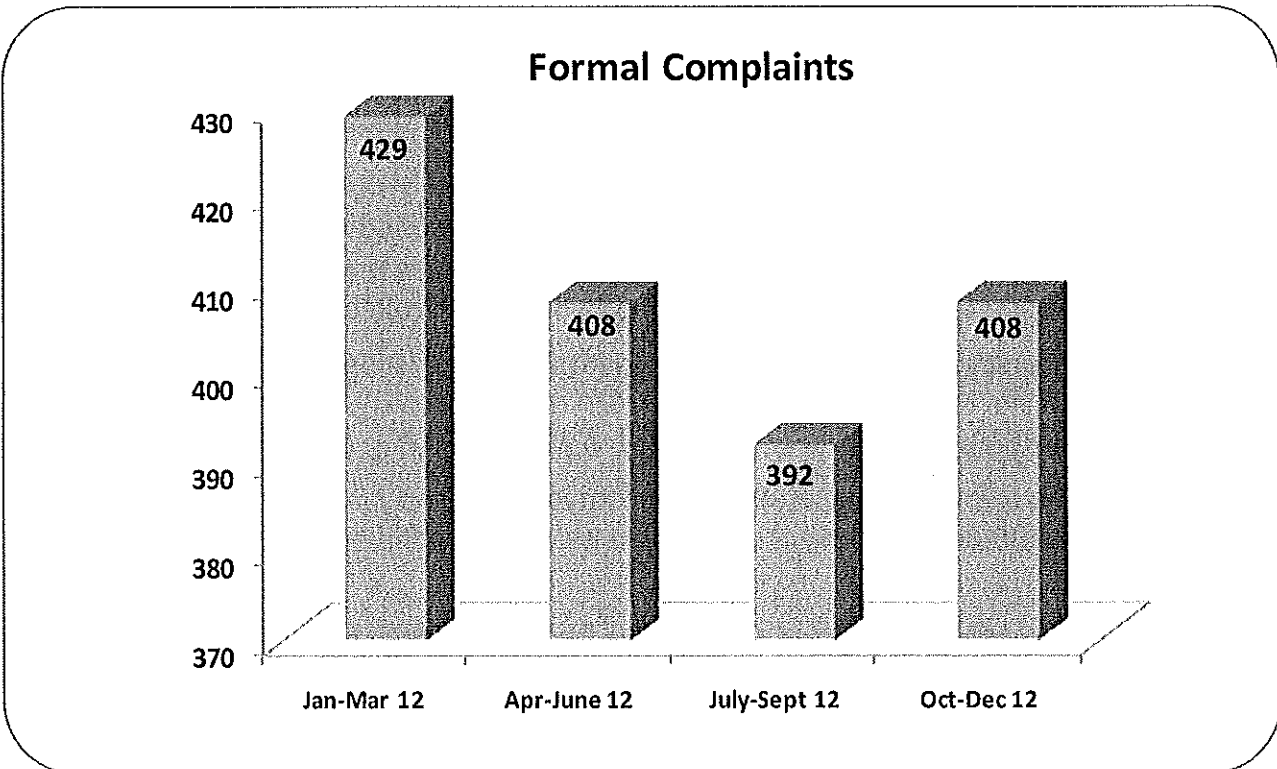




## COMPLAINTS & COMPLIMENTS SUMMARY REPORT OCTOBER—DECEMBER 2012

### Points of Interest

- During the period 1 October—31 December 2012 the Complaints Department dealt with a total of 408 complaints, 170 general enquiries / patient liaison services and 2775 compliments. This Report will provide a breakdown of how these contacts have been handled.
- During this quarter 185 complaints remained open after 30 working days.
- The department managed 47 revisited complaints.



- The Total number of new complaints received during this quarter was 408 with 498 subjects.

