

Quarter 1 2015/2016 – Mental Health Services

Patient Experience

Section 1.1	Compliments & Complaints
Section 1.2	PALS
Section 1.3	Friends and Family Test

Compliments & Complaints

General Update

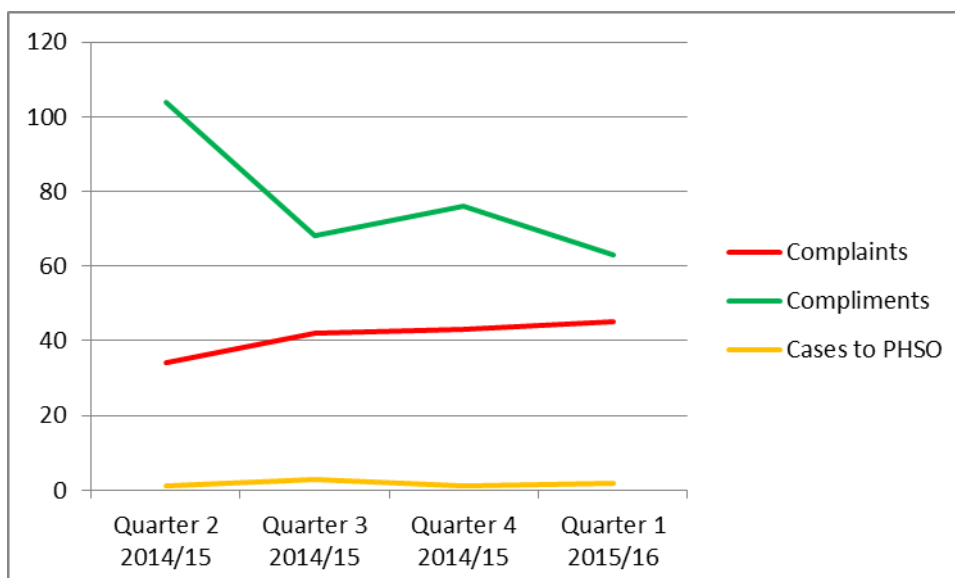
This quarter, the Trust's mental health services have received 45 complaints. This represents an increase of 2 (5%) compared to the previous quarter. Of those complaints, 100% were acknowledged within 3 working days.

In the same period, the Trust's mental health services responded to 46 complaints. 93% (43 out of 46) 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).

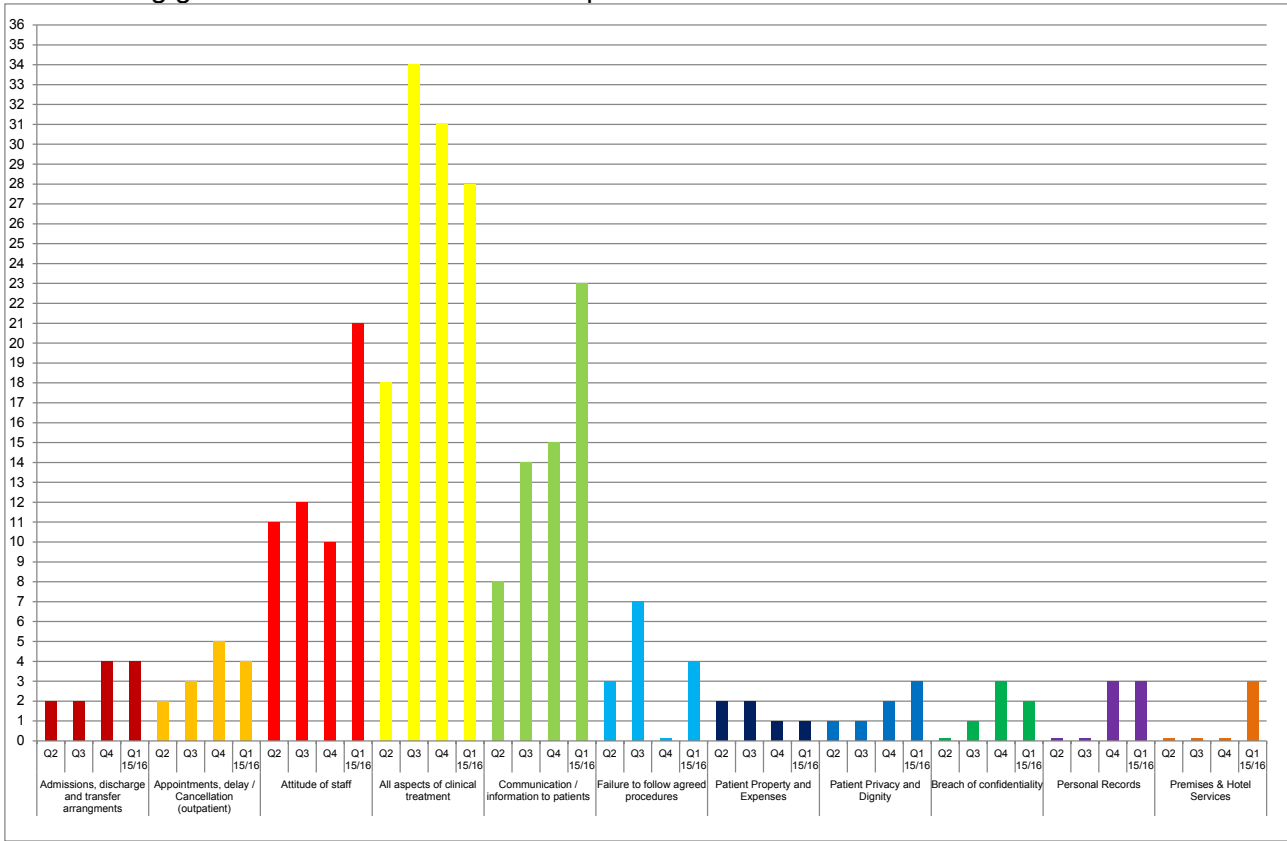
At the start of the quarter, 3 complaints about the Trust's mental health services were under consideration by the Parliamentary and Health Service Ombudsman (PHSO). During the quarter, the Ombudsman notified the Trust that they were considering a further 2 complaints about its mental health services. In the same period, the PHSO reached a decision about 1 complaint. This means that 4 complaints remained under consideration with the PHSO at the end of the quarter.

