

**Complaints, Local Resolution and  
Purple Point Annual Report  
2019-2020**

# Complaints, Local Resolution and Purple Point 2019-2020

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## Complaints, Local Resolution and Purple Point 2019-2020

### Trust wide annual data headlines

1. The **total number of complaints received during 2019/2020 was 1029**. This compares to 860 received during 2018/2019, a Trust wide increase of 169 (19.6%). Medicine and Emergency Care, PCCT, Surgery and Women and Child Health saw increases of complaint numbers received, compared to 2018/2019 figures.
2. **The total number of Local Resolution (PALS) concerns registered was 2212** an increase of 233 (11.7%) compared to the previous year. Surgery and Women and Child Health saw increases in concerns raised over the year.
3. Purple Point continues to offer inpatients a dedicated telephone line to raise concerns or give compliments. **During 2019/2020 there have been 285 contacts** through this route a reduction of 81 when compared to the previous year.
4. The **average number of days taken to resolve a formal complaint during 2019/2020 was 21.12 days**, compared to 33.54 in the previous year.
5. The **largest themes that emerged from complaints** received during 2019/2020 were All Aspects of Clinical Treatment (415), Values and Behaviours of Staff (136), Patient Care (107), Communications (116) and Appointments (100).
6. During 2019/2020 year to date **“Not Upheld”** complaints comprised 37% of closed complaints, compared to 33.2% for 2018/19. **“Partially Upheld”** outcomes made up 31% of responses during this year, and 15% were **“Upheld”** (45% overall), this is comparable to 45.65% overall during 2018/2019.
7. The **three largest themes that emerged from Local Resolution (PALS) concerns** received during 2019/2020 were Dissatisfied with Nursing care (85), Equality (44) and Long Wait (22).
8. **Reopened complaint cases** totalled 66 during 2019/20, compared to 102 in 2018/2019.
9. The Trust has received 21 new **PHSO contacts** in this year.
10. The **three largest themes that emerged from Purple Point calls** this year were Road Traffic Accident (32), Long Wait for Physiotherapy (26), Patients Property and Expenses (23).

## **Complaints, Local Resolution and Purple Point 2019-2020**

### **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. It is only through seeking patient experiences that we can truly and openly improve services for the better.

It is recognised that for some complaints a resolution meeting, as opposed to a written response, can be more effective in resolving some complex or in depth concerns. Some complainants specifically express a preference to meet with the Trust and it remains an important and useful aspect of the complaints resolution process.

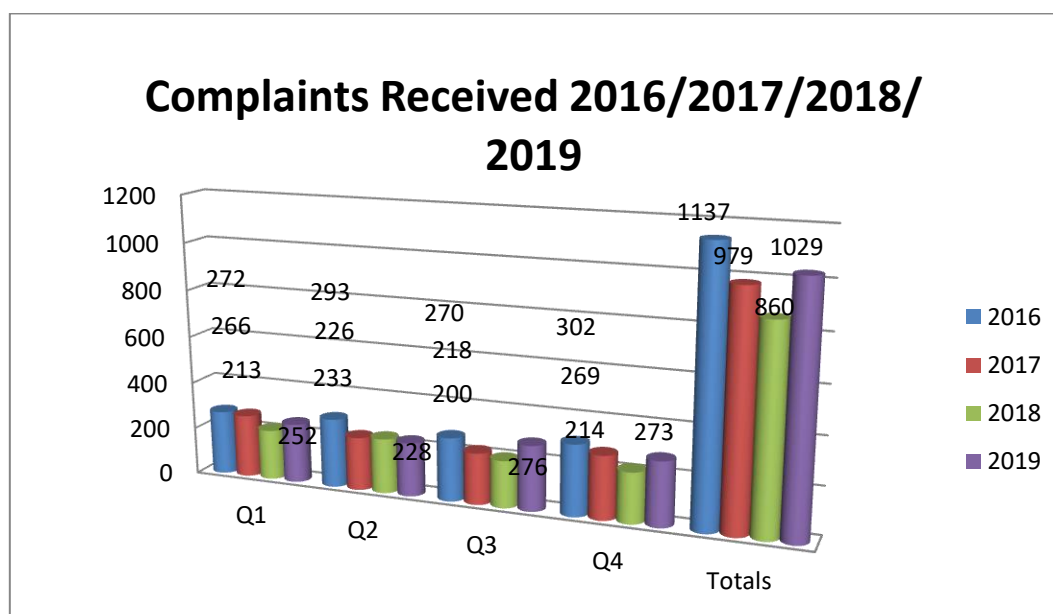
Another essential aspect is measuring customer satisfaction on the complaint process itself. Most neighbouring Trusts share similar struggles to gather this feedback. An automated text questionnaire to gather complaints and Purple Point feedback was introduced during June 2019. Although feedback received has been sporadic and mainly negative, it remains a useful tool to gather information. Purple Point has received no feedback at all through this route, therefore other methods are under investigation such as an e-survey which can be sent to callers at the end of the conversations.