## Oct—Dec 2012 Complaints Broken Down by Service Directorate

Service Directorate	No of Formal Complaints Received	No Acknowledged within 2 Working days	No Replied to in 20 Working days	Total responded to up to 30 working days	Number of Complaints that remain open on Datix at 04/03/13
Acute Services	168 ↑	93%↑	39%↑	52%↓	38
Adult Social & Primary Care Services (inc. Children's Community Services)*	53 ↓	100%↑	34%↓	55%↓	10
Cancer & Specialist Services	38↑	89%↓	50%↑	73%↑	3
Finance	5=	100%=	60%↓	100%=	0
Nursing & User Experience	6↓	100%=	67%↑	**67%↓	0
Performance Planning & Informatics	11↑	100%↑	64%↓	** 64%↓	0
Specialist Hospitals & Women's Health	127↑	98%↑	40%↓	56%↓	18
TOTAL/AVERAGE	408↑	97%↑	51%↓	67%↓	69↓

\*Further reconfiguration of the Service Directorates during the period October-December 12 has led to the newly created Adult Social & Primary Care Services and Children's Community Services. In forthcoming quarters their formal complaints will be reflected separately.

\*\*Please note that Nursing & User Experience and Performance, Planning & Informatics had no additional complaints closed between the 20 to 30 day response periods, however the formal complaints for both Service Directorates are now all closed at 04/03/13.

Page 7 illustrates the number of general enquiries have increased by 30 to 170 handled by the Complaints Department in quarter 3. The table below notes the spread of general enquiries:

General Enquiries by Directorate Quarter 3	Total
Acute Services	50
Adult Social & Primary Care	29
Cancer & Specialist Services	18
Children's Community Services	6
Finance	4
Human Resources	3
Medical	3
Nursing and User Experience	8
Performance, Planning & Informatics	9
Specialist Hospitals & Women's Health	40
Totals:	170

## Revisited complaints in quarter 3

The number of complaints revisited in quarter 3 was 47 compared to 58 in quarter 2. During quarter 3 review of the grading of complaints revisited after receipt of a Trust response indicates 43% are graded 'medium' in line with the Trust Risk Matrix and 6% are graded 'high'.

Issues raised continue to include Ombudsman cases, requests for additional information, availing of the opportunity to meet with staff and dissatisfaction with level of content within a response or disagreeing with the overall finding.

The complaint itself may not have been made during this period. e.g. Ombudsman's cases.

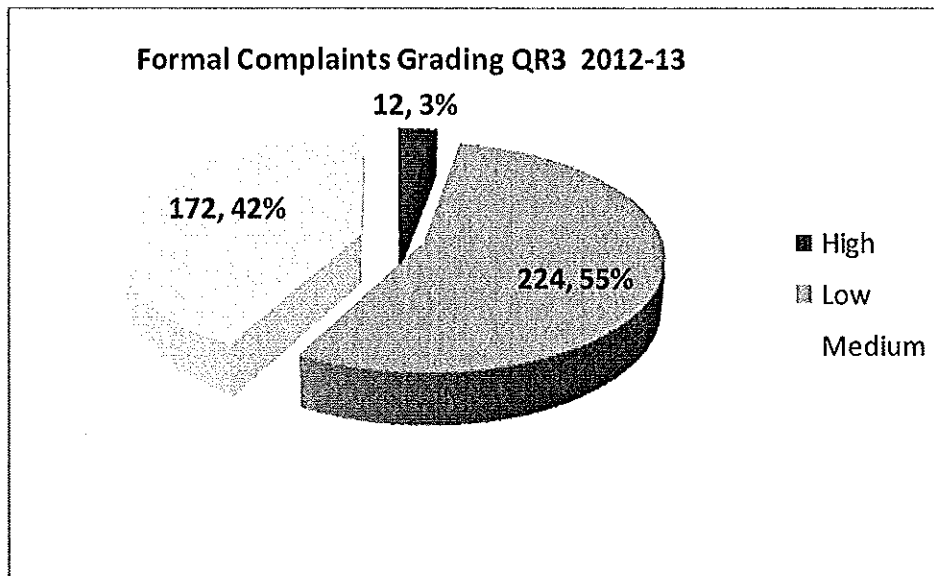
Complaints by Service Area - Revisited Complaints	QR3 2012-13	QR2 2012-13	QR1 2012-13
ACCTSS	0	1	2
Acute Child Health	1	0	0
Cancer Services	1	2	0
Cardiovascular & Specialist Surgery	4	5	7
Children's Disability	0	1	0
Child Health	0	2	1
Dental Services	4	0	1
ENT & Audiology	0	0	1
Eyes, Burns & Plastics	1	4	2
Family and Child Care	3	1	2
Imaging	0	1	0
Laboratories	0	2	0
Learning Disability	1	2	0
Medicine & Surgery, Unscheduled Care & Breast Surgery	12	13	6
Mental Health	3	0	0
Neurosciences	1	3	3
Older Peoples Service - Intermediate Care and Mental Health & Elderly Care wards KHP & MPH	1	0	0
Older Peoples Service - NW & Elderly Care wards RVH & MIH	2	1	0
Older Peoples Service - SE & Elderly Care wards BCH	4	3	1
Patient and Client Support Services - Belfast City Hospital	0	0	1
Patient and Client Support Services - Royal	0	1	0
PHD and Sensory Support	1	0	0
Social Work Care	0	1	0
Specialist Medicine	0	0	1
Therapy & Therapeutic Services	3	2	1
Trauma & Orthopaedics	4	8	10
Women's & Maternity	1	5	8
Totals:	47	58	47

