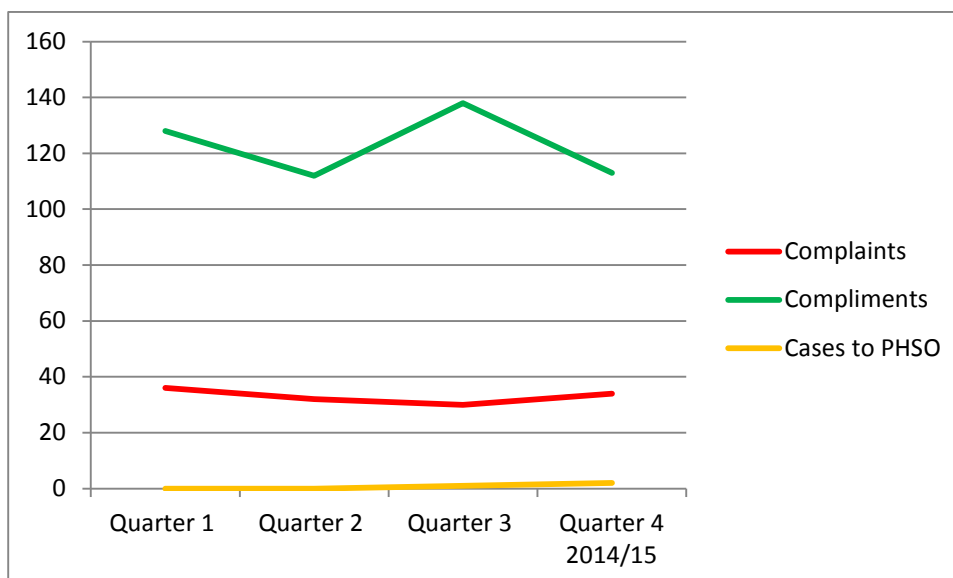
During Quarter 4, the Trust's community healthcare services have received 34 complaints. This represents an increase of 4 (13%) compared to the previous quarter. Of those complaints, 100% were acknowledged within 3 working days.

In the same period, the Trust's community healthcare services responded to 22 complaints. 82% (18 out of 22) of those complaints were responded to within the timescale agreed with the complainant (the KPI is to respond to 95% of complaints within the timescale agreed with the complainant).

