



Meeting of East Renfrewshire Health and Social Care Partnership	Integration Joint Board
Held on	17 February 2016
Agenda Item	9
Title	Health and Social Care Complaints April – October 2015
<p>Summary</p> <p>This report informs the Integrated Joint Board of health and social care complaints, MSP/MP/Councillor enquires, suggestions, comments as well as Optometric Practice Complaints received during the first 6 months of 2015/16. The reporting period for GP complaints is the 4th quarter of 2014/15 (January – March).</p>	
Presented by	Stuart McMinigal, Business Support Manager
<p>Action Required</p> <p>The Integration Joint Board is asked to note and comment on the content and format of the report.</p>	
<p>Implications checklist – check box if applicable and include detail in report</p> <p> <input type="checkbox"/> Financial <input type="checkbox"/> Policy <input type="checkbox"/> Legal <input type="checkbox"/> Equalities <input type="checkbox"/> Efficient Government <input type="checkbox"/> Staffing <input type="checkbox"/> Property <input type="checkbox"/> IT </p>	

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EAST RENFREWSHIRE INTEGRATION JOINT BOARD**17 FEBRUARY 2016****Report by Business Support Manager****HEALTH AND SOCIAL CARE COMPLAINTS April – October 2015****PURPOSE OF THE REPORT**

1. To inform the Integrated Joint Board of health and social care complaints, MSP/MP/ Councillor enquires, suggestion, comments as well as Optometric Practice Complaints received during the first 6 months of 2015/16. The reporting period for GP complaints is the 4th quarter of 2014/15 (January – March).

RECOMMENDATIONS

2. It is recommended that the Integrated Joint Board note and comment on the content and format of the report.

BACKGROUND

3. The Patient Rights (Scotland) Act 2011 supports the Scottish Government's vision for a high quality, person-centred NHS. The Act gives patients a legal right to give feedback on their experience of healthcare and treatment and to provide comments, or raise concerns or complaints.
4. The 1968 Social Work (Scotland) Act places duties on Local Authorities with regard to Social Work complaint procedures. The act is supported through guidance and directions which can be found in SWSG5/1996 circular.
5. Complaints can be made by patients, clients and customers or their nominated representatives using a range of methods including an online form, face to face, in writing and by telephone.

REPORT

6. During the period 1.4.15 till 31.10.15 East Renfrewshire Health and Social Care Partnership received 30 complaints. Details of complaints received are noted in Table 1.

Table 1: Complaint Details

No.	Service	Details	Actions and Learning Points	Outcome
1	Children and Families	Complaint regarding information forwarded to the reporter to the Children's panel	None	Not Upheld
2	Blue badge service	Complaint re delays and process re blue badge application	Letter sent explaining national blue badge process	Not Upheld
3	RES	Client not happy with	Phone call made to	Not

		unsuccessful adaptations application	explain the process and happy with solution	Upheld
4	Children and Families	Delays in passing on contact number to ensure contact between children and father	Meeting arranged to discuss	Partially Upheld
5	Children and Families	Lack of response to communication	Service Manager reviewed case with case worker which included an instruction re better communication	Upheld
6	Home Care	Complaint regarding the level of service being received by complainants husband	Apology issued and contact made to further discuss levels of care	Upheld
7	Community Alarms	Complaint regarding billing of deceased client	Apology and credit issued. Process has been reviewed with new checks and balance being implemented	Upheld
8	Home Care	Attitude of staff providing mother's tuck in service	New system put in place to better monitor service provided by third party suppliers	Partially Upheld
9	Home Care	Changes to worker providing care at home support	Apology issued	Upheld
10	RES	Delays in client review process	Apology issued and review arranged	Partially Upheld
11	Learning disability	Worker did not attend arranged meeting	Apology issued and new date set for meeting	Upheld
12	RES	Complaint re attitude and communication of two workers involved in a case.	Apology issued and issues raised with staff concerned	Partially Upheld
13	Criminal Justice	Attitude of officer will supervising a community payback session	Service Manager discussed issues with officer	Partially Upheld
14	RES	Concerns over Power of Attorney, level of care , discharge process and distance of care home placement	Apology issued. Service user has now been moved to a closer care home.	Partially Upheld
15	Bonnyton House	Complaint regarding Care Inspectorate report.	Letter sent relating to issues raised by Care Inspectorate report	Not Upheld
16	Community Addictions Team	Complaint regarding service receive from Community Addictions Team	Letter issued recommending current process re prescriptions remain in place	Not Upheld
17	Children and Families	Service User not happy with allocated social worker and on-going access requirements	Letter sent explains requirements re on-going child protection and following an investigation there are no grounds to change worker	Not Upheld