Diagrammatical Evidence – cases received

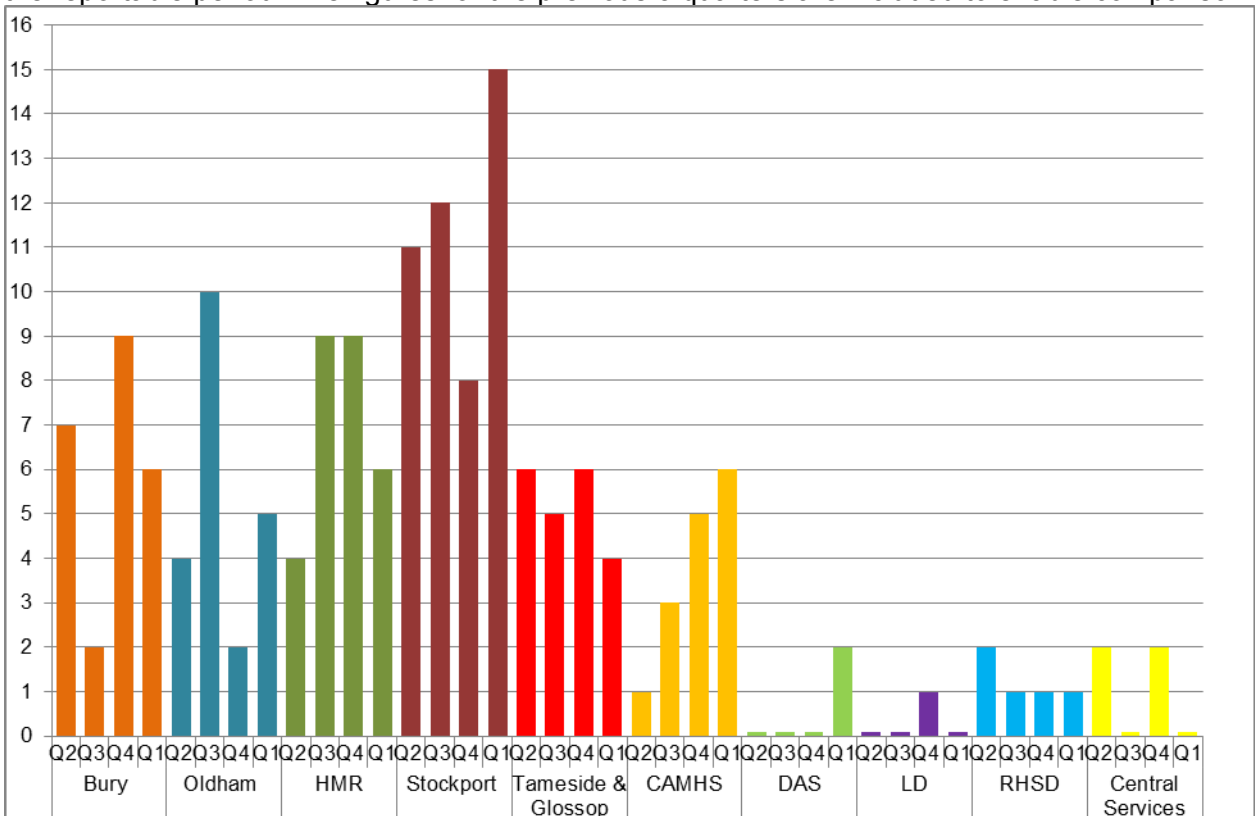
The graph below details the number of complaints, compliments and cases that the PHSO has notified the Trust it is considering during the reportable period. The figures for the previous 3 quarters are included to enable comparison.