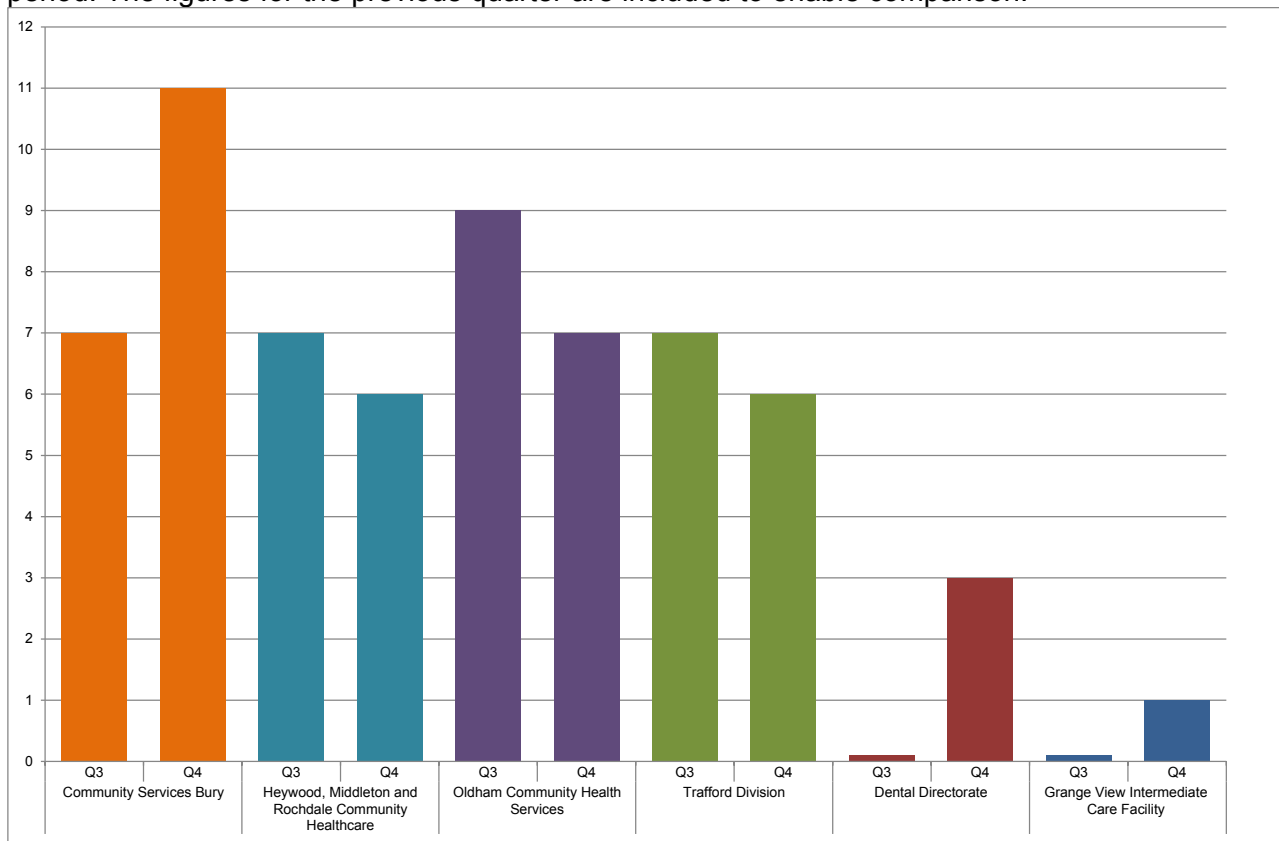
The Parliamentary and Health Service Ombudsman (PHSO) has notified the Trust that they are considering two complaints about the Trust's community healthcare services during the quarter (one relating to the Trafford Division and one relating to Oldham Community Healthcare Services). During the same period, the PHSO has reached a decision about two complaints relating to the Trust's community healthcare services (one relating to Community Services Bury and one relating to Oldham Community Health Services). Two complaints about community healthcare services remain under consideration with the PHSO at the end of the quarter (one relating to the Trafford Division and one relating to Oldham Community Health Services).

