

Complaints, PALS & Purple Point Q3 report 2019-2020

2019/2020 Q3 at a glance

277

Formal complaints received during Q3 2019/20

590

**Local Resolution / Informal
Complaints (PALS) received**

87

Purple Point calls taken

53% (149) complaints

**received were about Clinical
Treatment and Patient Care, plus
12% (29) in relation to
Attitude of Staff**

20.78% (280)

**The average number of days taken to
respond to all complaints in Q3**

17.9

**The average number of days taken to
complete a formal complaint received
during Q3 2019/2020**

44% (124)

**of closed complaints were
partially upheld or upheld**

3.67

**Number of complaints received
per 1000 bed days**

6.62

**Number of complaints received
per 1000 finished consultant
episodes (FCEs)**

9

**Complaints were reopened due to a
level dissatisfaction**

3 new

**Cases PHSO have informed us they
plan to review (19 live)**

SANDWELL AND WEST BIRMINGHAM HOSPITALS NHS TRUST

Complaints, Local Resolution (PALS) and Purple Point Q3 2019/2020

Trust wide annual data headlines

1. The total number of **complaints** received during Q3 2019/2020 was 277. This compares to 200 received during the same quarter 2018/2019, a Trust wide increase of 77 (38.5%).
2. The total number of **Local Resolution / PALS** concerns registered was 590, an increase of 81 (15%) when compared to the same quarter the previous year.
3. The launch of **Purple Point**, during February 2018 offers inpatients a dedicated telephone line to raise concerns or compliments. During Quarter 3 2019/2020 we received 87 contacts through this route, this is the same number as the same quarter the previous year.
4. The average number of days taken to resolve formal complaints during Q3 2019/20 was 20.78 days, a significant improvement when compared to 39.83 days for Q3 the previous year.
5. The three largest themes that emerged from complaints received during Quarter 3 2019/2020 were **All Aspects of Clinical Treatment** (113) and **Patient Care** (36), **Values and Behaviours of Staff** (34) and **Appointment Delay / Cancellation** (20).
6. During Quarter 3 2019/2020 **“Not Upheld”** complaints comprised 32% of closed complaints. **“Partially Upheld”** outcomes made up 29% of responses during this period and 15% were **“Upheld”** and 24% of cases were withdrawn.
7. The largest themes that emerged from **Local Resolution / PALS** received during Quarter 3 2019/20 were Appointment Cancellation/ Delay/ Notification (218), Clinical Care / Treatment (119), Values and Behaviours of Staff (37) and Communication (43).
8. Reopened complaint cases totalled 9 in Quarter 3 2019/20, compared to 14 in 2018/2019. A significant reduction of 35%.
9. The Trust has received **3 new PHSO contacts** in this quarter.
10. The largest themes that emerged from **Purple Point** calls this quarter were Clinical Care and Treatment (48), Discharge planning (9) and Communication (4).

Introduction

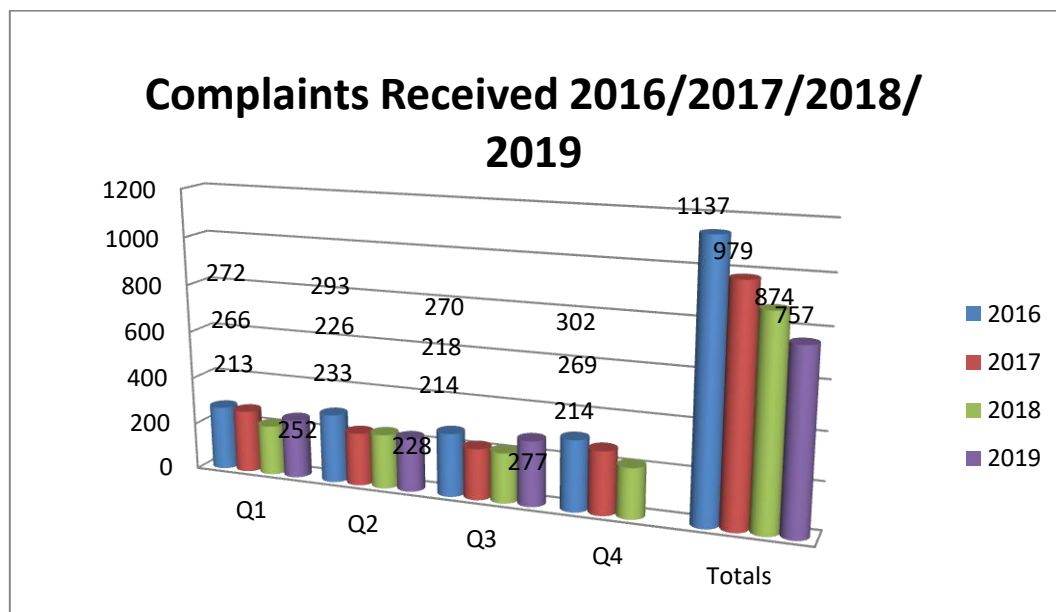
Concerns and complaints raised by patients, carers or visitors are treated with the upmost seriousness and routes exist whereby they can be resolved informally and locally where appropriate and/ or through the formal complaint process if initial attempts to resolve them fail. They are seen as unsolicited feedback and give us the opportunity to learn and take action from things that go wrong.

Complaints

1. Complaints Management

The total number of complaints received by the Trust for period 1 October 2019 to 31 December 2019 is 277, compared to 200 for the same quarter in 2018/2019. This represents an increase in activity of 77 cases or 38.5%. A programme of community engagement was introduced in March 2019 to raise the profile of the feedback methods including via the complaints processes within the Trust as a result of the lower activity towards the end of 2018/19.

A complaint feedback questionnaire went live in June 2019; feedback data on this questionnaire is detailed in the Appendices of this report.



1.1 Local Resolution cases (PALS)

Local Resolution cases, formally known as Patient Advice and Liaison Service (PALS) play a vital role in providing patients with a service that can investigate concerns and report back to them in a timely manner. Enquiries are encouraged where a concern may not be complex in nature, or may be something that can be resolved in short order. If the caller is not satisfied with the outcome received, this can escalate to a formal complaint if appropriate.

The total number of Local Resolution enquiries received in 2019/20 was 590, compared to 509 received in Quarter 3 2018/19. This represents an increase in activity Trust wide of 81 or 15%.

1.2 Purple Point

The Trust launched Purple Point in February 2018. This innovative, responsive, bespoke telephone helpline is aimed specifically at inpatients who may have a concern to raise, may need help with a certain aspect of their care, or may wish to thank staff for the care they have received whilst they are still in our care. A patient or their relative can use the Purple Point telephones located around the hospital sites to ask for assistance with a concern, the aim being that it is resolved by local ward staff there and then. The calls are taken by a central team who operate from 9.00am – 9.00pm Monday – Sunday. Purple Point gives us the opportunity to resolve concerns at the earliest possible stage. The telephone lines also have the option of speaking via a translator for the 5 most commonly used languages in the Sandwell and West Birmingham area, apart from English. Since implementation the service has introduced an outside telephone line, so relatives can call the service after they have gone home following visiting time. During Quarter 3 2019/20 Purple Point received 87 calls in total. Of those calls, 1 was a compliment to ward staff. The number received during Quarter 3 2018/19 was also 87.