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 3 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:

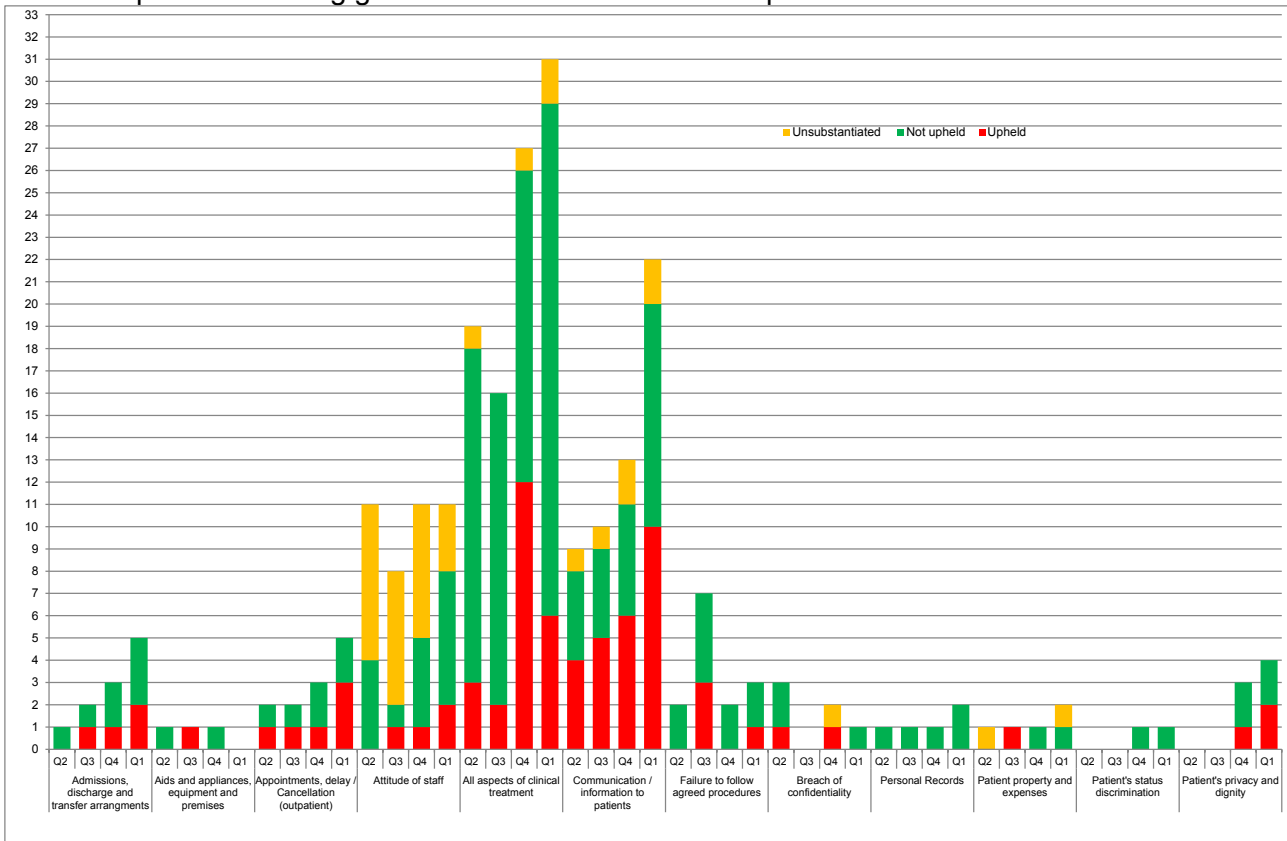


The graph below details the number of complaints received by each mental health borough during the reportable period. The figures for the previous 3 quarters are included to enable comparison.