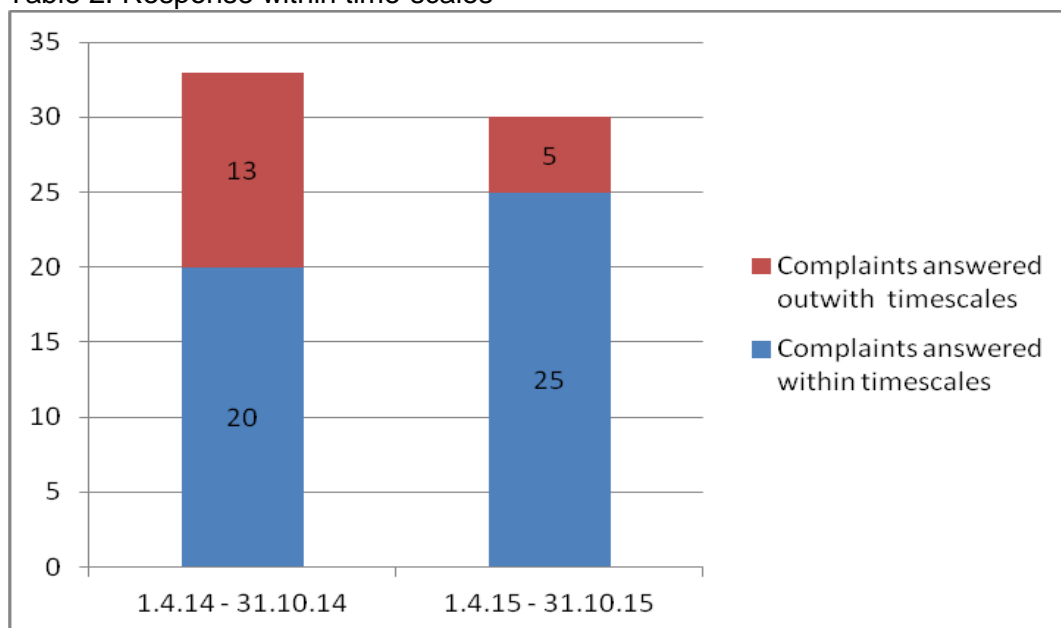
18	RES	Attitude of staff	Letter sent acknowledging. Situation has changed since complaint first received and that there have been positive discussions re on-going care.	Not Upheld
19	Blue badge service	Complaint re delays and process re blue badge application	Letter sent explaining national blue badge process	Not Upheld
20	Children and Families	Complaint re alleged inaccurate statement made on a child and family assessment form received from Hertfordshire County Council	Response issued stating that information sent to HSCP as part of a referral from another authority cannot be amended or deleted by this authority	Not Upheld
21	Children and Families	Complaint re restrictions on access of father to child	Request reviewed and it was not considered appropriate at this time	Not Upheld
22	RES	Complaint re in appropriate use of voicemail	Letter sent acknowledging staff acted in appropriately. Apology issued and officer spoken too. E-mail sent to all staff in cluster reminding them of appropriate practice and process	Upheld
23	Community Alarm	Complaint regarding billing of deceased client	Apology and credit issued. Process has been reviewed with new checks and balance being implemented	Upheld
24	RES	Delay in assessment	Home visit made to apologise and set up appropriate support	Upheld
25	Children and Families	Complaint made against social worker and an unexpected home visit	Response issued states visit was appropriate and necessary	Not Upheld
26	Children and Families	Complaint re delay in providing client a copy of file (Subject Access Request)	Client failed to respond to request for further information delaying response	Not Upheld
27	Community Alarm	Complaint regarding billing of deceased client	Apology and credit issued. Process has been reviewed with new checks and balance being implemented	Upheld
28	Children and Families	Complaint re support given to child in foster care	Meeting arranged to discuss	Not Upheld