The feedback Purple Point questionnaire went live as of June 2019 and for Quarter 3 we have sent out 17 surveys in total. Unfortunately to date we have not received any Purple Point questionnaires completed by callers via text/link. Other feedback methods are therefore now under consideration.

1.3 Learning from complaints

Any actions or learning that arise from complaints are shared with local services on a monthly basis. During 2019/20 a programme of auditing those actions arising from complaints has been introduced to provide assurance that the learning loop is being closed.

1.4 Reopened cases

Reopened cases Trust wide during Quarter 3 2019/20 totalled 9. This compares to 14 during the same period in 2018/19, a reduction of 35% or 5.

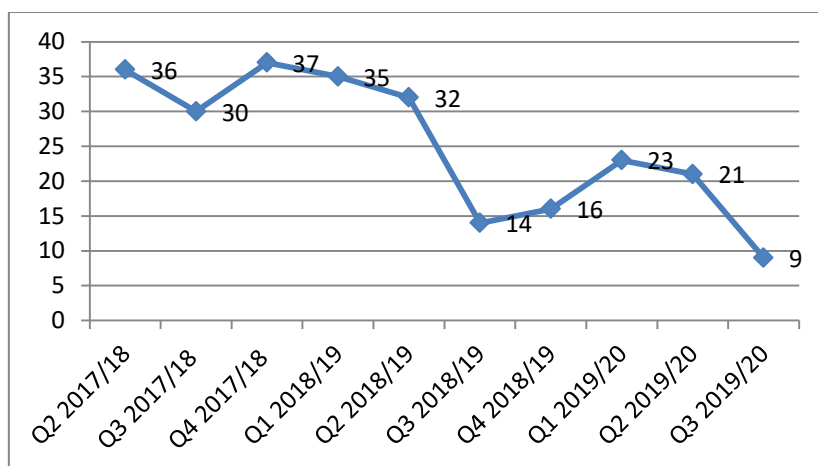


Fig: (above) Reopened cases received 2017/2018 - 2019/20.

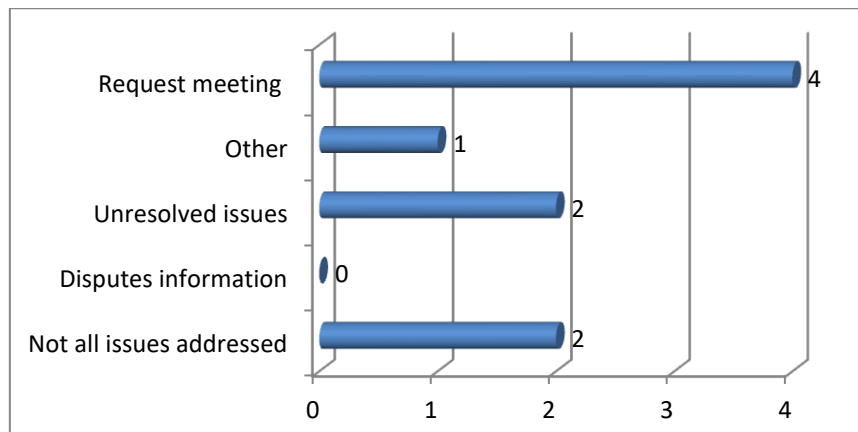


Fig: The Trust is seeing the largest number of cases reopened in quarter in relation to “Requests a meeting” and “Unresolved issues”.

1.5 Who isn’t complaining? – At present, the collection of information about a complainant’s demographics, unless they are also the patient themselves, is not reliably obtained. This is something under consideration in order to be able to see and open a dialogue with those potential complainants that may not be reached with current Trust advertising methods. The opportunity and means to raise a concern, should they wish to do so, should to be available for everyone. For those patient groups that do not raise many concerns, a community outreach programme started in March 2019 to reach those groups who may not realise that they can speak to someone if they have a concern with treatment in our services, or just to ask a question in relation to their care.

Engagement has already has already taken place with:

- Yemeni Community Association Sandwell
- West Bromwich African Caribbean Resource Centre
- Global Centre (Polish Community)
- South Asia Family Support Services (Windmill Community Centre),
- SPMA - Smethwick Pakistani Muslim Association
- Ideal for All Community Groups for both Fibromyalgia and MS.
- Sandwell Deaf Community Association
- Local advocacy services and Birmingham and Sandwell Healthwatch

All feedback so far has been very positive, with a number of the community groups wanting regular (bi-annual visits). The West Bromwich African Caribbean Resource Centre have already been revisited.

Engagement has been offered to: West Smethwick Enterprise, St Albans Community Centre, Yew Tree and Tamebridge Community Centre, Hill Top Community Centre, Brook Street Community Centre, Lion Farm Action Centre, Brasshouse Lane Community Centre, Dorothy Parks Centre, Smethwick Bangladeshi Islamic Centre, Tipton Muslim Community Centre, Farley Park Lodge Community Centre, West Bromwich Community Centre, Emerging Communities Network, Birmingham African Community Centre, KIKIT Pathways to Recovery Drugs and Alcohol Support and Birmingham and Solihull Mental Health Community Engagement

Local community groups are continuing to be being approached and visited to demonstrate that help and assistance is available to all, should they have need to use it. Alongside this, a refresh of all complaint leaflets and posters is also underway.

1.6 Timeliness of Responses

Throughout the quarter the average response time for complaints has been 20.78 days and there have been 3 cases that have breached the Trust timescale of 30 days. The quarter 3 target has been achieved at 98.9%, YTD 99.1%.

1.7 Parliamentary and Health Services Ombudsman enquiries

Parliamentary Health Service Ombudsman Quarter 3 2019/20 – During quarter 3 we have received contact from the Parliamentary Health Service Ombudsman (PHSO) on a total of 3 new cases:

Case ID	Investigation / Stage	Outcome	Actions arising	Case closed
F18/0691	Shared complaint file / medical records	N/a	N/a	Open
F18/0253	Shared complaint file/ medical records	N/a	N/a	Open
F18/0623	N/a	Returned to Trust	New issues outlined, complaint logged. PHSO case closed.	13/12/19

1.8 Bed Days and FCE's

There have been increases in both Bed Days and FCEs for quarter 3. The charts below show the trends from 2016/17 onwards.