## Diagrammatical Evidence – cases received

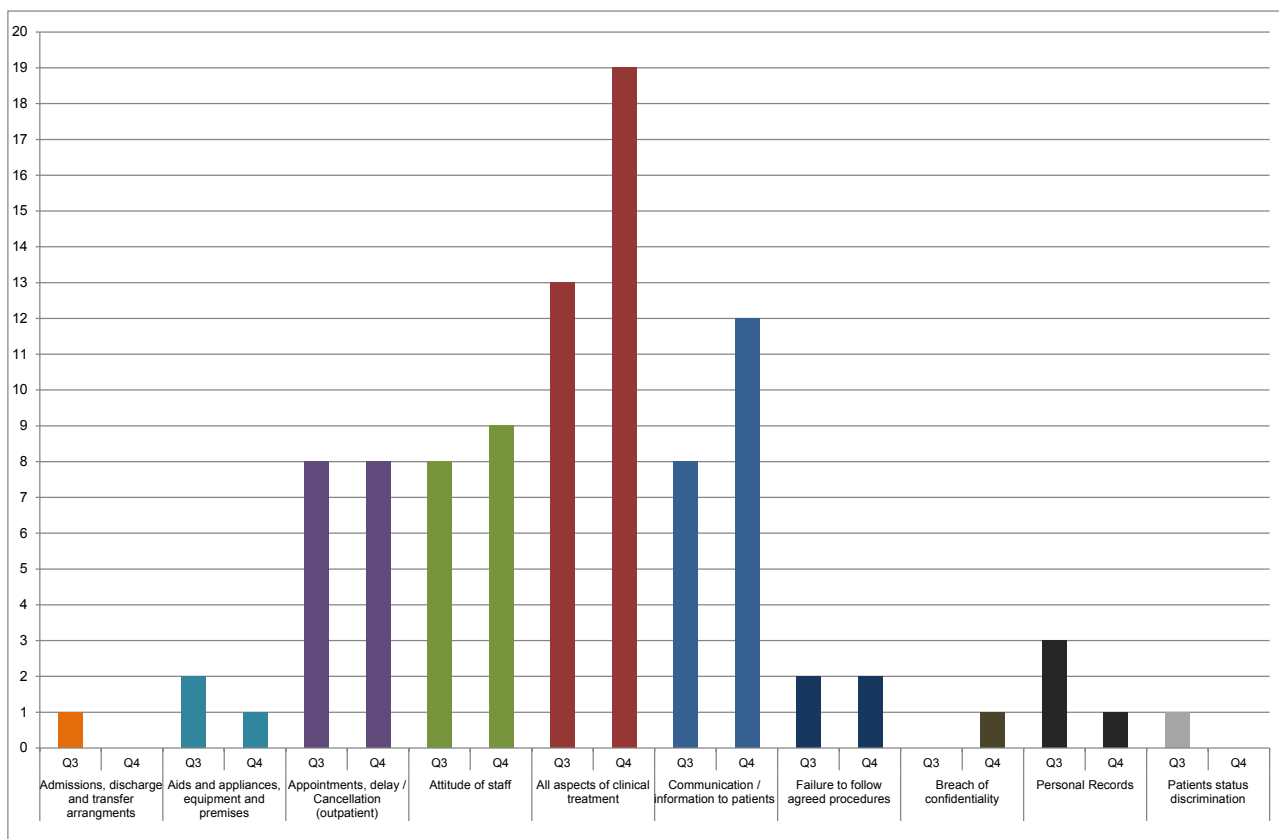
The graph below details the number of complaints, compliments and cases that the PHSO has notified the Trust it is considering during the reportable period:



The graph below details the number of complaints received by borough during the reportable period. The figures for the previous quarter are included to enable comparison.