Putting things right and having that opportunity to correct a wrong can be part of a patient's recovery. We have committed to a journey to improve how we respond to issues of concern and embed good practice throughout the whole organisation. Change and improvement is a continuous process and we have to undertake this alongside those who use our services. This is a journey we will be taking for at least the next 12 months in order to improve our responsiveness to complainants as well as the quality of responses sent from the Trust.

## Complaints

### 1. Complaints Management

The total number of complaints received by the Trust for the period 1 April 2019 to 31 March 2020 was 1029, compared to 860 in 2018/2019. As a comparator, the Trust saw 934,552 patients during this last 12 month period; this translates as 1 complaint received per 908 patients seen. This number of complaints also represents an increase in activity of 169 (19.6%) during the 12 month period.



#### 1.1 Local Resolution cases

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 swiftly. 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 2212, compared to 1979 in 2018/19. This represents an increase, Trust wide, over the period of 233 (11.7%).

#### 1.2 Purple Point

Purple Point is an innovative, responsive, bespoke telephone helpline 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.

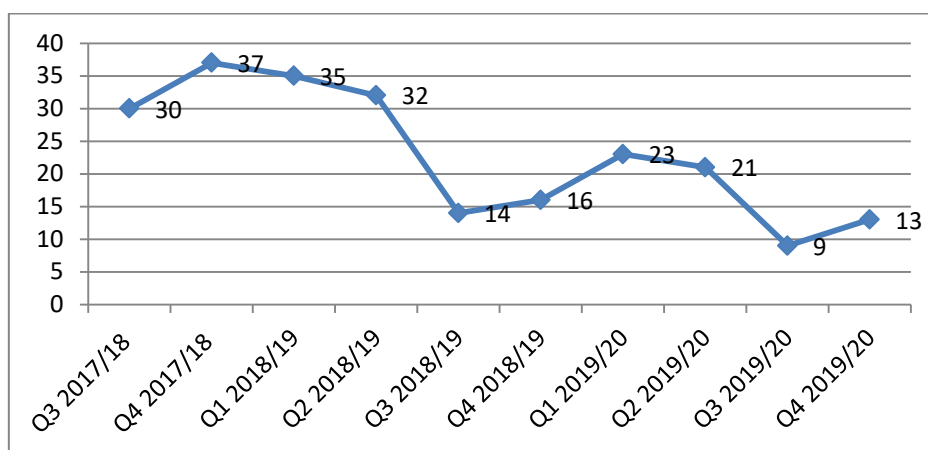
During 2019/2020 the Purple Point received 285 calls in total, a reduction from 2018/19 of 81 (-22%). Of those calls, 9 were compliments to ward staff, it should be noted the majority of compliments are logged through the local resolution process where 100 were registered during 2019/20.

### 1.3 Learning from complaints

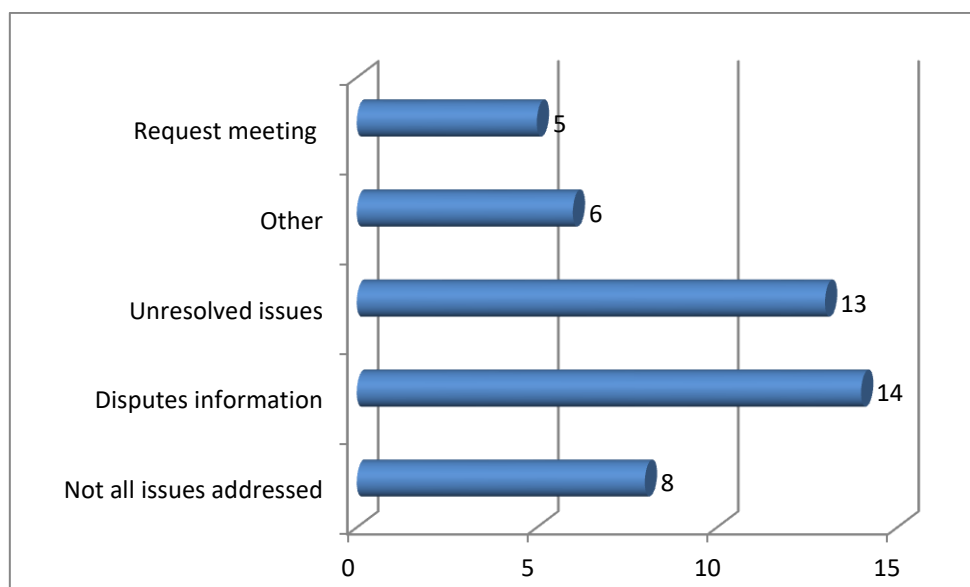
This element of complaint management has been further enhanced during 2019/20 with all live actions being reported on a monthly basis to Clinical Groups and Corporate Directorates. Those identified as responsible for action completion also now receive an automated reminder through the Safeguard system. Further improvements planned during 2020/21 include the ability for Groups to update progress for their own actions.