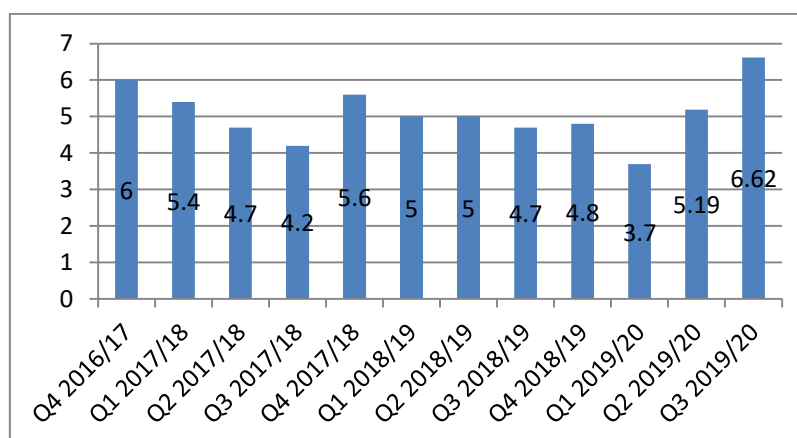


Figure 1: FCEs

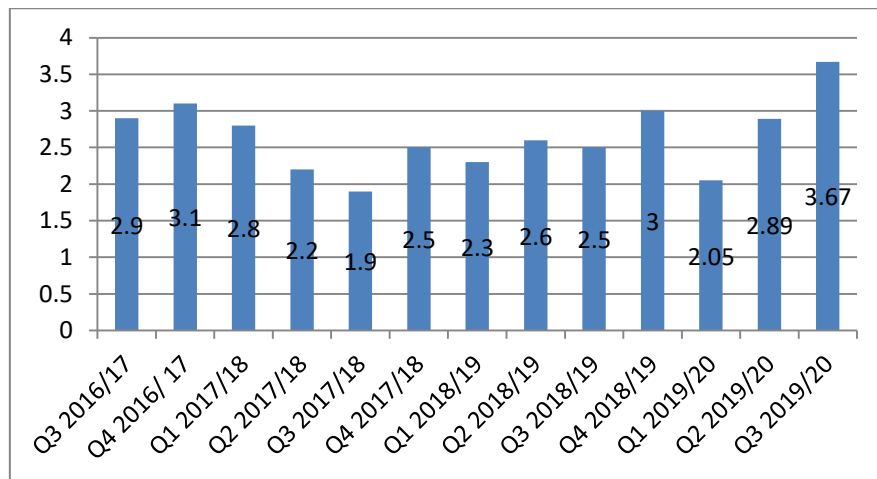


Figure 2: Bed Days

Conclusion

During Quarter 3 the management of complaints has been robust. There have been 3 breaches of timescale during the quarter, but achievement of target at 98.9%

A Healthwatch report was published week commencing 21 January 2020 entitled “Shifting the mindset – a closer look at hospital complaints”. SWB openly publish information about complaints in quarterly and annual reports. More detail on actions and changes as a result of complaints will be included in our annual report and consideration will be given to providing this information on the Trust website in future.

Recommendations

Board members are asked to consider the content of the report.

Focus for Q4 and longer term priorities

The main focus for Quarter 4 2019/20 is achievement of the complaints target of 97% of all complaints to be completed and closed on or before their due date. This would be a major improvement from the 2018/19 position and a mark of the improvements and progress made to date.

Further training is being arranged for Trust staff who undertake investigations and this will be an ongoing service offered.

A re-visit to the community engagement work is being scheduled. All groups engaged with during 2019 will be offered a re-visit and other community groups will be contacted.

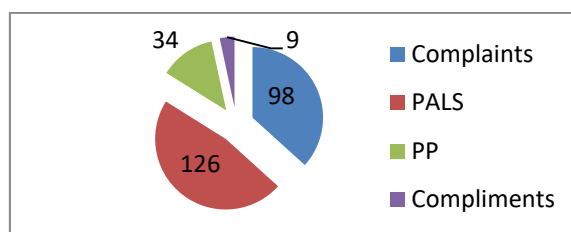
A relaunch of the complaints/ PALS/ Purple Point leaflet will take place during 2020.

Looking further ahead, there is further work to be undertaken on the quality and consistency of communication with complainants, as well as further improvement in the quality of the responses to complainants.

2.0 Complaints by Clinical Group & Corporate Directorates Q3

2.1 Medicine and Emergency Care

Complaints	Local Resolution (PALS)	Purple Point	Compliments
98	126	34	9



Medicine and Emergency Care received 98 formal complaints during Quarter 3. In comparison during Quarter 3 2018/19 the Group received 82 formal complaints – this shows an increase of 16%.

The largest themes arising from the complaints received during Quarter 3 identify All Aspects of Clinical Treatment (40), Patient Care (15), Communication (14) and Values and Behaviours of Staff (14).

Local Resolution / PALS

The Group received 126 Local Resolutions, formally known as PALS, compared to 122 received during Quarter 3 2018/19. This is a slight increase of 4 (3%).

Themes arising from these Local Resolutions demonstrate concerns raised in relation to Clinical Treatment (43), Appointment Cancellation / Delay and Notifications (21) and Communication (13) during the Quarter.

Purple Point

Purple Point received 34 calls during the period. The top themes from these calls were Clinical Care and Treatment (25), Admission, Discharge and Transfer (1), and Attitude of Staff (1). As a comparator during Quarter 3 2018/19 Medicine received 42 concerns, this shows a reduction of 8 in the use of Purple Point.

Compliments

The Group received 9 compliments during Quarter 3.

Actions and Learning

The Group have seen some valuable learning from complaints in Quarter 3, some examples are included below:

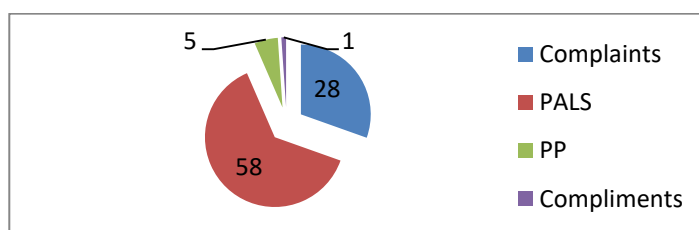
In October 2019 on AMU the Matron confirms she will be carrying out quality checks on patient care going forward to improve practice and patient experience.

In November 2019 in ED staff committed to ensure a high standard of care is given to patients. The ED Senior Clinical Leaders will be organising teaching on such topics as including Anti-D injection and care of product of conception.

In December 2019 Senior Sister for ED will raise concerns about regular hospital patients with the team as it may be the case that not all staff are aware of hospital passports.

2.2 PCC & T

Complaints	Local Resolution (PALS)	Purple Point	Compliments
28	59	5	1



PCCT received 28 formal complaints during Quarter 3. In comparison during Quarter 3 2018/19 the Group received 19 formal complaints – this shows an increase of 47%. (9)

The largest themes arising from the complaints received during Quarter 3 identify All Aspects of Clinical Treatment (13), Patient Care (5) and Values and Behaviours of Staff (5).

Local Resolution / PALS

The Group received 59 Local Resolutions, formally known as PALS, compared to 41 received during Quarter 3 2018/19, an increase of 18 (43%).

Themes arising from these Local Resolutions demonstrate concerns raised in relation to Appointment Delay / Cancellation / Notification / Time (33), Clinical Care and Treatment (11) and Communication (4) raised during the Quarter.

Purple Point

Purple Point received 5 calls during the period. The issues from these calls were Clinical Care and Treatment (3), Admission and Discharge (1) and Appointments (1). As a comparator, PCCT also received 5 concerns during Quarter 3 2018/19.

Compliments

The Group received 1 compliment during Quarter 3 2019/20.

Actions and Learning

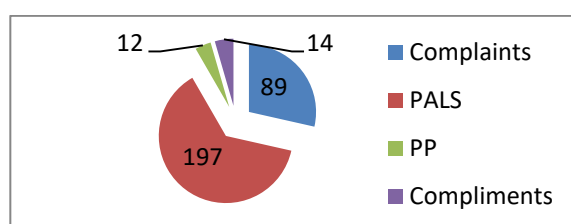
The Group have seen some valuable learning from Quarter 3 in complaints, examples are included below:

In December 2019 on D43 information was identified as omitted from a handover between D43 and Newton 4. The case was to be shared with the Ward Manager for Newton 4 in order for her to reiterate with all staff, the importance of a complete informative hand over.