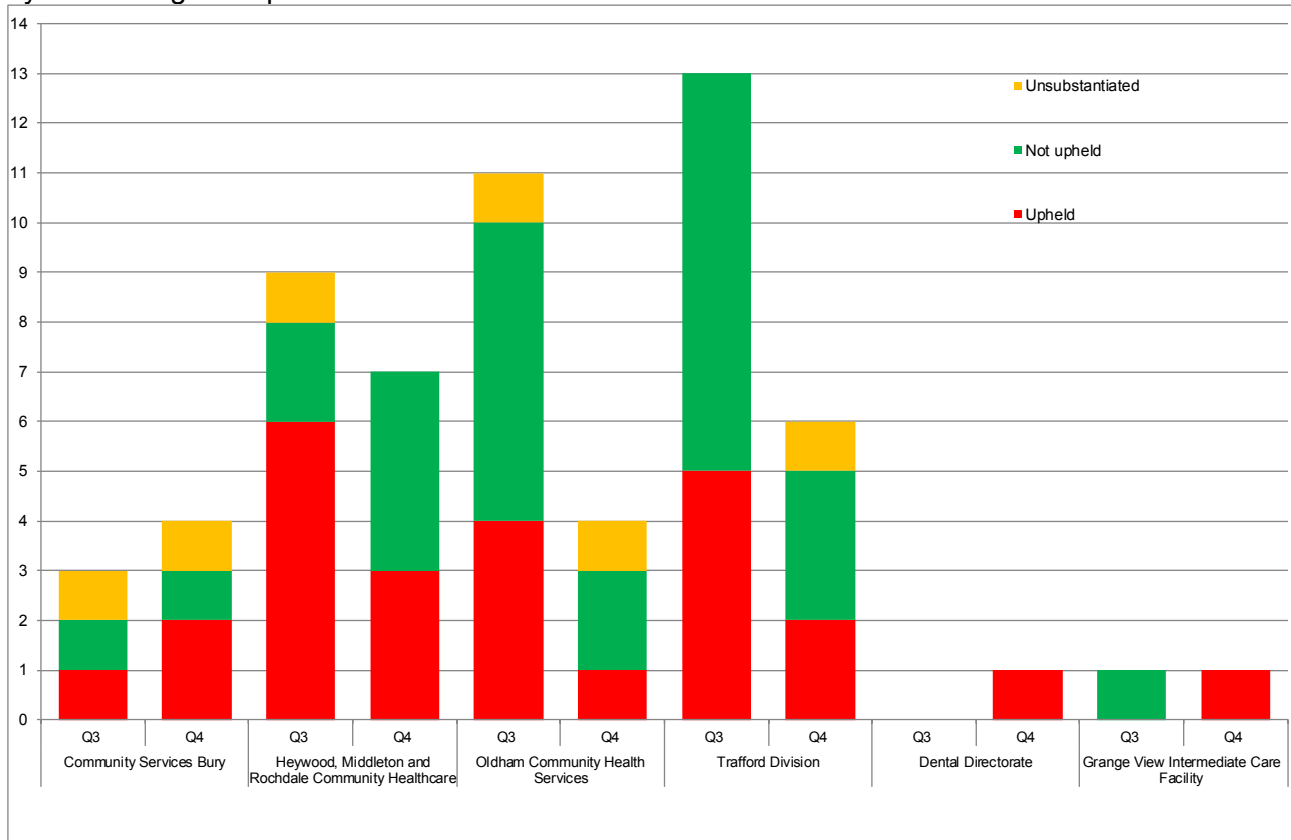


The graph below details the types of issues that have been raised in the complaints received during the reportable period. The figures for the previous quarter are included to enable comparison. Many cases raise more than one issue, which is reflected in the total number of issues being greater than the number of complaints received:



## Diagrammatical Evidence – cases responded to

The graph below details the outcome of the complaints responded to during the reportable period by the borough complained about:



The graph below details the outcome of the complaints responded to during the reportable period by the type of issue raised. Cases raised more than one issue, which is reflected in the number of issues responded to being greater than the number of complaints:



The table below details the timescales in which the complaints have been responded to during the reportable period:

	1 - 10 days in timescale	1 - 10 days out of timescale	11 - 30 days in timescale	11 - 30 out of timescale	31+ days in timescale	31+ days out of timescale
Number of cases	0	0	5	0	14	3

## Exceptions

The Parliamentary and Health Service Ombudsman (PHSO) is considering a complaint that was received in June 2014 involving the District Nursing Service in Trafford. It is also considering a complaint that was received in April 2014 involving the Health Visiting Service in Oldham.