### 1.4 Reopened cases

Reopened cases Trust wide during 2019/2020 totalled 66. This compares to 102 in 2018/19, a reduction of 35% year on year. For each case that returns to us, after they have received their Trust response, a measured review is undertaken as well as a meaningful dialogue with complainants that come back to us dissatisfied, to learn their motivation for doing so and to see what more can be done, within process, to satisfy them. It is indicative that, in the majority of cases, responses are right first time.



**Fig:** Reopened cases received Q3 onwards 2017-2018, 2018-2019 & 2019-2020



**Fig:** The Trust main reasons for reopened cases during 2019/20 due to "Disputes Information" and "Unresolved Issues".

The majority of complainants that return, dispute the information provided to them within their response. They distrust the evidence and, in some cases, what staff have reported or recorded. Some return with “unresolved issues” although clarity at the start of the investigation is requested, some complainants ask questions after receiving their response, that they did not request at the start.

**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 being reached with our current advertising methods. The opportunity and means to raise a concern, should they wish to do so, needs to be available for everyone. For those patient groups that do not raise many concerns, a community outreach programme began in March 2019 to reach those 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.

The development of new surveys to seek feedback relating to how concerns have been handled is underway, with a trial of a web-survey starting in July 2020. The text surveys for complaints and Purple Point calls have been in place since June 2019, with a sustained, but poor, response rate to date. The refresh of the FFT questionnaire has offered the opportunity to assess and trial a new method of e-surveys after the contract ends in June 2020.

**1.6 Community outreach 2019/20** - More than 22 Local community groups have been approached and 10 visited throughout 2019/20 to demonstrate that help and assistance is available to all, should they have need to use it. Once the Covid 19 effect is over, the community engagement programme will resume. Those visited to date are listed below:

- ❖ 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 Group Fibromyalgia
- ❖ Ideal for All Community Group MS
- ❖ Sandwell Deaf Community Association
- ❖ Brasshouse Community Centre
- ❖ Brook Street Community Centre (Over 50's group)



West Bromwich African Caribbean Resource Centre  
(20/11/19)



Ideal for All Community Multiple Sclerosis Group  
(28/11/19)

### **1.7 Timeliness of Responses 2019/20**

Throughout the year the response time for complaints has been managed in a positive and robust manner with very few cases breaching the Trust timescale, compared to the previous 12 months. As at 3 March 2020, prior to the Covid-19 effect, the achieved position was 99% compliance against a target of 97%, with 9 breaches during the 2019/20 period at that point. That is an improvement of 28% from 77% achieved during 2018/19.

As of 12 May 2020, taking into account the Covid-19 effect, the achieved position against Trust target was 97.6% with 25 breaches during year to date, an additional 16 breaches occurring since the onset of the pandemic.

The 2019/20 year end position (including full Covid effect) will fall between 97.6% - with a minimum (actual) of 25 and a potential of a further 31 breaches which would be 94%. This is still an improvement of between 22% and 26.7% against the position at the end of 2018/19.

The reasons for cases breaching timescales during 2019/20 has varied from a delay in the investigation and draft from the service (4 cases 0.41%), delays in sign off (13 cases 1.35%) and amendments required at sign off (6 cases 0.62%).

In addition, the time taken to investigate complaints has reduced from 55.43 days (measured in March 2019) to 24 days (March 2020).

### **1.8 Parliamentary and Health Services Ombudsman (PHSO) enquiries**

#### **Parliamentary Health Service Ombudsman 2019/2020**

During 2019/2020 the Trust received contact on a total of 21 new cases. The PHSO review all referrals received and request records. Once records are reviewed, they then decide if an investigation is warranted and advise the Trust of their plans. The PHSO decided to investigate 16 cases as a result during the period.

### **1.9 PHSO Outcomes and Recommendations received during 2019/20**

Any closed cases with outstanding recommendations sit with the service area to develop and complete an action plan to address failing(s) identified. Recommendations may be considering a way to capture all symptoms for a specific diagnosis or reviewing a specific event in a patient's care pathway to learn from and improve services for patients in the future. The PHSO are increasingly inclined to recommend a financial award to complainants, following the publication of



their report “Principles for Remedy” dating from February 2009. The report states “Where maladministration or poor service has led to injustice or hardship, public bodies should try to offer a remedy that returns the complainant to the position they would have been in otherwise. If that is not possible, the remedy should compensate them appropriately.”