In December 2019 staff on Eliza Tinsley ward identified that further training is required in identification of patients requiring further neurological assessment or rehabilitation.

2.3 Surgery

Complaints	Local Resolution (PALS)	Purple Point	Compliments
89	197	12	14



Surgery received 89 formal complaints during Quarter 3. In comparison during Quarter 3 2018/19 the Group received 50 formal complaints. This shows an increase of 39 or 78%. This increase was identified during October 2019 although no specific theme was identified, other than the increase in the quantity received.

The largest themes arising from the complaints received during Quarter 3 identify All Aspects of Clinical Treatment (34), Appointments (12) and Patient Care (10) and Values and Behaviours of Staff (10).

Appointments are an emerging theme through 2019, seen in Purple Point, Local Resolution cases and complaints. Services affected have been asked to confirm what action they have taken to address the issues raised.

Local Resolution / PALS

The Group received 197 Local Resolutions, formally known as PALS during Quarter 3, compared to 144 received during Quarter 3 2018/19. This shows an increase in the use of PALS of 36% (53).

Themes arising from these Local Resolutions demonstrate concerns raised in relation to Appointment Cancellation / Delays / Notification / Time (97), Clinical Care and Clinical Treatment (38) and Communication (17) raised during the Quarter. The top themes remain the same from Quarter 2.

Purple Point

Purple Point received 12 calls relating to Surgery during the period. The top themes from these calls were Clinical Care and Treatment (6), Admission, Discharge and Transfer (2) and Communication (1). To compare, during Quarter 3 2018/19 the Group received 13 concerns through this route.

Compliments

The Group received 14 compliments during Quarter 3.

Actions and Learning

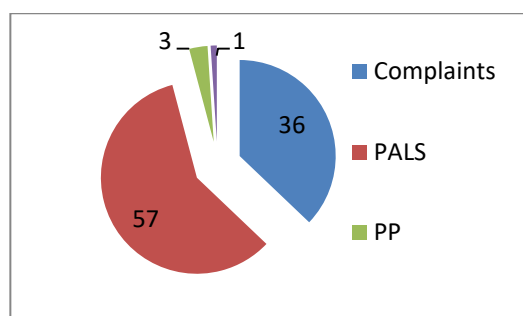
The Group have had some valuable learning from Quarter 3 in complaints, some examples are included below:

In October 2019 BMEC has moved a self-check in desk from the main Outpatient Department to outside ED to reduce the queue for reception by enabling patients to self-check in for Urgent Care Appointments.

In December 2019 in BMEC the Consultant will raise with clinicians the need to inform parents of children, who have experienced trauma to the eye, to monitor for any signs of cataract development. IN addition, raised with clinical staff the importance of documenting their findings regarding seeing the red reflex and lens health clearly after any trauma.

2.4 Women & Child Health

Complaints	Local Resolution (PALS)	Purple Point	Compliments
36	57	3	1



Women and Child Health received 36 formal complaints during Quarter 3. In comparison during Quarter 3 2018/19 the Group received 24 formal complaints – this shows an increase of 50%.

The themes arising from the complaints received during Quarter 3 identify Clinical Treatment (20), Patient Care (6) and Appointments (2).

Local Resolution / PALS

The Group received 57 Local Resolutions, formally known as PALS during Quarter 3, compared to 49 received during Quarter 3 2018/19, a slight increase of 8 (16%).

Themes arising from these Local Resolutions demonstrate concerns raised in relation to Appointments (23), Clinical Treatment (13) and Values and Behaviours of Staff (7) raised during the Quarter.

Purple Point

Purple Point received 3 calls during the period. The themes from these calls were Appointments (1) Clinical Treatment (1). As a comparator, the Group received 12 concerns through this route during Quarter 3 2018/19, this shows a reduction of use of Purple Point of 9 (75%).

Compliments

The Group received 1 compliment during Quarter 3 2019/20.

Actions and Learning

The Group have had some valuable learning from Quarter 3 complaints, some examples are included below:

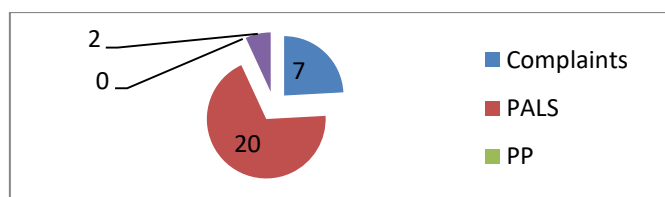
In November 2019 on the Labour Ward it was identified that the team need to undertake a review of the information provided regarding the induction of labour, to ensure that expectant parents are fully informed of what to expect.

In December 2019 in Paediatrics the expectation for those patients with direct access will be communicated to staff in order to ensure contact is made with the relevant ward.

2.5 Imaging

Complaints	Local Resolution	Purple Point	Compliments
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	(PALS)		
7	20	0	2



Imaging received 7 formal complaints during Quarter 3. In comparison, during Quarter 3 2018/19, the Group received 5 formal complaints. This is a slight increase of 2 (40%).

The themes arising from the complaints received during Quarter 3 Identify Clinical Treatment (3), Values and Behaviours of Staff (2) and Admission and Discharges (1).

Local Resolution / PALS

The Group received 20 Local Resolutions, formally known as PALS during Quarter 3 2019/20, compared to 29 received during Quarter 3 2018/19. This is a reduction of 9 (45%).

Themes arising from these Local Resolutions demonstrate concerns raised in relation to Appointments (7), Values and Behaviours of Staff (4) and Communication (1).

Purple Point

Purple Point received no calls during the period, this compares to Quarter 3 2018/19 when 0 calls were received.

Compliments

The Group received 2 compliments during Quarter 3 2019/2020.

Actions and Learning

Actions arising from complaints during Quarter 3 includes a discharging nurse who has documented that a patient was discharged with the Hospital to Home catheter supplies which, for most patients provide sufficient supplies, however this patient ran out during November 2019. The consultant has advised that he will raise the shortfall in the patient's case with the departmental governance meeting to ensure that such events do not happen again and so all staff are made aware for informing their future practice.

An instance of breach of privacy arose in a mobile scanning service which is not acceptable. The service manager has agreed that she will address this with the Alliance Team directly so this does not happen again.

2.6 Medical Directors Office

Complaints	Local Resolution (PALS)	Purple Point	Compliments
0	0	0	0

The Medical Directors Office received 0 formal complaints during Quarter 3. In comparison during Quarter 3 2018/19 the Directorate received 1 formal complaint.

Local Resolution / PALS

The MD Office received 0 Local Resolutions, formally known as PALS nor Purple Point calls were received.

Compliments

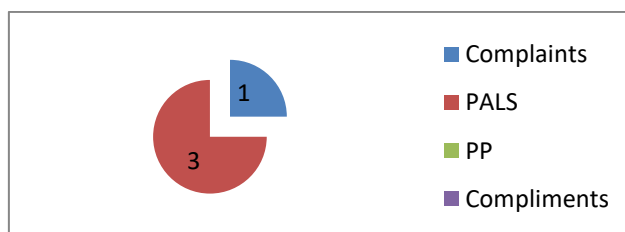
No compliments were received during Quarter 3.