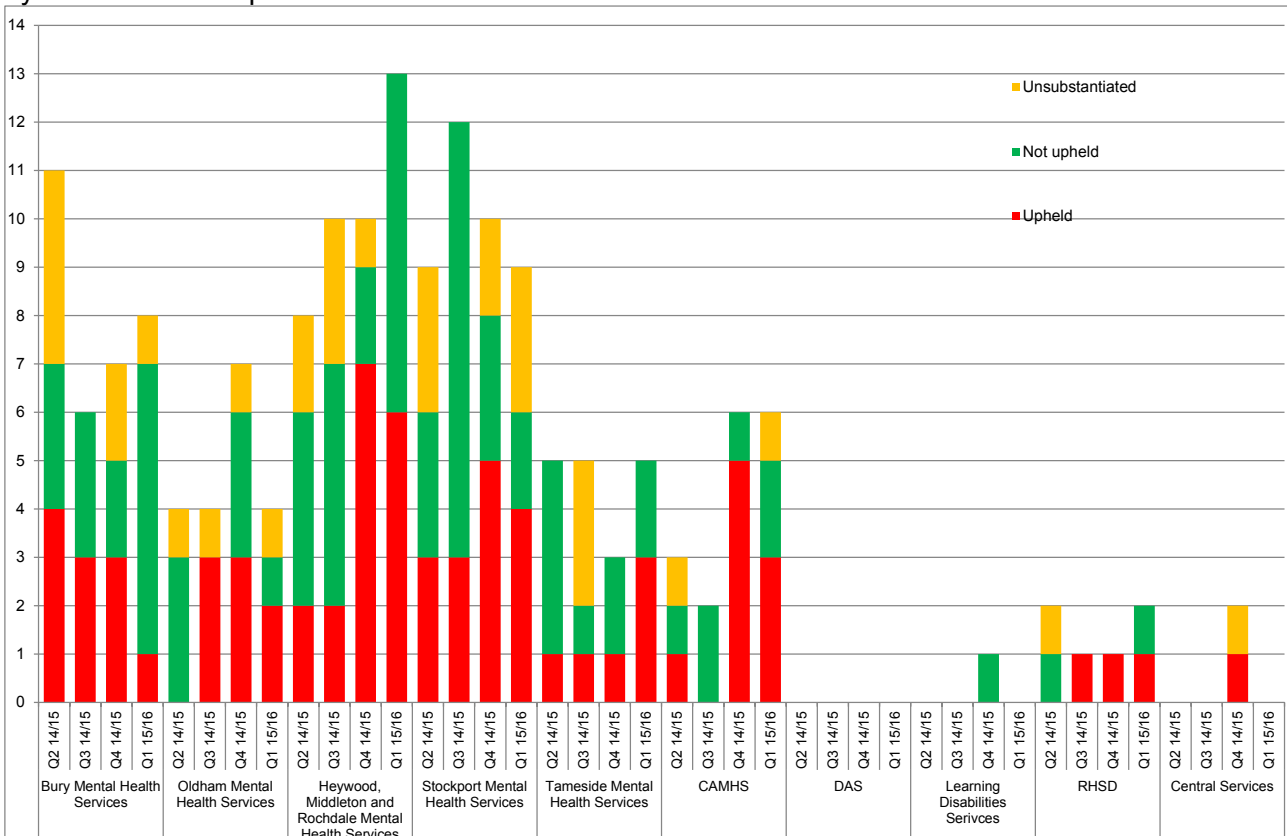


Diagrammatical Evidence – cases responded to

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	0	0	10	0	33	3

Exceptions

There was one case relating to both RHSD and HMR services which was responded to outside the timescale agreed with the complainant. The delays occurred due to the complexity of the cases, which related to a number of different services and divisions within the Trust. The delay was also due in part to unexpected staff absence. The complainants were updated through the investigation process.

In addition to the above, there was one case in HMR and one case in Bury responded to outside the timescale agreed with the complainant. In the HMR case, the delay occurred due to the complexity of the cases, which related to care delivered a number of years ago and in which the applicable law had changed since the events complained of. The complainants were updated through the investigation process. In the Bury case, it was not possible to respond to the complaint within the agreed timescale as it was necessary for the Trust to address concerns about the complainant's mental health and threats she had made prior to sending the response letter to her. In doing so, it was not appropriate to discuss those concerns in the context of the complaints process and so the timescale could not be renegotiated.

The Ombudsman has notified the Trust that it is considering 1 case relating to mental health services in Bury during the reportable period. It is the same as the above case, which related to an allegation that the complainant was assaulted when whilst in the s.136 suite. The complaint was exhaustively investigated and there was CCTV footage to evidence that the alleged assault did not take place and the complainant's account of events was inaccurate. The PHSO has been provided with a copy of the CCTV footage, which they are now considering.

The Parliamentary and Health Service Ombudsman (PHSO) has notified the Trust that they are considering 1 complaint that related to both Stockport and CAMHS mental health services. The complaint made to the PHSO relates to three separate complaints made by the same individual to the Trust, which were made from 2012 onwards. The Trust has exhaustively responded to those complaints and did not find any shortcomings in the care provided.

