

# Complaints and compliments

## General Update

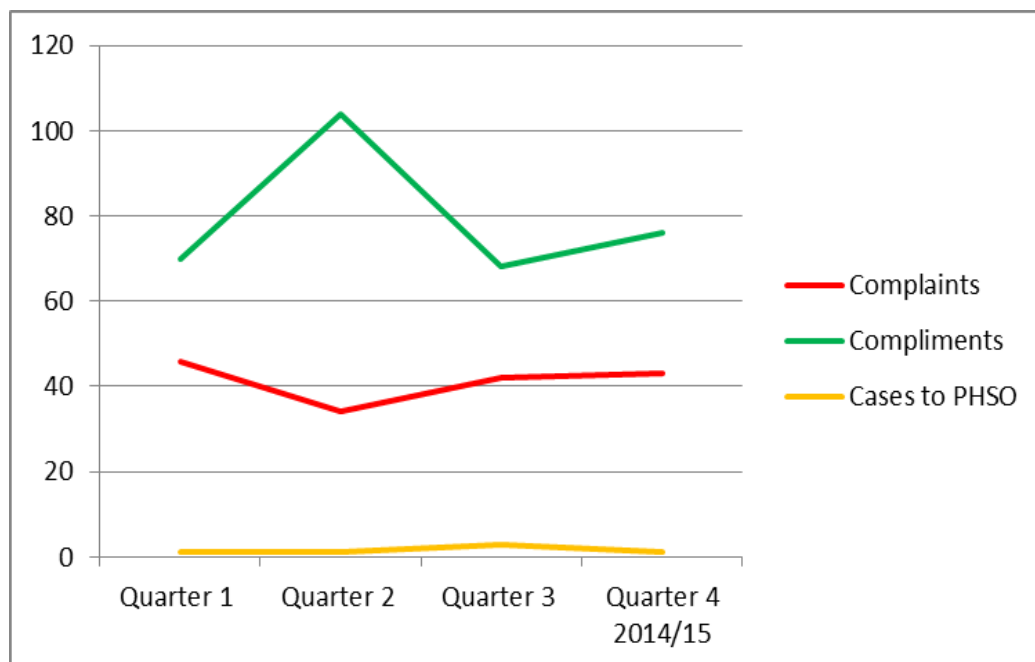
This quarter, the Trust's mental health services have received 43 complaints. This represents an increase of 1 (2%) compared to the previous quarter. Of those complaints, 100% were acknowledged within 3 working days.

In the same period, the Trust's mental health services responded to 43 complaints. 93% (40 out of 43) 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).