Actions and Learning

No specific learning has arisen in this Directorate during the Quarter.

2.7 Corporate Nursing

Complaints	Local Resolution (PALS)	Purple Point	Compliments
1	3	0	0



Complaints

Corporate Nursing received 1 formal complaint during Quarter 3. In comparison during quarter 3 2018/2019 the Directorate received 2 formal complaints.

The category from this new complaint was Communication with relatives.

Local Resolution / PALS

The Directorate received 3 Local Resolutions, formally known as PALS, compared to 2 received during the Quarter 3 2018/19.

The categories from these new Local Resolutions demonstrates concerns raised in relation to Hotel Services and General Enquiry information.

Purple Point

Purple Point received 0 calls for Corporate Nursing during the period, 0 calls were received during the same period 2018/19.

Compliments

The Directorate received no compliments during the Quarter.

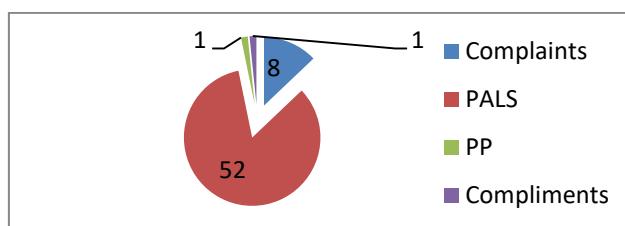
Actions and Learning

No specific learning has arisen in this Directorate during the Quarter.

2.8 Corporate Operations

Complaints

Complaints	Local Resolution (PALS)	Purple Point	Compliments
8	52	1	1



Corporate Operations received 8 formal complaints during Quarter 3 2019/20. In comparison, during Quarter 3 2018/19 the Directorate received 11 formal complaints. This is a slight reduction of -27%.

The largest themes arising from the complaints received during Quarter 3 fall within Clinical Treatment (3), Appointments (2) and Values and Behaviours of Staff (1).

Appointments are an emerging theme through 2019, seen in Purple Point, Local Resolution cases and complaints. Services have been asked to confirm what action they have taken to address the issues raised.

Local Resolution / PALS

The Directorate received 52 Local Resolutions, formally known as PALS, compared to 24 received during Quarter 3 2018/19. This is an increase of 116% (28).

The main themes arising from these Local Resolution concerns are in relation to Appointments (25), Breakdown in Communication (3) and Admission, Discharge and Transfer (3).

Purple Point

Purple Point received 1 call during the period in the category of Medicines; the service received 2 calls during Q3 2018/19.

Compliments

The Group received 1 compliment during Quarter 3 2019/20.

Actions and Learning

Learning this quarter includes the process of choosing the correct medication strength has been reviewed to reduce the risk of a repeat of a medication error. The learning and awareness from this error has been shared with all Pharmacy staff.

2.9 Organisational Development

Complaints	Local Resolution (PALS)	Purple Point	Compliments
0	3	0	0

Organisational Development received 0 formal complaints during Quarter 3 this year or last.

Local Resolution / PALS

The Directorate received 3 Local Resolutions during Quarter 3 2019/20, formally known as PALS, compared to 2 received during Quarter 3 2018/19.

These Local Resolution concerns were raised in relation to Communication (1) and general enquires (2).

Purple Point

No Purple Point calls were received during the period.

Compliments

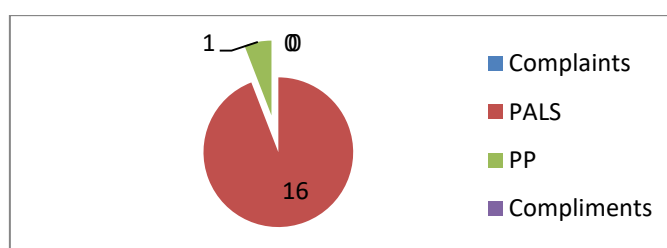
The Directorate had no compliments during Quarter 3 2019/20.

Actions and Learning

No specific learning has arisen during the period.

2.10 Strategy & Governance

Complaints	Local Resolution (PALS)	Purple Point	Compliments
0	16	1	0



Strategy & Governance received 0 formal complaints during Quarter 3. In comparison during Quarter 3 2018/19 the Directorate received 3 formal complaints.

Local Resolution / PALS

The Directorate received 16 Local Resolutions during Quarter 3, formally known as PALS, compared to 23 received during Quarter 3 2018/19. This shows a reduction of -30% (7).

Themes arising from these Local Resolutions demonstrate concerns raised in relation to Appointments (4) and Clinical Treatment (2) and Communication (1) raised during the Quarter. Those clinical concerns have been logged in error against Strategy & Governance and this has been fed back to the handlers.

Purple Point

Purple Point received 1 call during the period. As a comparator the Directorate received 0 concerns through this route during Quarter 3 2018/19.

Compliments

The Directorate received 0 compliments during Quarter 3 2019/20.

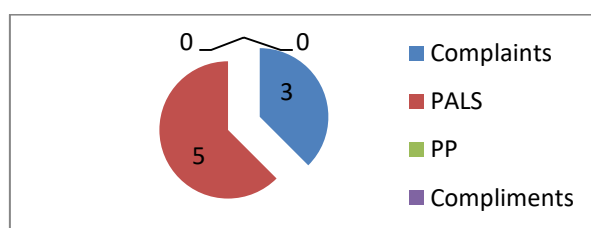
Actions and Learning

Learning arose from one of our GP practices during December 2019, whereby actions were put in place to tackle increasing patient demand for appointments. The practice have made several changes to try and improve access. These include:

- Telephone triage appointments;
- Additional clinical appointments through clinical advanced nurse practitioners and prescribing pharmacist;
- Extended hours access through a hub practice;
- On - line booking of appointments.

2.10 Estates & New Hospital Project

Complaints	Local Resolution (PALS)	Purple Point	Compliments
3	5	0	0



Estates received 3 formal complaints during Quarter 3. In comparison, during Quarter 3 2018/19, the Directorate received 0 formal complaints.

The category arising from the complaints received identifies Facilities (2) and Trust Admin / Policies / Procedures (Administration) (1).

Local Resolution / PALS

The Directorate received 5 Local Resolutions, formally known as PALS, compared to 2 received during Quarter 3 2018/19.

The main themes arising from these Local Resolutions demonstrate concerns raised in relation to Hotel Services (2) and Access (1).

Purple Point

Purple Point received no calls during the period. The service received 0 calls during Q3 2018/19.

Compliments

The Directorate received 0 compliments during Quarter 3 2019/20.

Actions and Learning

The Directorate had no significant learning arising from complaints during Quarter 3.