Highlights

The Trust's mental health services reported 65 compliments during the reportable period. The following comments were included in those compliments:

'You all do an amazing job and for that I am very grateful to you. From the staff who gave me my meds to serving our meals to the cleaners who go beyond their duty'
South Ward

Thank you so much for always being there and treating me with respect and dignity when others didn't care. I know without your input, there is not doubt, been back and forward to the Unit but you sorted me out.'
CMHT Worker

Comments

There has been analysis of the complaints received and responded to within the quarter, to establish if there are any themes or trends:

Bury

There was a 33% reduction in the number of complaints raised about mental health services in Bury during the reportable quarter in comparison to the previous quarter. Given the fluctuation experienced quarter on quarter over the past year, it is helpful to compare the number of complaints received this quarter with an average taken over the past year; 6 complaints on average have been received per quarter and 6 were received this quarter.

Of the complaints received, there were three received about the Department of Psychiatry (in comparison for none received in the previous three quarters). That increase has been analysed and it is apparent that all three relate to different staff and issues. There is no trend apparent from the complaints responded to in the Quarter.

The PHSO concluded its consideration of one case relation to mental health services in Bury; following discussion with the PHSO, the complainant accepted the Trust's previously offered invite to meet to discuss the case and therefore the PHSO ended their consideration as attempts to resolve locally were ongoing.

Heywood, Middleton and Rochdale

There was a 33% reduction in the number of complaints raised about mental health services in Heywood, Middleton and Rochdale during the reportable quarter in comparison to the previous quarter. Given the fluctuation experienced quarter on quarter over the past year, it is helpful to compare the number of complaints received this quarter with an average taken over the past year; 7 complaints on average have been received per quarter and 6 were received this quarter.

There have been three complaints this quarter and also last quarter received about the Department of Psychiatry. These have been considered to establish if there is a trend, which there is not; the cases relate to different members of staff and different issues.

In terms of the complaints responded to, significantly more have been responded to than had been received, reflecting the number received in the previous quarter. The two most commonly upheld issues in this quarter have been communication and all aspects of clinical care. These have been analysed and it is apparent that three of the complaints about communication and two about clinical care were about the Rochdale CMHT. In these cases, the complaints resulted in recommendations for action to address the issues arising. The Complaints Department will continue to monitor the complaints received and responded to and raise with the Division any concern that the issues continue to be of concern.

Oldham

This quarter, Oldham mental health services have received 5 complaints. This was 3 more than received in the previous quarter. Whilst a significant percentage increase, it is notable that there has been quarter-on-quarter fluctuation in the number of complaints received in Oldham for the past 12 months. There is no discernable reason for the increase of 3 complaints; despite that increase, the total of 5 received this quarter is below the average of 6 received per quarter in the preceding 12 months.

The complaints received and responded to within the quarter have been reviewed and there is no theme indicated in either.

Stockport

There was a significant increase in the number of complaints received by the Trust regarding its mental health services in Stockport during this quarter. The majority of these were received in May 2015.

There has been an analysis of those complaints received. In terms of the 3 cases received about Norbury Ward, 2 were from different members of the same family regarding the same matters. All three have now been investigated and there are no common issues regarding the care of the two different patients.

There have been 4 cases regarding The Meadows (three about Davenport and one about Saffron), with common issues around communication, premises and attitude of staff. These remain under investigation.

The spike of complaints in May was considered alongside other sources of feedback (for example PALS contacts, incidents and Coroner's Inquests and there was no apparent theme). The Division discussed the complaints at the Divisional Integrated Governance Group and both the Division and Complaints Department continue to monitor the complaints received. It is relevant to note that the number of complaints reduced significantly in June and further again in July to date, with no further complaints having been received about The Meadows.

Over the quarter, there were three complaints received about the Department of Psychiatry; these related to different matters and staff and were not indicative of an issue with a particular member of staff or practice.

In terms of the complaints responded to, it was notable that there were two complaints about privacy and dignity upheld. However, these were both complaints about the same matter, raised by different members of the same family and so highlighted one matter of concern rather than a pattern.

Tameside

There was no theme or trend apparent from the complaints received or responded to relating to Tameside mental health services during the applicable period. The borough has received a consistent number of complaints over the past year with a maximum of two complaints difference quarter on quarter.

Specialist Services

There is no underlying theme or trend to the complaints received or responded to about the Trust's Specialist Services during the reportable period.

In reaching this conclusion, consideration has been given to the significant increase in complaints received about communication. These are recorded across five different services. Stockport CAMHS and Oldham CAMHS each received two separate complaints about communication, however, these were related to different issues and different members of staff.