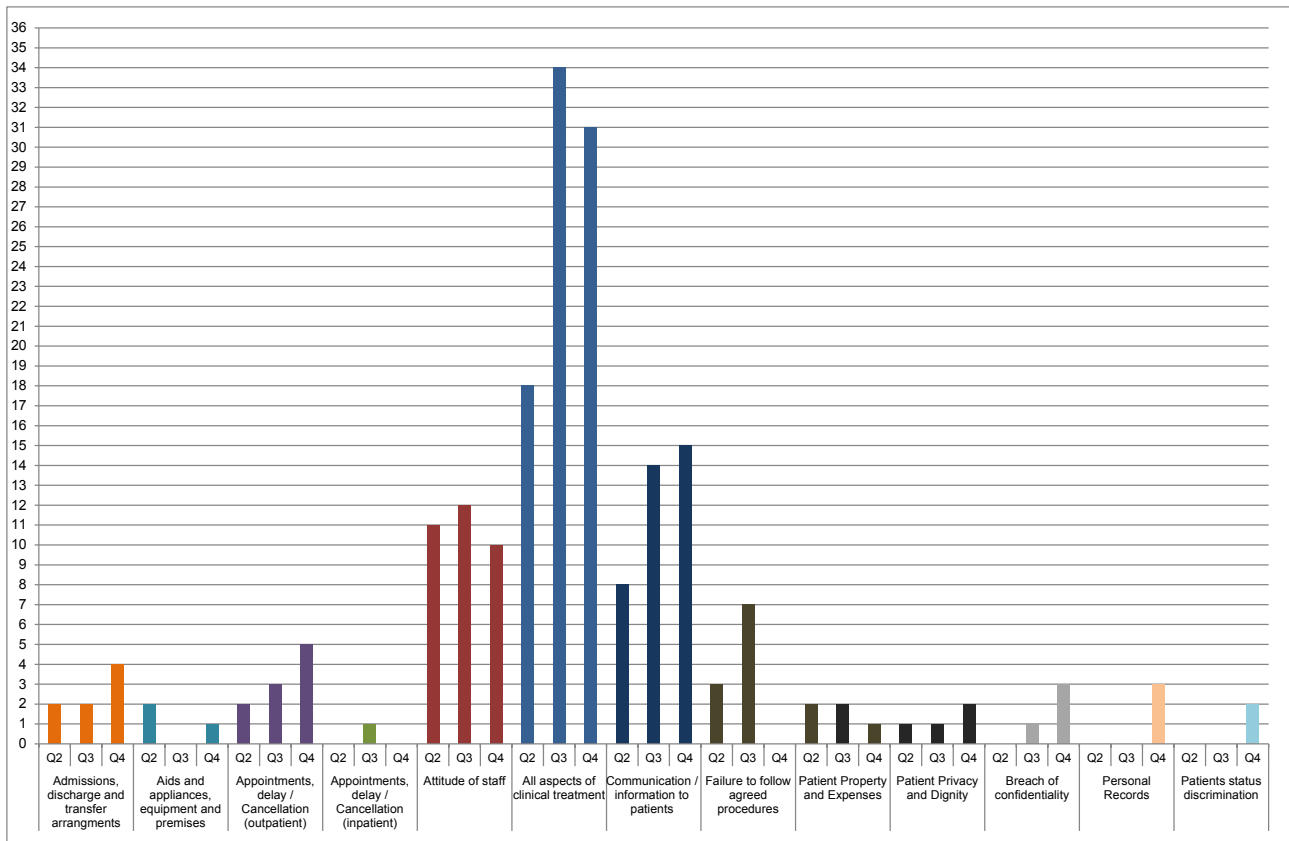
The Parliamentary and Health Service Ombudsman (PHSO) has notified the Trust that they are considering one complaint about mental health services during the quarter. During the same period, the PHSO has reached a decision about two complaints relating to the Trust's mental health services. Three complaints