Appendices

Appendix 3.1

Complaint numbers received 2016-17 - 2018-19 and 2019/20:

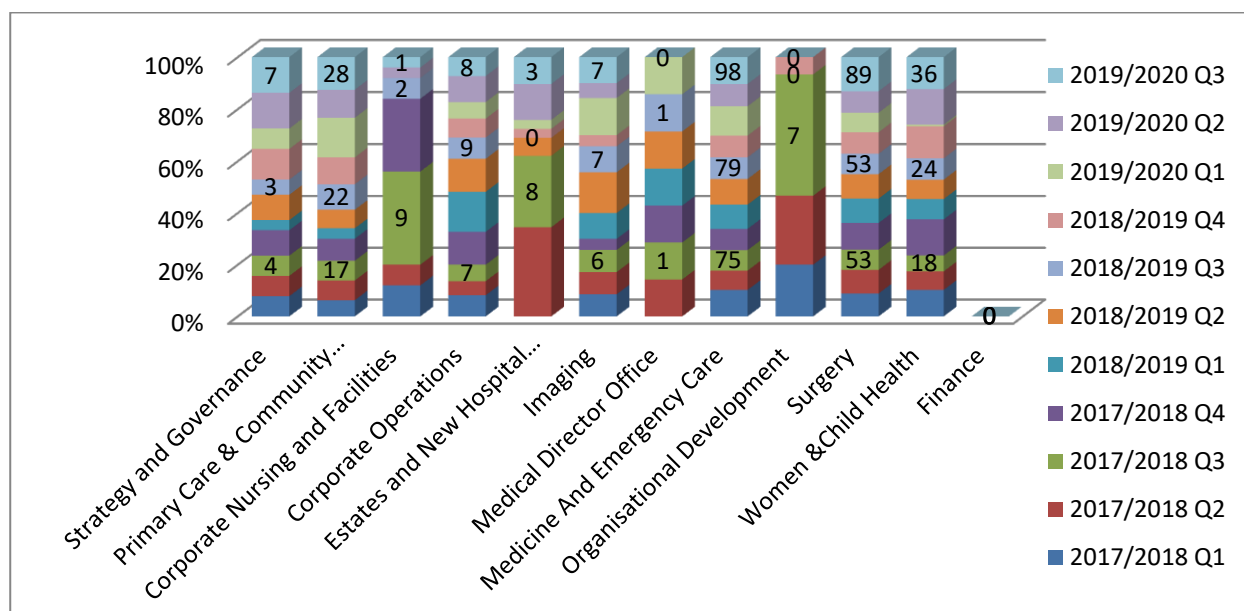
	2016/17	2017/18	2018/19	2019/20
Q1	272	266	213	252
Q2	293	226	233	228
Q3	270	218	200	277
Q4	302	269	214	
Totals	1137	979	860	757

Appendix 3.2

Complaints received by Clinical Groups for 2019/20 broken down by quarters and compared to 2018/2019:

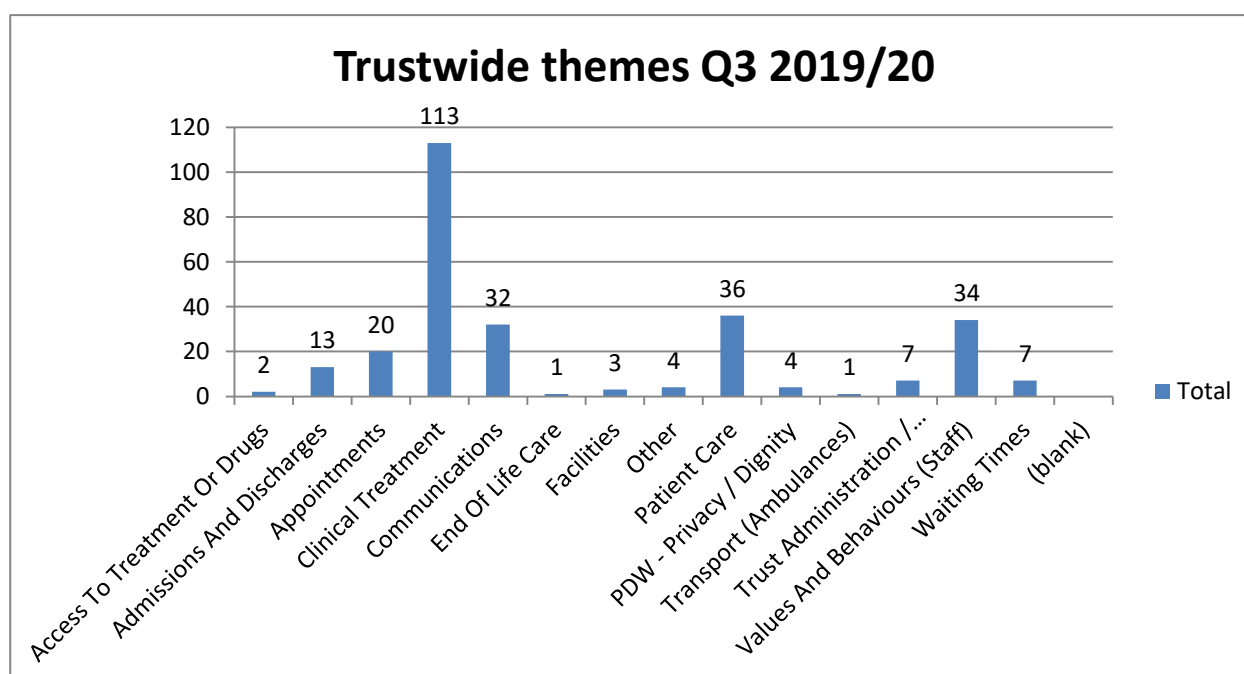
	2018/2019				2019/2020			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Strategy and Governance	2	5	3	6	4	6	7	
Primary Care & Community Therapies	9	16	22	23	34	24	28	
Corporate Nursing and Facilities	0	0	2	0	0	1	1	
Corporate Operations	17	14	9	8	7	11	8	
Estates and New Hospital Project	0	2	0	1	1	4	3	
Imaging	7	11	7	3	10	4	7	
Medical Director Office	1	1	1	0	1	0	0	
Medicine And Emergency Care	89	94	79	79	107	80	98	
Organisational Development	0	0	0	1	0	0	0	
Pathology	1	4	0	1	0	0	0	
Surgery	64	64	53	56	51	56	89	
Women & Child Health	23	22	24	36	2	40	36	
Finance	0	0	0	0	0	0	0	

Complaints received by Group / Quarter 2019/2020 compared to 2017/2018, 2018/2019:
 (data labels added for Q3 2019/20, Q3 2018/19 & Q3 2017/18)