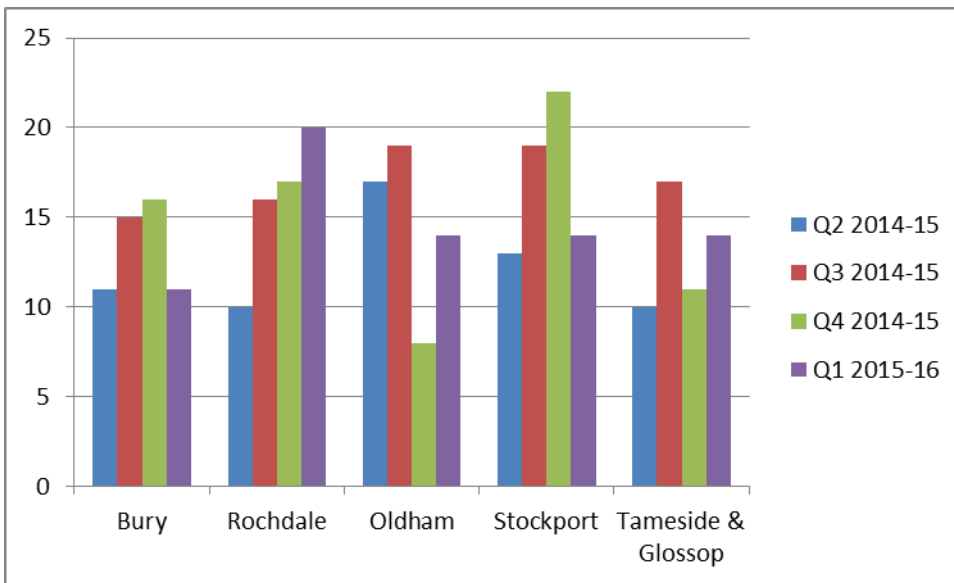
Consideration has also been given to the three upheld complaints regarding communication. These were all complaints about CAMHS, but related to three different CAMHS services (Bury, Rochdale and Stockport) and related to different matters.

PALS

GENERAL UPDATE

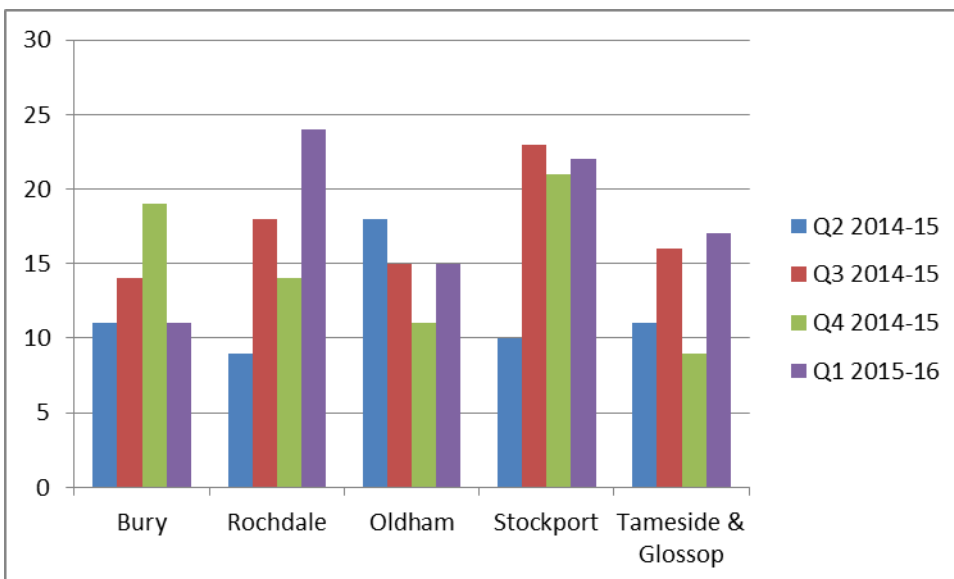
In quarter Q1 2015-16, the PAL service has received 84 cases relating to mental health service across the Trust. This compares to 74 in quarter 3 2014-15, showing a 13.5% increase