29	RES	Service user complaining re emailing which was inappropriate and unacceptable	Officer reminded at a supervision session re appropriate and professional etiquette re use of email	Upheld
30	Mental Health	Patient very upset at the lack of treatment she has received during a detox. Very unhappy with the nurse that dealt with her and also the management of the whole service.	Apology letter sent out the patient. Service has apologised for the changes in nursing support they received. They are looking at ensuring that a patient is not made to feel as though they are not being supported properly. They will reflect on the case and look to ensure this does not happen to another patient.	Partially Upheld

Analysis of complaint data

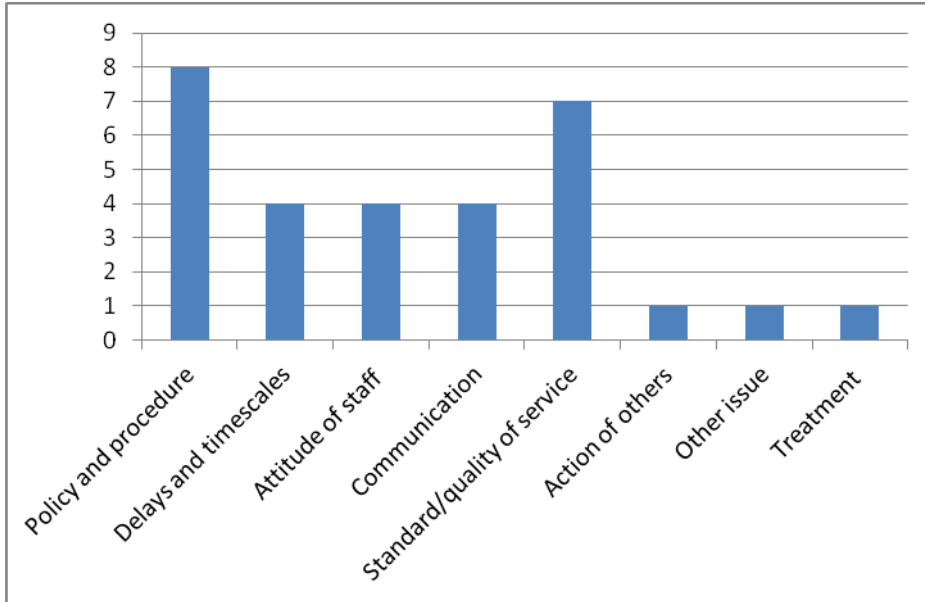
7. Complaints should normally be responded to within 20 working days. It is however recognised that some complaints may be more complex or require information from other organisations. In these circumstances, more time can be taken to respond. However, there is a requirement that the complainant be notified and given an indication of when a response is likely to be issued Table 2 shows that during the period 1.4.15-31.10.15 80% (25) of complaints were responded within time-scale. For comparison same period last year is also noted.