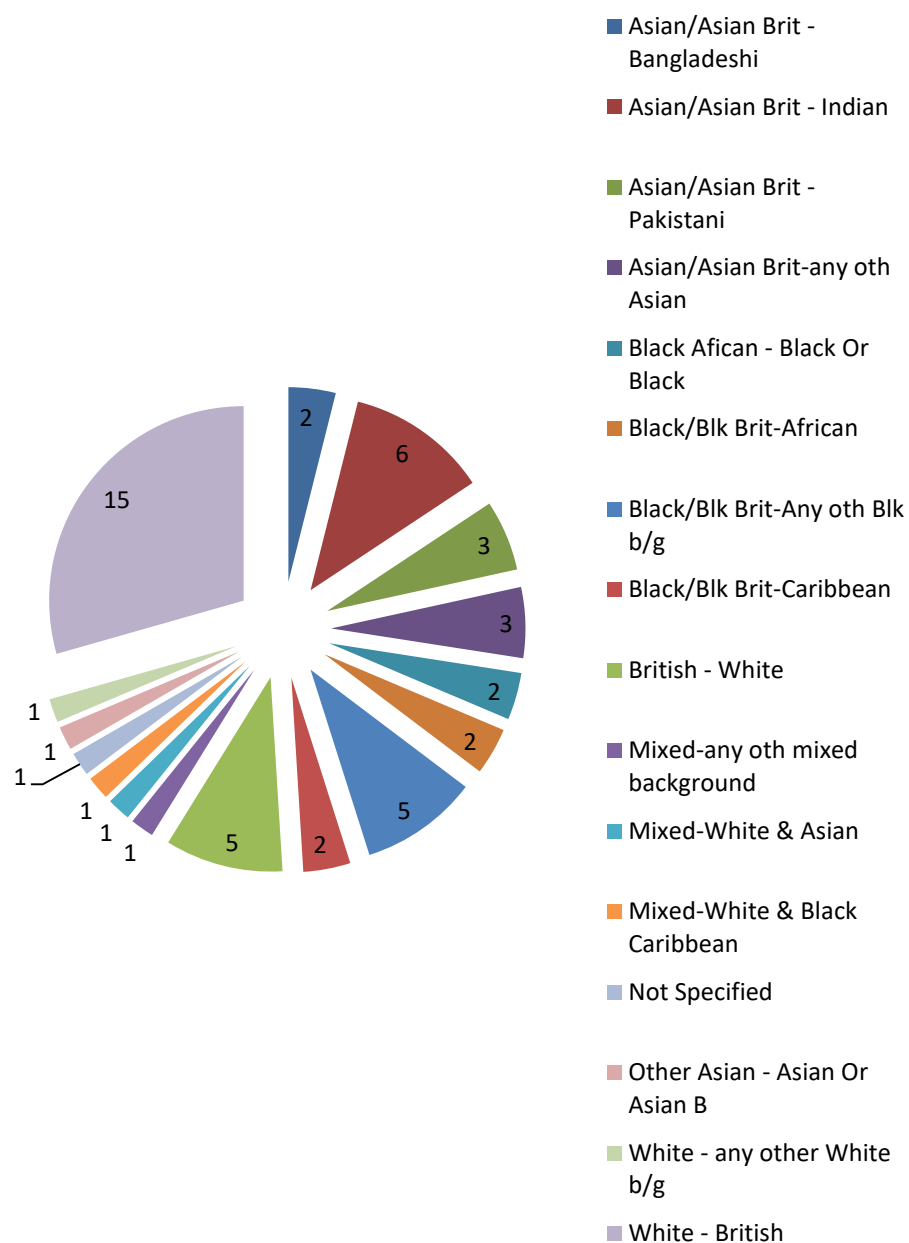


Appendix 3.4

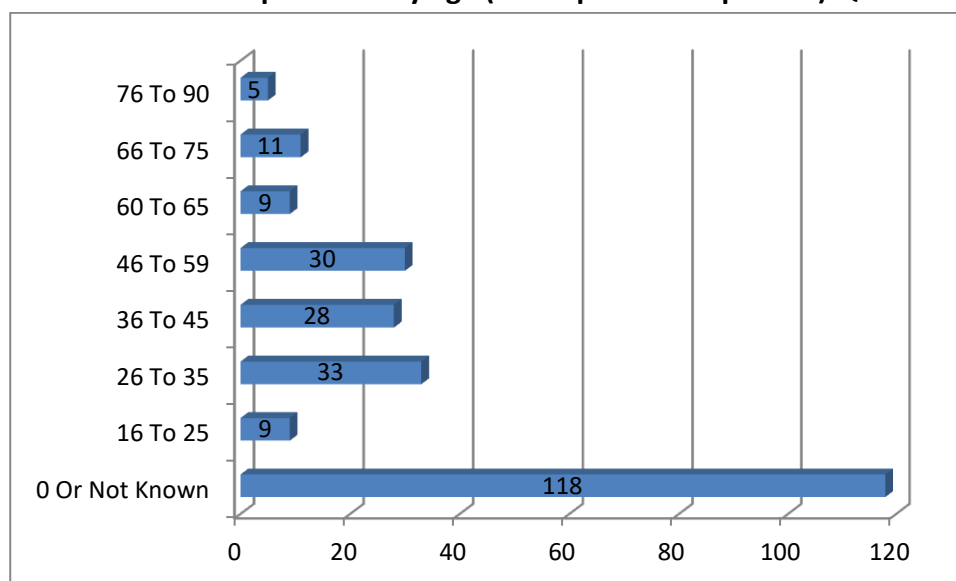
Trust wide themes from received complaints during Quarter 3 2019/20



Ethnicity split of complainant (if complainant is patient) Quarter 3 2019/20



Breakdown of complainants by age (if complainant is patient) Quarter 3 2019/20



Reopened by Group Quarter 3 2019/20

Group	Number
Imaging	2
Medicine & Emergency Care	3
Strategy & Governance	1
Surgery	2
Women & Child Health	1
Total	9

Complaint feedback questionnaire

The feedback complaint questionnaire went live in June 2019. The team have sent out 155 surveys for the period October - December 2019 in total (closed cases which have a mobile number associated). Since implementation we have received 44 responses in total (19%) and for Quarter 3, 20 responses (12% return rate) have been received to date.

The questions asked of complainants are shown below with a percentage of the response received:

1) Did you feel the Trust listened to your concerns?

Positive 15% Negative 76%

2) Do you feel your contact has made a difference?

Positive 15% Negative 76%

3) Were you satisfied with how we responded to you?

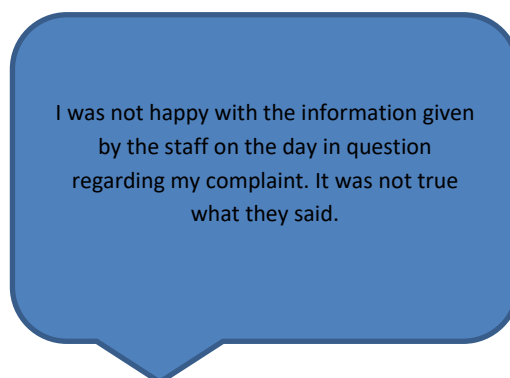
Positive 15%

Negative 76%

This quarter the results from the questionnaire are overwhelmingly negative including the comments received. Complainants have also used the feedback fields for repeating their concerns and providing opinions.