Service Directorates with Revisited Complaints QR3	Formal Complaints	Revisits	Total	Revisits % of all Complaints work in Quarter 3
Acute Services	168	18	186	10%
Adult Social & Primary Care Services	47	12	59	20%
Cancer & Specialist Services	38	4	42	10%
Children's Community Services	6	3	9	33%
Specialist Hospitals & Women's Health	127	10	137	7%

### Formal Complaints Grading according to the Trust Risk Matrix:

All formal complaints are graded in accordance with the Trust Risk Matrix at the outset of complaint handling and grading may alter across the lifespan of the complaint.

*It is not possible to track alterations to grading across the complaints process on Datix and it should be noted that the grading reflects the level of investigation warranted by the nature of the complaint. However, this can change and is reviewed by Complaints Managers in conjunction with the Service Directorates, therefore the final grading is recorded within Datix.*



### Response Times according to Grading of Complaint

Response Time	High	Medium	Low
20 Working Days	17%	41%	40%
30 Working Days	33%	55%	56%

Complaints by Directorate and Grade QR3	HIGH	LOW	MEDIUM	Total
Acute Services	8	77	83	168
Adult Social & Primary Care	0	23	24	47
Cancer & Specialist Services	0	21	17	38
Children's Community Services	0	4	2	6
Finance	0	5	0	5
Nursing and User Experience	0	4	2	6
Performance, Planning & Informatics	0	11	0	11
Specialist Hospitals & Women's Health	4	79	44	127
Totals:	12	224	172	408

## Types of Complaints Received

Top 5 CH8 Subjects reasons	Number of Complaints
1) Treatment & Care (Quality)	87
2) Staff Attitude & Behaviour	81
3) Communication, Information to Patients	80
4) Appointments, Delay Cancellation (Outpatient)	58
5) Waiting Times, Outpatients Departments	43

## Breakdown by Directorate

Service Directorate	Top Subject Reasons	Number of Complaints for top subject	Service Area / Location for top subject
Acute Services (219 Subjects)	(1) Treatment & Care, Quality (2) Communication/Information to Patients (3) Staff Attitude/Behaviour	40	14 Medicine & Surgery 07 A&E Emerg Med 05 Acute Cardiology
Adult Social & Primary Care Services (54 Subjects)	(1) Treatment & Care/Quality (2) Communication/Information to Patients (3) Patients' Property/Expenses/Finance	21	05 Hospital Services 04 Care Management 03 Community Treatment & Support
Cancer & Specialist Services (49 Subjects)	(1) Staff Attitude/Behaviour (2) Treatment & Care/Quality (3) Communication/Information to Patients	11	03 Physiotherapy 02 Immunology 02 Podiatry
Children's Community Services (6 Subjects)	(1) Staff Attitude/Behaviour (2) Appointments, Delay/Cancellation (Outpatient) (3) Communication/Information to Patients	3	02 Safeguarding/ Family Support 01 LAC/Leaving & Aftercare
Finance (5 Subjects)	(1) Access to Premises (2) Environmental (3) Patients' Property/Expenses/Finance	2	02 Estates (Operations)
Nursing & User Experience (7 Subjects)	(1) Environmental (2) Hotel/Support/Security Services (3) Access to Premises	2	01 Portering/ Caretaking 01 Security
Performance, Planning & Informatics (11 Subjects)	(1) Staff Attitude/Behaviour (2) Appointments, Delay/Cancellation (Outpatient) (3) Communication/Information to Patients	5	03 Info Tech & Telecommunications 01 Info Management 01 Operations
Specialist Hospitals & Women's Health (147 Subjects)	(1) Communication/Information to Patients (2) Staff Attitude/Behaviour (3) Waiting Times, Outpatients Departments	23	08 Gynae & Sex Reproductive Health 03 ENT & Audiology 03 Orthopaedics 332-016-005