Table 2: Response within time-scales



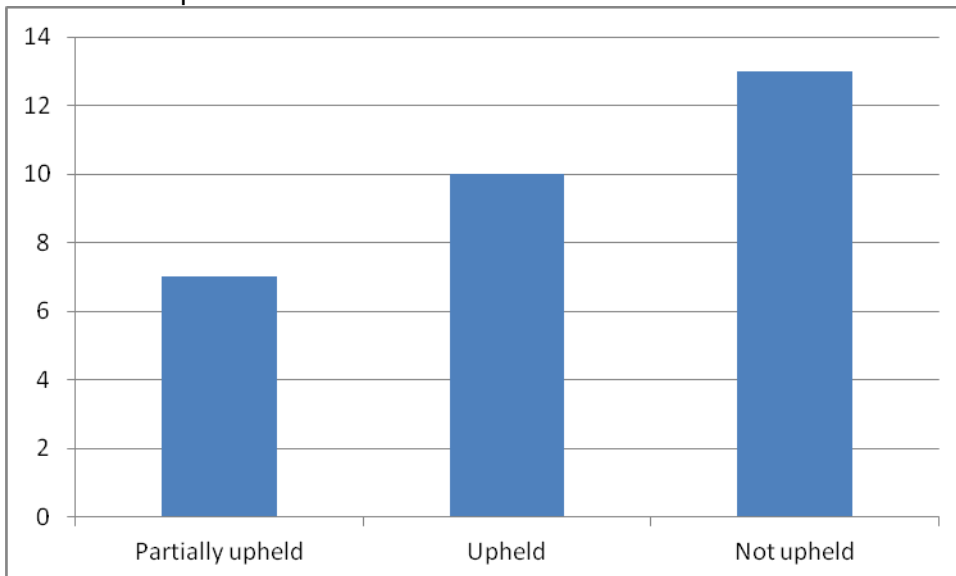
8. All complaints received are categorised to assist with analysis of data and identified trends. Table 3 shows the categorisation of complaints received within the reporting period.

Table 3 Complaint categories



9. Further analysis shows that of the 30 complaints received 10 were upheld, 13 were not upheld, 7 were partially upheld. As shown on Table 4.

Table 4: Complaint conclusion



MP/MSP/Councillor Enquiries

10. Local MP/MSP/Councillors contact the CHCP on behalf of their constituents in connection with a wide range of issues including access to service, complaints about

service and staff, requests for more information or because they disagree with a policy and how it has been applied. From the 1st of April 2015 till 31st October 2015 the HSCP received 23 such contacts. Issues raised are noted in table 5.

Table 5: Issues raised by MP/MSP/Councillors

No	Service	Enquiry
1	Mental Health	Enquiry regarding mental health services
2	Blue badge Service	Enquiry regarding adaptations and blue badge process
3	RES	Request for advice re crating an additional bedroom for a disabled relative of a constituent
4	Mental Health	Enquiry on behalf of constituent re Athol House service
5	RES	Enquiry re fire certificate for stair lift install
6	RES	Query re care package provided
7	Home Care	Issue re failure to provide homecare service
8	RES	Help with disability adaptations
9	RES	Query regarding change to care package provided to constituent
10	RES	Request for information re home adaptations possibilities
11	RES	Request for review of care package of constituent's father
12	Podiatry	Query relates to podiatry services
13	Strategic Services	Query relates to charity presence in new Eastwood Health and Care Centre
14	Learning Disabilities	Query regarding day centre support for constituent's son
15	RES	Enquiry regarding aids and adaptations in a constituents home
16	Criminal Justice	the Council's policy in respect of Community Service placements
17	Children and Families	Request for re assessment of a constituent's family needs
18	Children and Families	Request for re assessment of a constituent's son's needs
19	Learning Disabilities	Enquiry regarding Thornliebank and Barrhead Resource Centres
20	RES	Constituent raised issues re carers
21	Home Care	Enquiry regarding quality and standard of service provided
22	RES	Request for information around ongoing support to constituent's family and respite support policy
23	Specialist Children's Services	Query regarding referral of constituents daughter to speech and language section