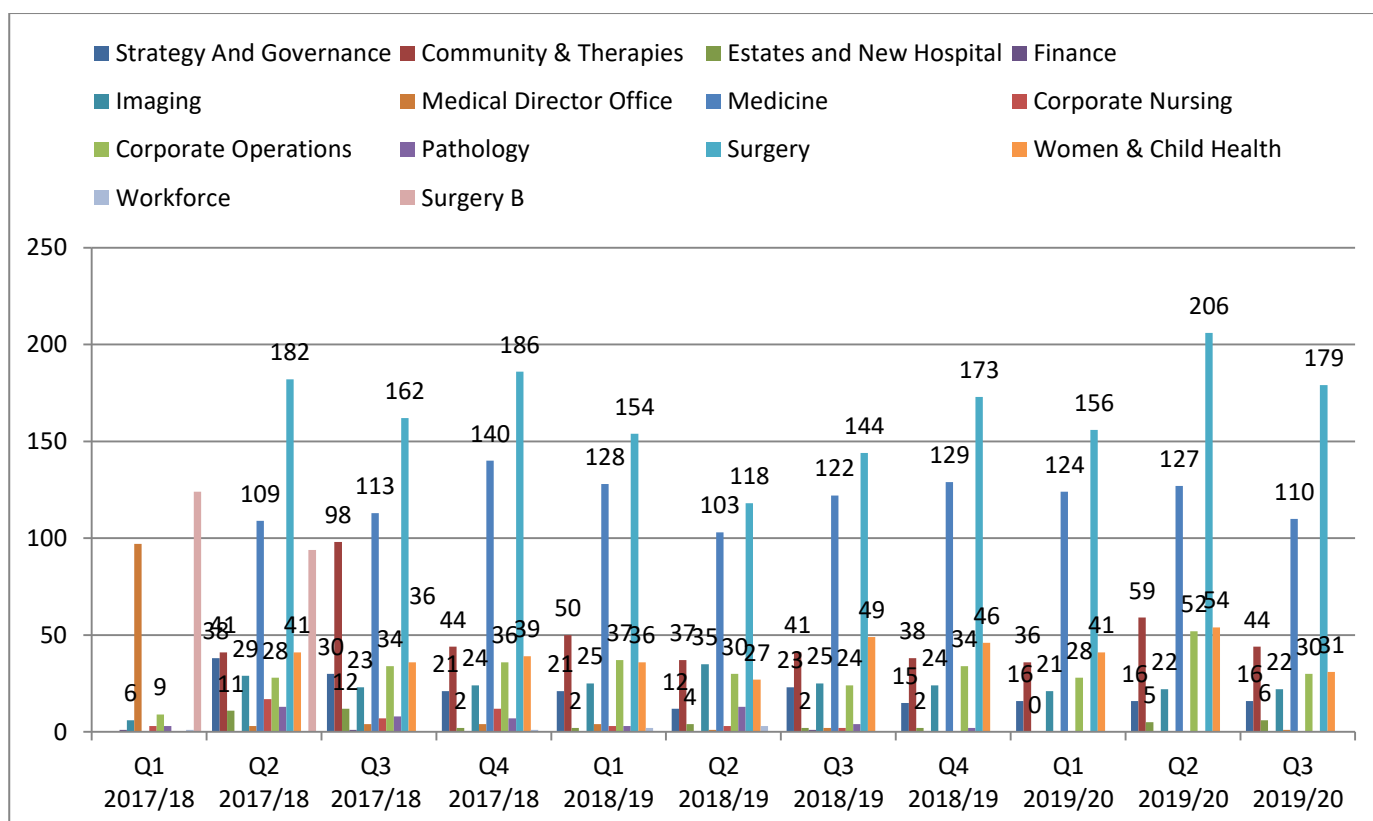
4) The last field allows comments to be submitted. **Would you like to make any other comments ?**

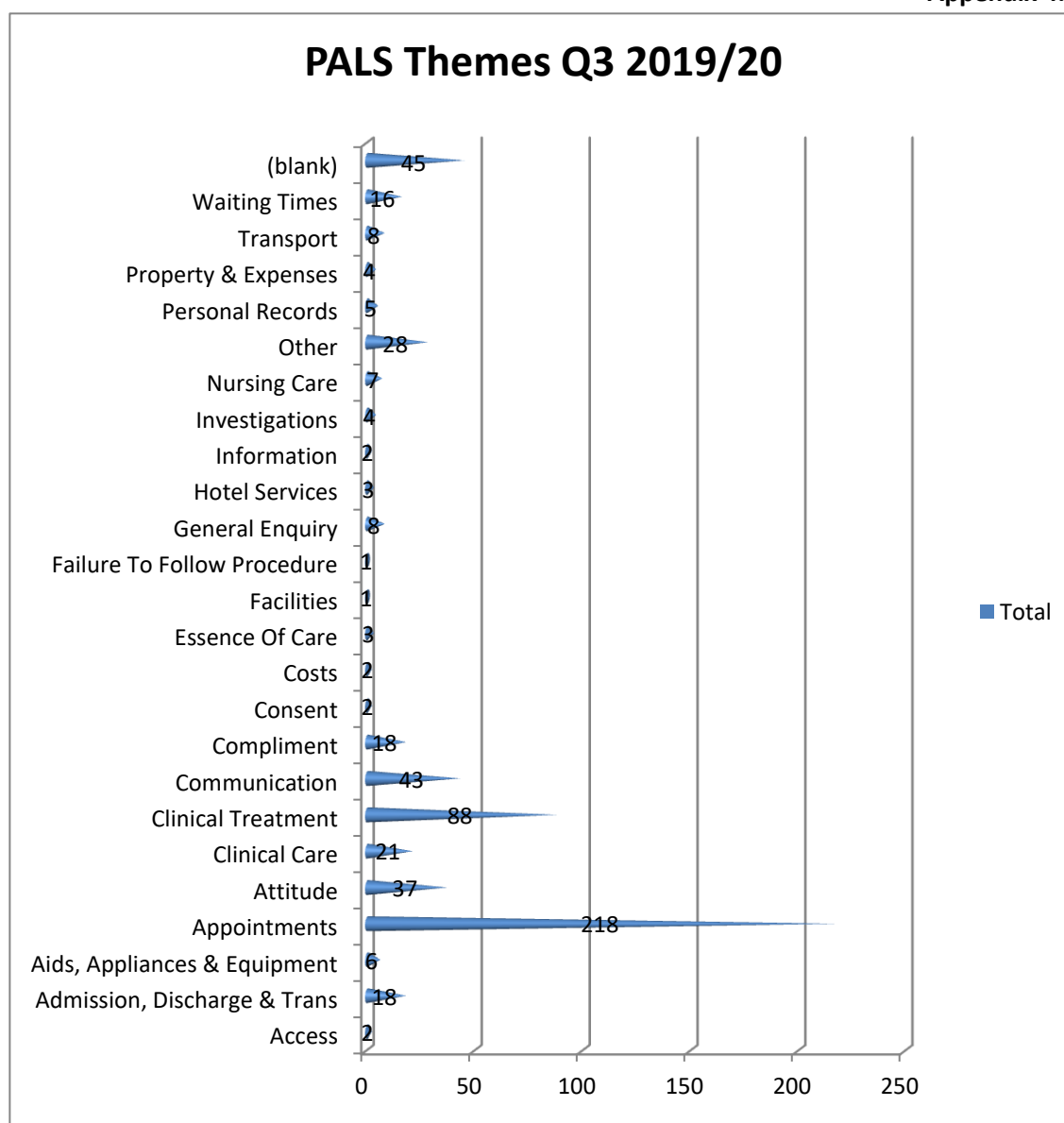
Some example comments received to date are included below:



Appendix 4.0

PALS (informal complaints) enquiries broken down by group for Q3 2019/20 compared to the 2017/2018 – 2018/19 data:





Purple Point calls by Group for Quarter 3 2019/20

Group	Calls
Corporate Operations	1
Imaging	0
Medicine & Emergency Care	42
Primary Care Community & Thera	6
Strategy & Governance	1
Surgery	17
Women & Child Health	8
Corporate Nursing	0

Group	Calls
Imaging	0
Other	12
Total	87

Appendix 5.1

Purple Point Questionnaire feedback

The feedback Purple Point questionnaire went live as of June 2019 and from October – December 2019 the team have sent out 17 surveys (closed cases which have a mobile number associated). To date no Purple Point questionnaires have been returned, this is also consistent with last quarter. Other methods of collecting this feedback are therefore under consideration.

PP Themes Quarter 3 2019/20