### Formal Complaints By Site

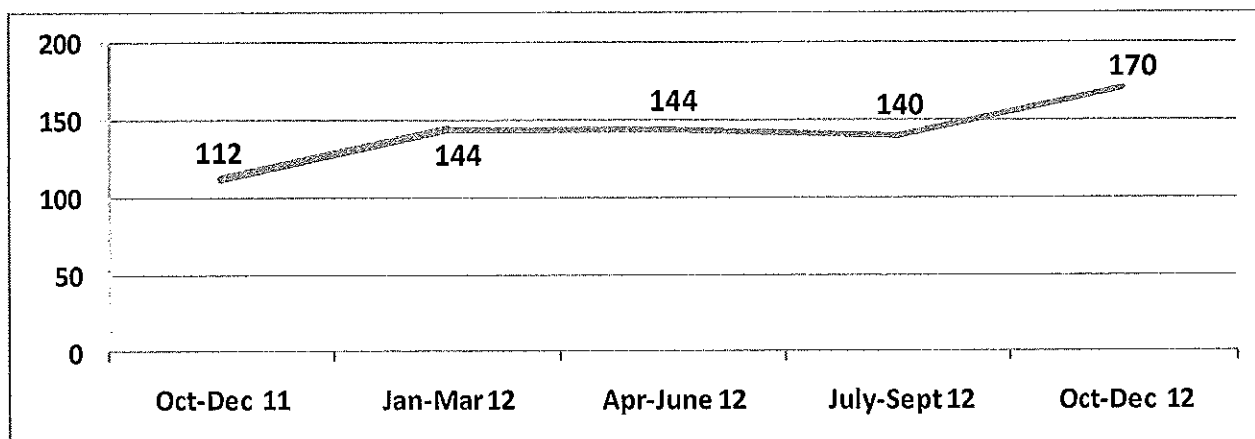
By Site	4th Quarter Jan-Mar 2011-2012		1st Quarter Apr-June 2012-2013		2nd Quarter July-Sept 2012-2013		3rd Quarter Oct-Dec 2012-2013	
	Community	58	13%	53	13%	77	20%	73
City Site	71	16%	71	17%	75	19%	82	20%
Royal Site	193	45%	194	48%	160	41%	151	37%
Mater Site	49	11%	31	8%	25	6%	44	11%
Musgrave Site	41	9%	34	8%	35	9%	36	9%
Foster Green Site	2	1%	1		0		1	-
Knockbracken Site	3	1%	4	1%	3	1%	1	-
Muckamore Abbey Site	1	1%	2		3	1%	4	1%
Independent Sector	12	3%	18	4%	14	3%	16	4%

### Breakdown by Site

Site	Highest volume of complaints Site Specific/Speciality
Community	08 Care Management 07 Community Treatment & Support 07 Occupational Therapy 07 Out of Hours Service
City Site	17 Gynaecology & Sexual and Reproductive Health 16 Urology 11 Medicine & Surgery 05 ENT & Audiology 03 Hospital Services, Info Technology , Ophthalmology & Radiology (3 each)
Royal Site	23 RBHSC 19 Emergency Medicine (A&E) 14 Medicine & Surgery 09 Acute Cardiology 09 Gynaecology & Sexual and Reproductive Health
Mater	12 Ophthalmology 10 Medicine & Surgery 05 Emergency Medicine (A&E) 04 Pain Service 02 ENT & Audiology
Musgrave Site	26 Orthopaedics 02 Pain Service 01 Various areas
DLS	