about mental health services remain under consideration with the PHSO at the end of the quarter.

## Diagrammatical Evidence – cases received

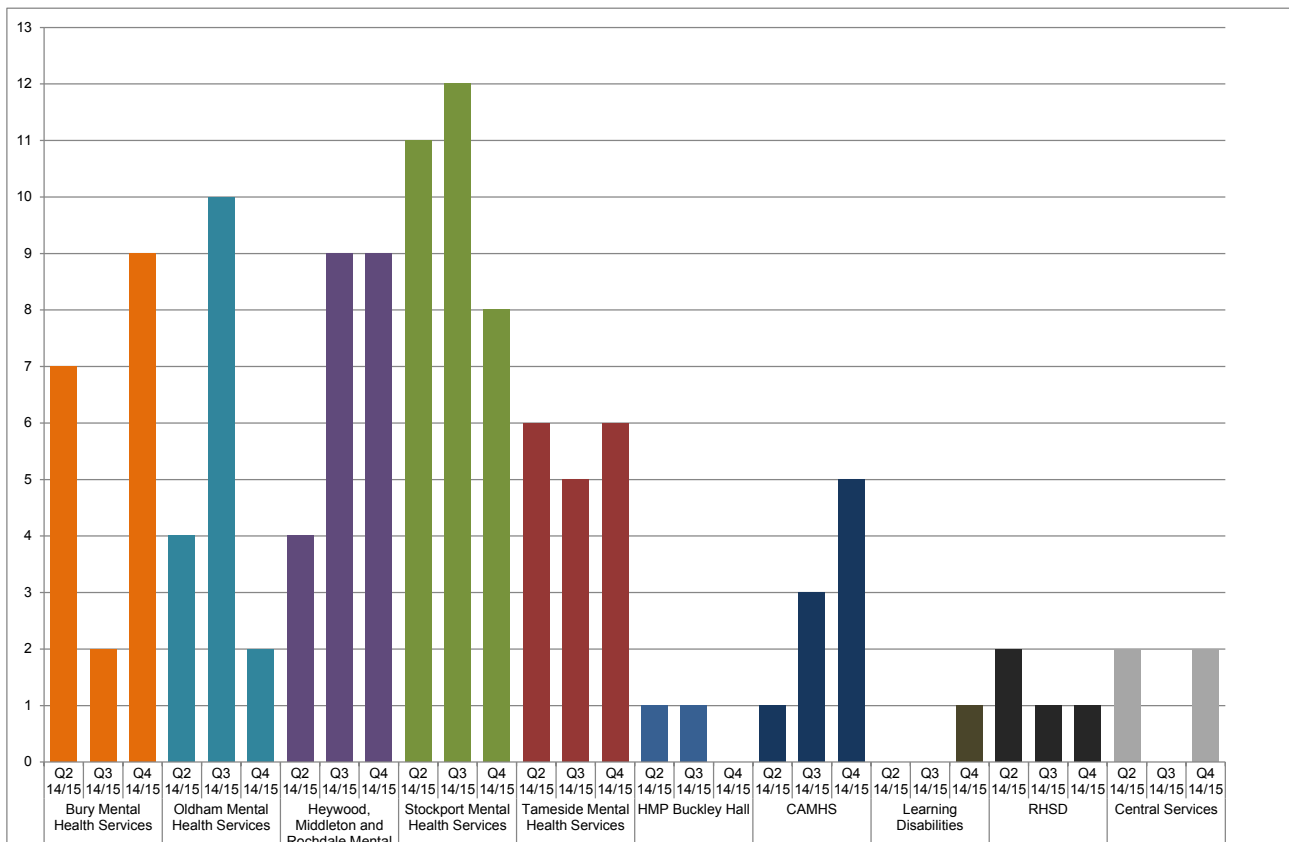
The graph below details the number of complaints, compliments and cases that the PHSO has notified the Trust it is considering during the reportable period:



The graph below details the types of issues that have been raised in the complaints received during the reportable period. The figures for the previous two quarters 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:

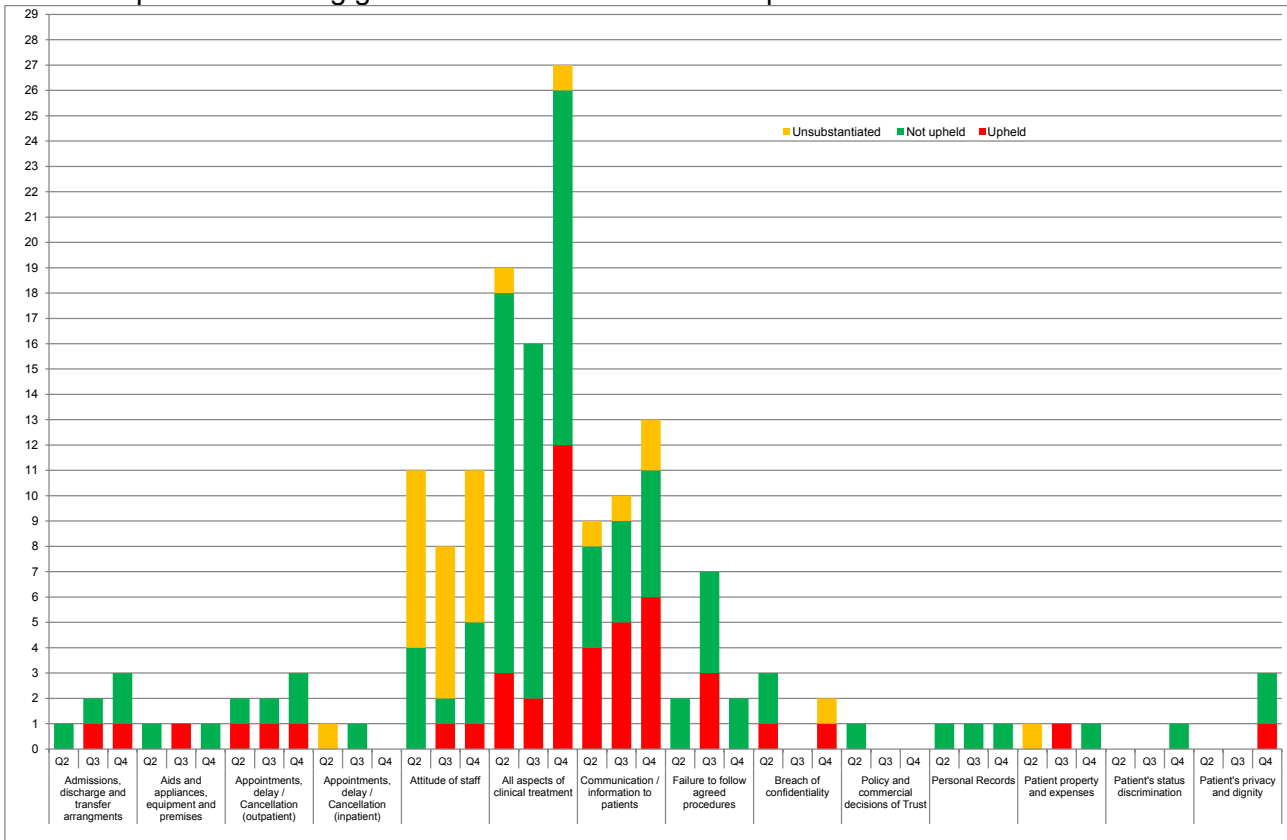


The graph below details the number of complaints received by borough during the reportable period. The figures for the previous two quarters are included to enable comparison.

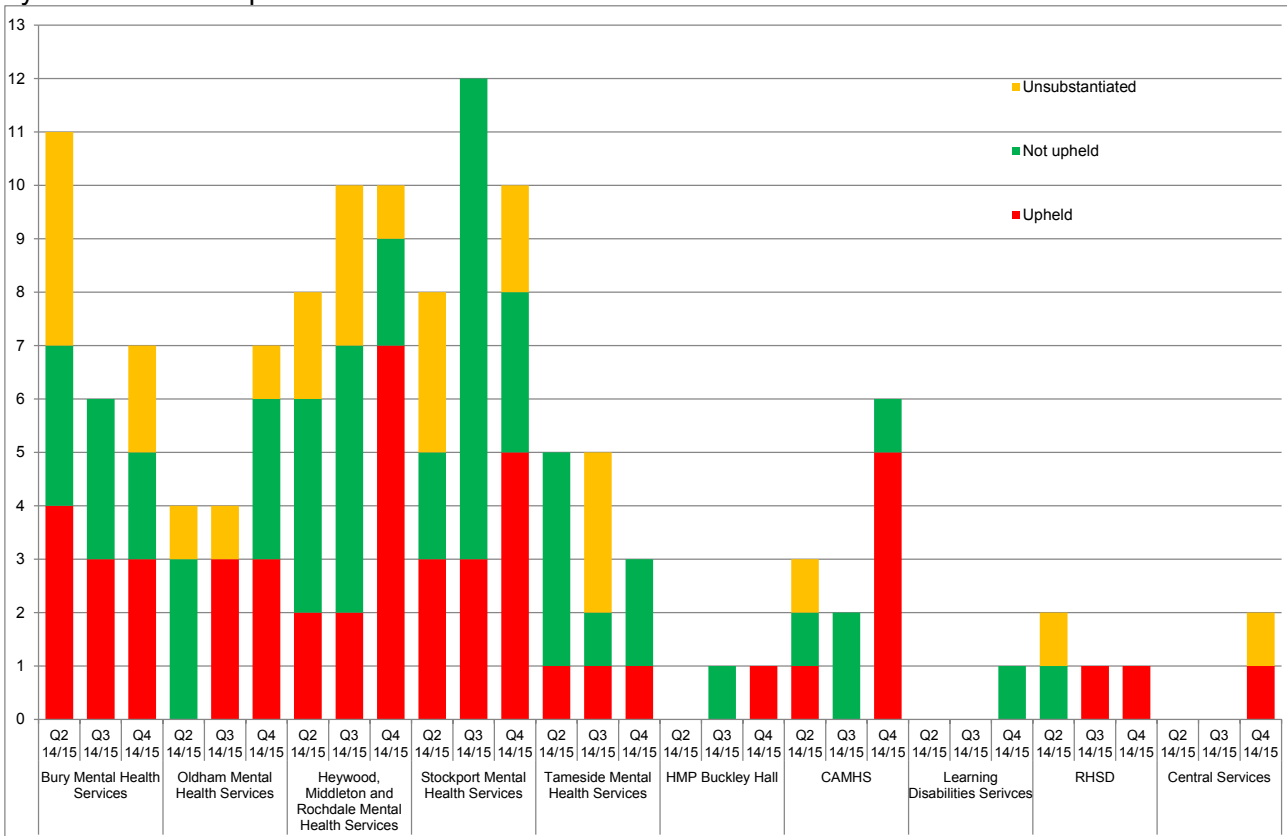


## Diagrammatical Evidence – cases responded to

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



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	1	0	8	0	31	3

## Exceptions

Three cases were responded to outside the timescale agreed with the complainant. This was due to the complexity of the issues raised, staff absence and new issues being raised during the investigation. The Trust has a new process by which timescales are agreed, which should reduce instances whereby complaints are responded to outside the agreed timescale.