Suggestions and Comments

11. From the 1.4.15 to 31.10.15 no suggestions and comments were received by East Renfrewshire HSCP.

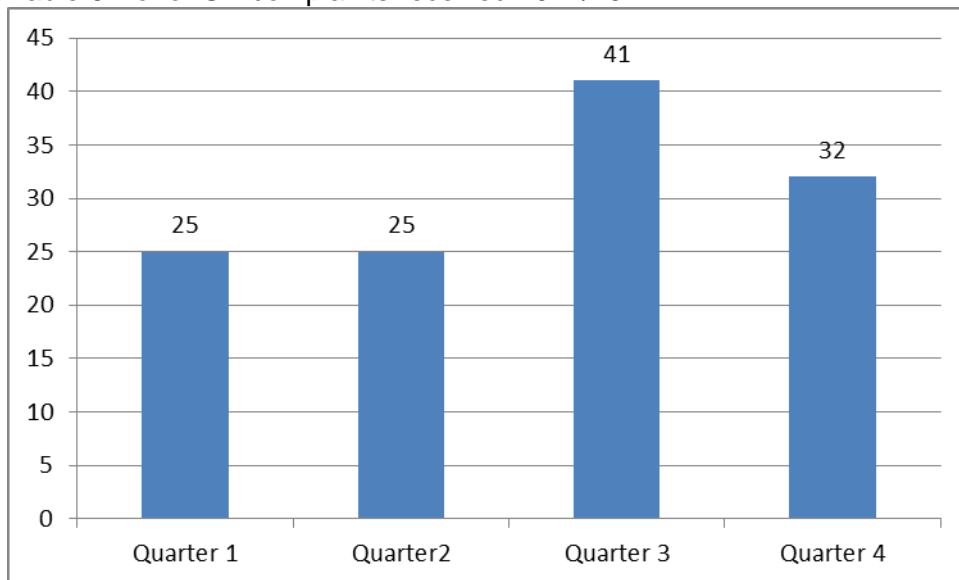
GP Complaints

12. Complaint returns were made by 14 practices, 93% completeness.

13. During this fourth quarter of 2014/15, 32 complaints were received. 31 of 32 complaints were responded to within the appropriate timescale (20 days). Two practices recorded having received no complaints, compared with five in the previous quarter.

14. The chart below (table 6) illustrates the number of complaints received for the 2014/15 reporting year.

Table 6 No. of GP complaints received 2014/15



Nature of Complaints Received

15. The HSCP is asked to submit themed complaints to the PC Support team along with any identified lessons learned or service improvement opportunities. Please see table 7.

Table 7 Nature of Complaints Received

Details	Nature of Complaint	Service Improvements/Lessons Learned
Administration	Patient complained family visiting from abroad only offered emergency treatment and now registered for full NHS treatment.	Copy of regulations forwarded to patient re entitlement for NHS services - no change in policy
	Family member with mother's consent to speak to doctor re her treatment, complained about district nurse, GP and LAB	Complaint acknowledgement sent within time limits but unable to respond in full as waiting on comments from D/N and Lab. Relative informed of this at the time and kept up to date re responses. Relative escalated this to Public Service Ombudsman (PSO) as not happy about time taken. PSO has not proceeded with investigation as insufficient information from relative. Policy changed to include copying patient into all correspondence when we receive a complaint from a relative.
Appointment issues	Patient More than 10 minutes Late for appointment and not happy that the GP said would see them but may have to wait until the end of the surgery.	Explanation given to the patient as to why this was the case.
	Time keeping	Complaints did not give rise to actions nor was there any substantive learning as a result
	Left practice due to changes in appointment system.	Information on system explained along with reasons for change.
	Unable to book with nurse more than 4 weeks in advance (templates not on system)	Reasons for advance booking no more than 2-3 weeks due to DNA rate. Patient offered due to inconvenience admin staff will call once dates are available.
	Surgery running late	Apology offered. Audit of surgery waiting times to try and identify any reasons for this. e.g. particular patients/complaints needing additional time etc.
	GP's running late.	No changes to procedures, complaints discussed with partners and staff.