PALS Cases received in Quarter 1

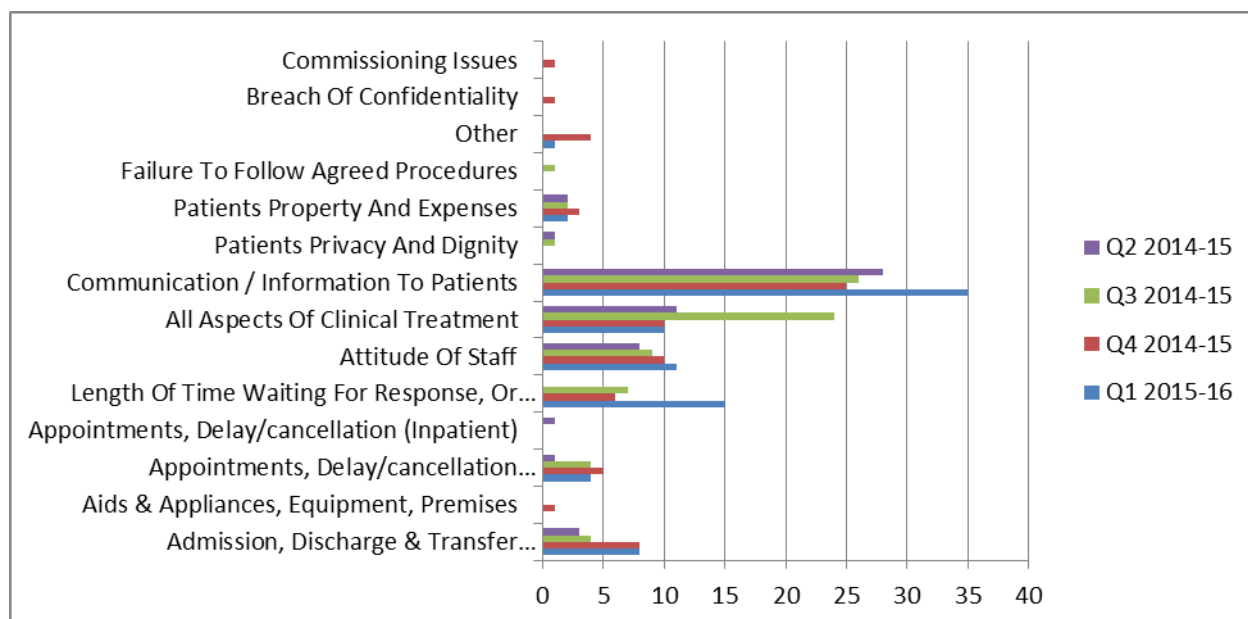


79 cases relating to mental health services have been closed in Quarter 1 2015-16. The following information relates to those cases.

Number of cases closed per Borough with Comparative Data



Number of Cases received this Quarter by Issue with comparative Data



Resolution outcome by issue

	Resolved	Partially Resolved	Unresolved	Withdrawn	Referred to complaint
Admission, Discharge & Transfer Arrangements	4	1		2	1
Appointments, Delay/cancellation (Outpatient)	2	1			
Length Of Time Waiting For Response, Or Be Seen	8	3			1
Attitude Of Staff	7	1		1	1
All Aspects Of Clinical Treatment	4			2	
Communication / Information To Patients	30	3	2	1	
Patients Property And Expenses		1			1
Other			1		

Exceptions

None this quarter

Highlights

None this quarter.

Comments

None this quarter.

Service User and Carer Involvement and Engagement Activity

Borough	Activity/project/initiative	Purpose	Outcome	Who was involved i.e. service users, carers public, governors
Bury	Bury CMHT changes	Initial Meeting with CMHT Manager – Ongoing	Set up peer support group and help engage SU/Carer within CMHT	Staff
HMR, Bury, Oldham	Patient Experience Volunteer Meeting	Support PE volunteers	First initial meeting with the PE Volunteers – discussion on how they feel the role is going.	Volunteers
Rochdale	Multi Media Arts and Culture Centre	PALS Stand – promoting involvement	Signed up su and carer on involvement Database	Staff, Governors
Rochdale	Public Event for Mental Health	Arrange a public Mental Health Event for MH awareness week in partnership with Rochdale CCG	Arranged date and venue	Staff
Rochdale	Multi Media Arts and Culture Centre Youth Help	Making links with other services for a NHS England project	Linking CAMHS within this project. Possibility of running anti stigma training	Staff
Rochdale	Public Event for Mental Health	PALS Stand – promoting involvement	Signed up service users and carers to involvement Database	Staff
Rochdale	RBUF Meeting	Information sharing	Information sharing from all the RBUF reps	Service users
Rochdale	Rochdale Diversity Awards	PALS Stand – promoting involvement	Signed up service user and carer to involvement Database	Chairman and Governor
Rochdale	Carer’s Week Event	PALS Stand – promoting involvement	Signed up service user and carer to involvement Database	Carers
Rochdale	Multi Media Arts and Culture Centre Youth Help	Promoting involvement	Linked the project in with services to help deliver modules on the programme	Service users
Trustwide	Recovery College	To Plan and produce a Recovery college Model following on from “My Health , My	Established membership for steering group, set dates for	2 Service Users and 1 Carer