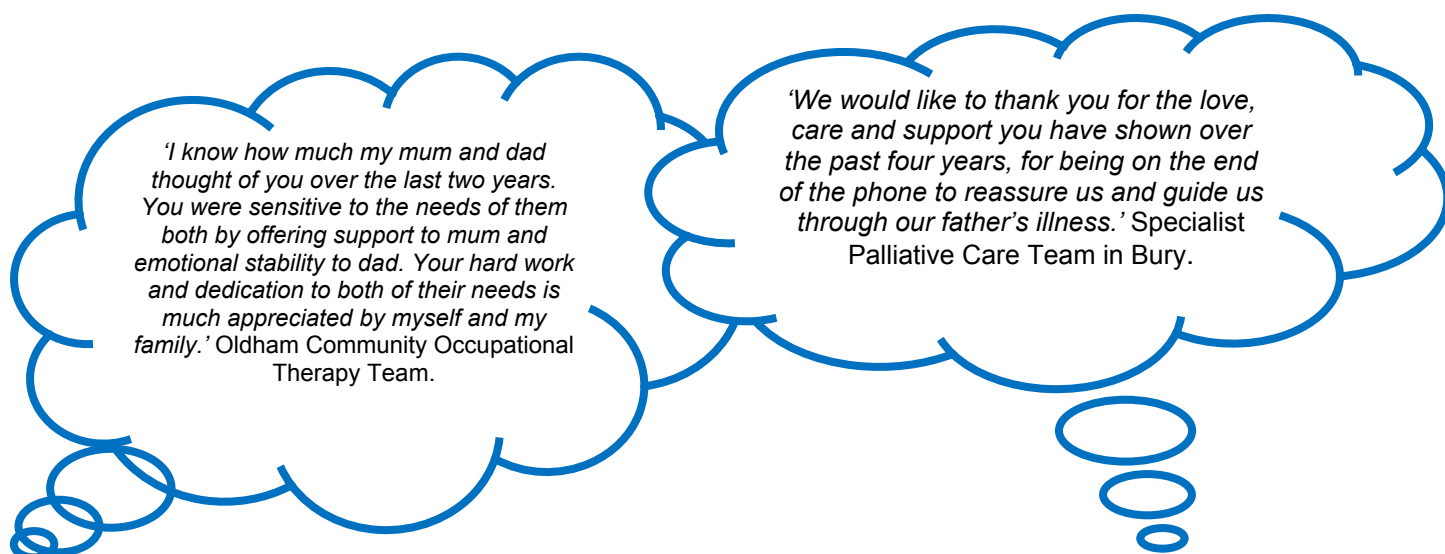
One case was partly upheld by the PHSO during the quarter. The case relates to end of life care provided by the Oldham District Nursing Service. The PHSO upheld the complaint on the basis that District Nursing staff did not attend a Palliative Care meeting arranged by the GP practice at which the patient was discussed and in relation to the time that it took the Trust to originally respond to the complaint. The PHSO recommended that the Trust write to the complainant to apologise in relation to the issues that were identified, which the Trust has done.

One complaint involving Heywood, Middleton & Rochdale Community Healthcare and two complaints involving Trafford Division were responded to outside the agreed timescale. The reasons for the delays included the need to establish which organisation should investigate each of the issues (in a complaint relating to several organisations), delays at the investigation stage due to workload pressures and the need to resolve several queries with each investigating officer before the response could be finalised

## Highlights

The PHSO has confirmed its decision not to uphold a complaint that it investigated in relation to Bury's District Nursing and Dietetics Services.

The Trust's community healthcare services reported 113 compliments during the reportable period. The following comments were included in those compliments:



## Comments

The complaints received about the Trust's community health services have been considered by borough to establish if there are any themes or trends.

There was a significant increase in the number of complaints received in quarter 4 about Community Services Bury; however there is no discernable reason for this. The complaints received and responded to have both been analysed and neither indicate that there is a theme with a particular team. Where there have been multiple concerns raised about a particular team or issue, review indicates that the circumstances relating to each are different. The Complaints Department and borough will continue to monitor all complaints to establish if any patterns or trends become apparent.

With regard to Heywood, Middleton & Rochdale Community Healthcare complaints, as with other boroughs those both received and responded to have been analysed and neither indicate that there is a theme with a particular team.

There was no theme or trend apparent from the complaints received or responded to relating to Oldham Community Health Services during the applicable period. It will be noted that during quarters 3 and 4 two complaints were responded to about Patient Status and Discrimination. The complaint responded to in quarter 3 alleged sexual discrimination on the basis that a father had not been copied into clinical reports about his son. This was found to be due to an administrative omission and not discrimination by the service. The complaint responded to in quarter 4 alleged that a letter sent to a deaf patient was discriminatory as it only offered the opportunity to book an appointment by telephone. This was upheld and other means of booking appointments are now given.

There was no theme or trend apparent from the complaints received or responded to relating to Trafford Division during the applicable period. Learning and actions taken from complaints include:

- Introduction of printed labels within the Phlebotomy Service
- Refresher training for phlebotomists as part of their annual competency training
- Guidance to be issued to staff regarding the signing of patient's wills; outline of best practice and expected actions