The Ombudsman has notified the Trust that it is considering one case relating to mental health services during the reportable period. That case relates to a number of adult mental health services in Bury and the extent to which they were flexible in offering a service to the complainant. The Trust has provided multiple responses to the complainant and exhausted local means of resolving the case.

The Ombudsman has concluded their investigation into a case relating to the Trust's mental health services in Stockport that they partially upheld. The complaint was from the mother of a deceased service user, relating to the assessment he received at A&E prior to his death. The Ombudsman agreed with the Trust that the assessment appeared to have been appropriate but partially upheld the case on the basis that the practitioner had not sought advice from a senior colleague (whilst explicitly acknowledging that there was no evidence to suggest that this would have resulted in a different outcome). The Ombudsman's office made a recommendation for the Trust to provide the complainant with an apology, evidence of learning and financial redress. The Trust has complied with that recommendation.

## Highlights

The Ombudsman concluded their consideration of the complaint that they were considering about the Trust's Oldham mental health services. They declined to take any action with regard to the matter, finding that the Trust had responded to the complaint appropriately.

The Trust's mental health services reported 68 compliments during the reportable period. The following comments were included in those compliments:

*"Your unstinting determination to guide and treat the people in your area with their addictions is meritorious of the highest praise." (Stockport Drug and Alcohol Service)*

*"It is never easy to be given a diagnosis of dementia but the support and advice we were given was very positive and given with great empathy. In particular I would like to praise the doctor and nurse involved for the sensitive way that they explained the nature of the illness and its progression. It seems strange but I actually came out feeling better than when I went in." (Tameside Memory Clinic)*

## Comments

Reviewing the complaints received and responded to across the Trust's mental health services, it is notable that there has not been a significant increase or decrease in the complaints received. There has been an increase in the number of issues raised about communication and also appointments and, in terms of complaints responded to, an increase in the number upheld about all aspects of clinical treatment. These figures have been considered in more detail, having been broken down into the Trust's divisions and services:

There was a significant increase in the number of complaints raised about mental health services in Bury during the reportable quarter; however, this was in the context of an exceptionally low number of complaints raised in the previous quarter.

Of the complaints received in Bury, the most frequently raised issue was relating to all aspects of clinical treatment, which is consistent with complaints received in previous quarters. Three complaints have been raised about availability / provision of appointments in the borough, two of which relate to Health Minds Bury. That service received three complaints in the quarter, all of which related to the perceived lack of availability of a service to meet the complainants' needs. Of the complaints responded to, two were upheld about Health Minds Bury; one was in relation to lack of access to a service which resulted from a lack of commissioned service and the other related to a number of issues and whilst there was evidence of appropriate clinical treatment, the complaint was upheld due to an appointment scheduling error (there was a half hour discrepancy).

The same number of complaints was received about the Trust's mental health services in Heywood, Middleton and Rochdale this quarter as were received in the previous quarter. The complaints received related to a variety of different teams and issues. The Trust continues to monitor those complaints, along with all the others received, in case a pattern or trend develops.

Whilst there has been a significant decrease in complaints received about Oldham mental health services, eight fewer complaints were received this quarter, this should be viewed in the context of the on-going fluctuation in the number of complaints received about the Trust's mental health services in Oldham.

Regarding the Stockport complaints received and responded to, both have 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. That said, it is notable that in the complaints raised, communication is an issue arising more frequently as a percentage of complaints received than in other boroughs within the Trust. This was not the case in previous quarters and will continue to be monitored to establish if it is indicative of a trend.

There was no theme or trend apparent from the complaints received or responded to relating to Tameside mental health services during the applicable period.

There is no underlying theme to the complaints received about the Trust's Specialist Services during the reportable period. There has been an increase in the complaints received about CAMHS; these relate to different teams in all but two cases. The two complaints received about the Hope Unit related to different issues. In terms of the complaints that have been responded to relating to Specialist Services, it is notable that seven of the nine have been upheld. However, the majority of those have been multi-faceted complaint with only some of the issues raised upheld. In accordance with changes to national complaints reporting, the Trust will be adding an outcome of 'partially upheld' in future reporting. This should provide a more detailed picture of the outcome of the complaints that the Trust has received. The Trust will continue to monitor the complaints received about CAMHS to establish if the trend of increase continues.

In all cases, where there has been an opportunity to learn from the complaint, recommendations have been made. These have been communicated to the complainants in the responses to their complaints.