## Comparison of General Enquiries

- This graph represents the number of enquiries / patient liaison issues dealt with by the Complaints Department and Service Directorates at local level.
- Not all Directorates are using the 'Enquiry/Complaint Record Form' that can be found on the Trust Intranet. Staff have been reminded of the importance of recording locally resolved complaints and enquiries on the appropriate forms.
- There has been a 21% increase in general enquiries handled by the Complaints Department in quarter 3:



## General Enquiries Subjects

170 general enquiries generated 173 subject topics, noted below:

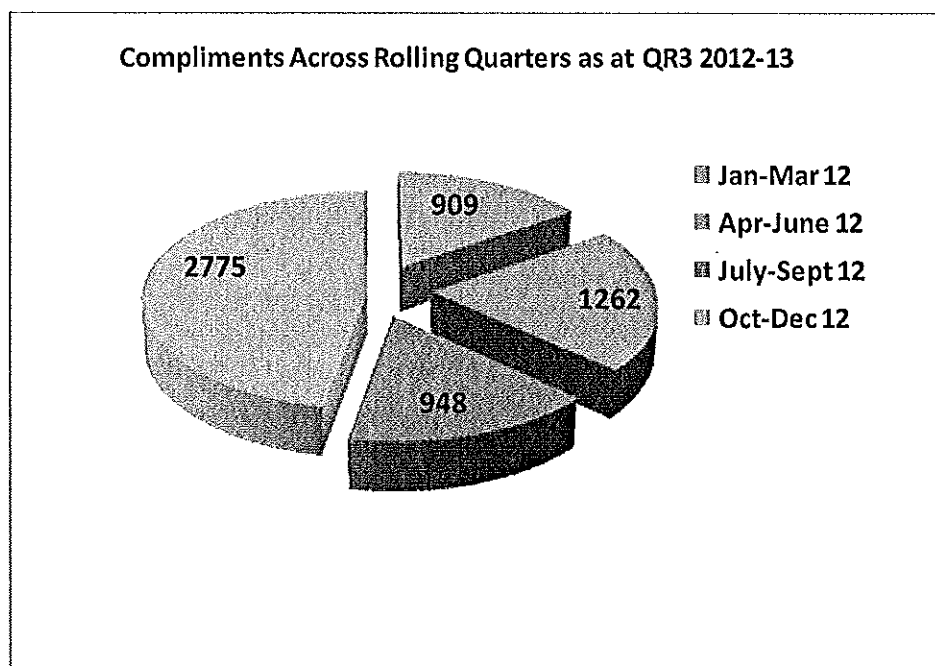
General Enquiries by Subjects Quarter 3	Total
Communication/Information to Patients	61
Treatment & Care, Quality	27
Other	17
Appointments, Delay/Cancellation (Outpatient)	13
Staff Attitude/Behaviour	9
Treatment & Care, Quantity	6
Admissions into Hospital Delay/Cancellation (Inpatients)	5
Environmental	4
Hotel/Support/Security Services	4
Patients' Property/Expenses/Finance	4
Policy/Commercial decisions	4
Waiting Times, Outpatient Departments	4
Clinical Diagnosis	3
Aids/Adaptations/Appliances	2
Confidentiality	2
Records/Record Keeping	2
Waiting Lists, Community Services	2
Contracted Regulated Establishments and Agencies	1
Discharge/Transfer Arrangements	1
Patients' Privacy/Dignity	1
Professional Assessment of Need	1
<b>Totals:</b>	<b>173</b>

## General Enquiries Subjects

- Topics handled as general enquiries broadly reflect the trends identified in the formal complaints process, however Communication/Information to Patients issues account for 61 of the 173 subjects raised.
- The 'other' subjects (17) include various matters such as a request as to why Wi-fi was not available in the Trust for dialysis patients and another query stating that the price of goods within the BCH shop were to expensive.

## Total number of Compliments recorded as per Directorate

- The total number of compliments recorded during the 3rd quarter was **2775**. The Complaints Department are pleased to be able to reflect this significant increase and thank all Directorates for forwarding the completed pro-formas.
- Pro-formas for recording compliments are on the Trust Intranet and should be forwarded to the relevant Complaints Manager at the end of every month.