		community”	future meetings.	
Trustwide	Mental Health involvement Forum	Information sharing from all boroughs	PLACE assessment presentation, Crisis Concordat presentation	Service User & Carers
Trustwide	Triangle of Care steering group - community	To plan and deliver the Triangle of Care training	Self-Assessment planning, date of regional meeting, self-assessment toolkit draft	Carers
Trustwide	Consultant Development Programme	To plan and co-produce training programme for new consultants	Arranged further meeting, event planning	Staff
Trustwide	Learning Disabilities Service User experience group	To support involvement and engagement with Services users and Carers in LD Services	Support offered for upcoming involvement project across the Trust	Service User
Trustwide	Triangle of Care steering group - Inpatient	To plan and deliver the Triangle of Care training	Review of carer training course and all self-assessments completed.	Carers
Trustwide	Psychology Champion Service User Group	Setting up Service User group	Setting up future dates and role of the Champion	Staff and SU
Trustwide	Mental Health involvement Forum	Information sharing from all boroughs	Update presentation from The Manchester University PSSRU	Service User & Carers
Trustwide	Consultant Development Programme	To plan and co-produce training programme for new consultants	Event put on hold till september	Staff
Trustwide	Recovery College	To Plan and produce a Recovery college Model following on from “My Health , My community”	Terms of reference, structure of the way we want the college to look like, discussion on access of the college	Service Users and Carers
Trustwide	Triangle of Care steering group - Inpatient	To plan and deliver the Triangle of Care training	Finalised Carer leaflet for printing, planning of next self assessments	Carers
Trustwide	Greater Manchester Youth Network	Initial meeting on working with youth	Invited to do involvement stand on Youth event in Rochdale	
Trustwide	Restraint Project	Initial meeting with CEST manager	Recruit SU/Carer for a patient panel. Produce training video for the Trust.	

Volunteering

Number of Mental Health Services Volunteers excl. Specialist Services			
BURY	ROCHDALE	OLDHAM	
12	3	8	TOTAL
STOCKPORT	TAMESIDE	CORPORATE	65
21	17	4	

Average number of hours given by Volunteers in Quarter 1 = 4,188

Friends and Family Test

General Update

The Friends and Family Test (FFT) is a feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience and that the feedback should be used to improve services for patients.

The FFT question asks if patients would be likely to recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT question provides a mechanism to highlight both good and poor patient experience.

During Quarter 1 (April – June) a total of 893 service users have participated in the national friends and family test within mental health services affording the Trust with an overall FFT score of 89% which highlights the high quality care which is provided across HMR, Bury ,Oldham Tameside and Stockport mental health services.

The data captured is submitted to UNIFY and NHS England on a Monthly basis in accordance with the national guidance.

Diagrammatical Evidence (e.g. Charts, tables, graphs etc.)

Time Period	Overall FFT	Overall completed	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
Q1 2015/16	89%	N=893	67%	22%	4%	2%	3%	2%

Exceptions

No exceptions to be reported during this quarter

Highlights

During Q1 the data captured via the variety of modes available positively highlights that 89% of respondents would be either extremely likely or likely to recommend Pennine Care Mental Health Services, to friends or family should they require similar care or treatment which is highlighted in table 1 above. This equates to a 1% increase on the previous quarter.

During this reporting period the majority of completed FFT returns have been completed by postcard, seeing an increase from 375 completed in Q4 to 518 completed in Q1.

Within the various modes used to capture the National Friends and Family test patients are asked to further expand on why they had provided their given response.

Detailed below are some of the patient comments which have been received via the various modes used to capture patient feedback.

Comments received to accompany the national FFT

I have been coming to Cherrywood clinic for a number of years and the staff are brilliant, caring and kind. You do not feel like you are attending a mental health unit. Thank you
**Cherrywood Clinic
Oldham**

Friendly, polite, efficient professional service and treatment.
**Outpatient Department
Stockport**

More than happy with the service provided
**RAID
Rochdale**

The clean safe atmosphere and pleasant surroundings, not to mention the professional dedication staff and doctors. A big thanks you all been a life saver
**Taylor Ward
Tameside**

I'm a lady who self harms and has many mental health problems. And feel very safe in their care knowing they are there
**Memory Clinic
Oldham**

Helped me to put my own life into perspective and also the value of my own life
**Southside Ward
Oldham**

very good one to one from m/h practitioner-made me feel safe able to communicate my concerns
**HMR Access and Crisis
Team**

I have received very good support right from the start. All the staff I have talked to have been very supportive and helped me to feel positive about life again
CMHT Tameside

The nurses go out of their way to help you and there great at their job and deserve all the praise
Hollingworth Ward Rochdale

great staff, ward manager very helpful. Nice welcoming ward
South Ward Bury

listening ear from staff. Someone to talk to about your problems. There's activities- gives me something purposeful to do. It helps being with other people
**Whittaker Day Unit
Tameside**

the care and support I received up to now has been very good and I've been made to feel safe and as if I'm valued as a person
**Arden Ward
Stockport**

Everyone has been above and beyond the call of duty
Saxon Ward Tameside

Felt welcome, invited and cared for when there's a reason for me to want to end it
**North Ward
Bury**