Clinical treatment/issues	DN had not visited to administer a flu vac even with a number of calls to the surgery	On investigation this appeared to be an issue with the DN's service. However apology given by the practice and patient received her flu vac.
	Patient unhappy with the blood test process	Process explained patient happy
	Delay in being seen for treatment, triaged by Nurse.	Appropriate advice was given prior to weekend. GP arranged meeting with Nurses to share letter and discuss appropriate triage.
	Complaint reasons behind bloods having to be re-taken	Complaints did not give rise to actions nor was there any substantive learning as a result
	Highlighted a clinical protocol needing updated	Protocol updated and working well now
	Wife of deceased patient raised issues with late husband's medical care. Issues had arisen in secondary care, but the practice had been asked to give an account of what happened.	No action necessary and no learning from this complaint.
	Unhappy with clinical care	No action necessary and no learning from this complaint.
	Patient's daughter was not happy with doctor who was "on call" response to query and subsequent clinical decisions made re mother.	Explained that without signed consent from mother no response / information could be given to daughter. Matter was investigated with treating doctors, consent was received and a full and detailed explanation was given.
Consultation issues	In connection with consultations.	No changes to procedures, complaints discussed with partners and staff.
Premises	Patient unhappy about the perceived lack of confidentiality in the reception area when discussing medication and fellow patient stood directly behind him.	No alteration can be made to the lay out of the reception desk. However receptionists have been instructed to be mindful of the patient flow, where they are standing and take control if this situation arises again instructing fellow patient to step back / move to a more suitable distance.

Prescribing	Issues concerning items on patients' repeat prescriptions not being ordered.	No action/learning points were identified.
	Error in issuing a travel prescription which caused a delay	Apology from the practice for the error in causing undue delay in receiving the medication required.
	Issues of prescribing and referral	Actions from the written complaint are on-going prescribing and certain types of referrals by locums are being looked at,
	Lack of communication with pharmacy re medication changes	We have introduced a new system to communicate med changes to pharmacies
Records Issue	Should have been flagged on his records to allow to avoid booking with this doctor.	Apologies given and alert put on patient record.
Staff issue	In connection with staff attitude	No changes to procedures, complaints discussed with partners and staff.
	Patient objected to being asked for reason by receptionist when she requested a GP on the day. Did not like receptionist's manner appointment.	Apology Issued .Review telephone manner and how to convey the information without appearing rude.

Optometric Practice Complaints

16. During the reporting period 1.4.15 – 31.10.15 all Optometric Practices completed the complaints survey and no complaints were received. Details are noted on table 8 below.

Table 8 Returns Summary:

	East Renfrewshire
Number of practices in Board area	12
Number of surveys received	12
Number of practices who recorded no complaints in the quarter	12
Number of complaints responded to within the appropriate timescales	0
Total number of complaints received	0
Number of complaints where Alternative Dispute Resolution (ADR) used	0
How many of the complaints received within the reporting period are still open?	0

What reasons did the practices give for non-response (Return from previous Quarter)

Nil

HSCP Actions re Non Responders (Return from previous Quarter):

Nil

Nature of Complaints Received:

Details	No.	Service Improvements/Lessons Learned
Communication	0	•
Clinical Issues	0	•
Cost of glasses/lenses	0	•
Problems with glasses/lenses	0	•
Service	0	•
Waiting time for glasses/lenses	0	•

HSCP Actions re Nature of Complaints (Return from previous quarter):

Nil

FINANCE AND EFFICIENCY

17. A number of complaints relate to processes that have been improved as a result of complaints feedback.

PARTNERSHIP WORKING

18. This report give details of both partnership and independent contractor complaints.

IMPLICATIONS OF THE PROPOSAL

Staffing

19. None

Legal

20. None

Property

21. None

Equalities

22. None

IT

23. None

CONCLUSIONS

24. This report gives details of health and social care complaints received over the period April to October 2015. It notes action taken and learning at team and service level. The HSCP has recognised the importance of the first point of contact for people. Redesign and review action is underway to improve this experience in both children and families and community care services.

RECOMMENDATIONS

25. It is recommended that the Integrated Joint Board note and comment on the content and format of the report.

REPORT AUTHOR

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BACKGROUND PAPERS

None

KEY WORKS

Complaints, comments, suggestions, enquiries

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