- The Complaints Team are pleased to advise that we continue to record an increase in compliments from complainants directly to our Complaints team. In one instance a complainant took the time to contact the Senior Manager for Complaints & Legal Services to personally praise a member of the team for impartial listening and assisting with resolving a complaints matter.
- The input of all staff across the Trust involved in complaints resolution is greatly appreciated and the Complaints team continue to encourage all areas to provide the compliments information to our office to allow for representation, as above, in quarterly reports.



## Children Order Representation & Complaints

During the period October - December 12, there were 2 complaints received and considered under Children Order Representation. The complaints were in relation to decision making process, staff attitude and communication/information.

## Independent Sector Providers Complaints (ISP)

16 formal complaints were handled through the Complaints Department in relation to the Independent Sector this quarter.

Complaints - Independent Sector QR3	Total
3fivetwo Healthcare	12
Allergy Resolutions	1
Hillsborough Private Clinic	1
North West Independent Hospital	1
Sports Surgery Clinic, Dublin	1
<b>Totals:</b>	<b>16</b>

No clear subject trends have been identified this quarter however complaints matters raised included travel expenses recovery, dislike of appointments administration booking method, staff attitude within an ISP and dislike of treatment & care being outsourced to locations away from the Trust.

## Domiciliary Providers, Nursing Care Homes & Residential Care Homes

Complaints - Independent Care Providers QR3	Total
Domiciliary Care	0
Nursing Care Homes	4
Residential Care Homes	0
<b>Totals:</b>	<b>4</b>

4 complaints were managed through the Social & Primary Care Quality & Support Team this quarter.

4 Nursing Care Home complaints included 3 Older Peoples Services and 1 Physical Sensory Disability complaint. Issues raised across all complaints included treatment & care quality and quantity issues and communication/information. Three complaints have been investigated and responded to and an investigation into the outstanding complaint is ongoing by an Independent healthcare provider of nursing homes regional manager, investigation outcome pending.

## OMBUDSMAN UPDATE

During the reporting period the Trust received:

- 5 New Requests for Information / consideration from the Ombudsman's Office**
- 3 Adult Social and Primary Care
- 2 Acute services

### CLOSED

- 2 cases closed this period.**

Both cases attracted consolatory payments and recommendations. Consolatory payment of £100 for the delay in a meeting with the patient. Organise meeting and letter of apology.

In the second case this complaint was joint with South Eastern Trust. The consolatory payment £1000 was in relation to not satisfactorily addressing all issues raised in the complaint and inadequate guidance / information provided to the family.

### Ongoing Case

In addition to the above, **14** cases remain ongoing.

## Monitoring

The DHSSPSNI continue to receive quarterly monitoring reports. Internal Performance reports submitted on a quarterly basis.

The HSC Board continue to receive monthly reports.

## Reporting

The Complaints Department continue to provide a range of information reports for Governance Managers/ Service Directorates as required

## Learning / Service Improvement— What do we do to prevent complaints?

- Complaints awareness training , investigation and response writing remain ongoing.
- Patient and Client Questionnaires across the directorates continue to be analysed on a regular basis
- **LEARNING AND IMPROVING**

**During this quarter a male patient complained about the distress and embarrassment he experienced while attending a mammogram clinic.**

**He was asked several times by various staff in a full waiting room of ladies at the Mammography Suite if he was in the correct clinic. He felt staff were surprised when he replied ' yes'. This then made him feel very embarrassed and distressed. The patient feels that communication and the overall way patients are approached could be improved.**

### **ACTION**

- To be discussed at the Breast Surgery Multi Disciplinary meeting to ensure that staff take on board this matter and look at ways of communicating with all patients in order to avoid a recurrence of this negative and distressing experience

**A mother complained on behalf of her son in relation to the number of times her son's appointment was cancelled and the further delay in then getting another appointment. Her son was on the waiting list for ENT surgery as an urgent.**

### **ACTION**

- As a result of the complaint, the management of urgent and routine patients for surgery has been reviewed to ensure that all urgent cases are given priority irrespective of the surgeon they are initially booked under. This will result in patients transferring from their original surgeon to another in order for surgery to progress as quickly as possible. In addition medical staff leave is now booked and approved centrally within the service and shared with key personnel. It is anticipated that this change will reduce the risk of cancellations and delays for other patients.