During 2019/20 the Trust received 14 outcomes from the PHSO following their review or investigation. Outcomes and any recommendations for these cases are outlined below:

Reference Number	Date Closed	Outcome	Recommendations
F17/0298	24/06/2019	Reviewed, case closed	N/a
F18/0536	28/06/2019	Reviewed, case closed	N/a
F16/0105	18/07/2019	Partially upheld	Apology, RCA & action plan covering communication / complaint handling / discharge plan. Completed.
F18/0433	26/07/2020	Returned to Trust for investigation	N/a
F17/0573	14/10/2019	Partially upheld	Apology & action plan covering mismanagement of care and management plans.
F18/0737	21/10/2019	Reviewed, case closed	N/a
F18 0533	08/11/2019	Reviewed, case closed	N/a
C19/0192	12/11/2019	Reviewed, case closed	N/a
F18/0600	14/11/2019	Upheld	Action plan covering record keeping and increase in knowledge base in contact lens / AK & £450 award.
F17/0595	23/12/2019	Partially upheld	Action plan covering discharge process in line with national guidance and improvements in record keeping.
F18/0226	23/12/2019	Partially upheld	Apology, action plan covering a delay in reporting Echocardiogram results.
F18/0877	15/01/2020	Not upheld	N/a
F17/0720	17/01/2020	Not upheld	N/a
F16/0561	28/02/2020	Partially upheld	Apology, action plan covering delays in handling of complaint.

### 1.10 Conclusion – complaint management during 2019/20

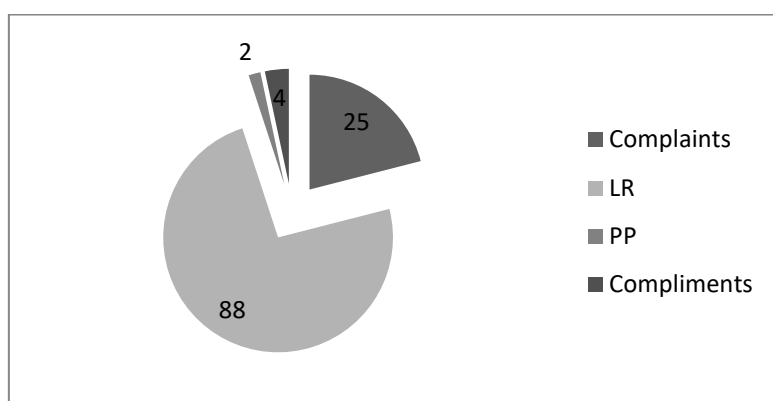
Complaints management and the handling of Local Resolutions and Purple Point calls during 2019/20 has seen good administration and management resulting in an improvement in quality over the last 12 months as well as in response timescales and a reduction in returns. The service is effective, receptive; patient focused, and remains on a continuous journey to improve further into the future.

Looking into 2020/21 the Trust will evidence changes and improvements developed directly from patient and family feedback as well as committing to improve further on the results from 2019/20. This will be achieved by building on the lean techniques employed during 2019/20 and by listening to what our patients want to achieve from their complaints and learning how we can improve services.

## Complaints by Clinical Group

### 2.1 Imaging

Complaints	Local Resolution	Purple Point	Compliments
25	88	2	4



Imaging received 25 formal complaints during 2019/2020. In comparison during 2018/2019 the Group received 28 formal complaints – this shows a slight reduction in the last 12 months of 3 (10%).

The largest themes arising from the complaints received during 2019/2020 identify Clinical Treatment (11), Patient Care (5) and Values and Behaviours of Staff (4).

The top three complaints falling under the category of Clinical Treatment have been sub-categorised under Delay of Failure in Acting on Results (2), Delay of Failure in Observations (2) and Delay of Failure to Undertake (3).

Complaints falling under the category of Values and Behaviours of Staff have been sub-categorised under Nursing Staff (2), Medical Staff (1), Other Staff (1).

Of those cases closed during 2019/20 the outcome breakdown was: Not Upheld 13, Partially Upheld 4, Upheld 3 and 0 cases Withdrawn.

#### Local Resolution

The Group received 88 Local Resolutions, compared to 122 received during the previous 12 months, a reduction of 27%.

Themes arising from these Local Resolutions demonstrate concerns raised in relation to Attitude of Staff (28), Failure / Delay (6) and Long Wait (4) raised during the year.

### Purple Point

Purple Point received 9 calls during the period. The themes from these calls were Car Park Barrier (1) and Security Arrangements (1).

### Compliments

The Group received 4 compliments during 2019/2020.

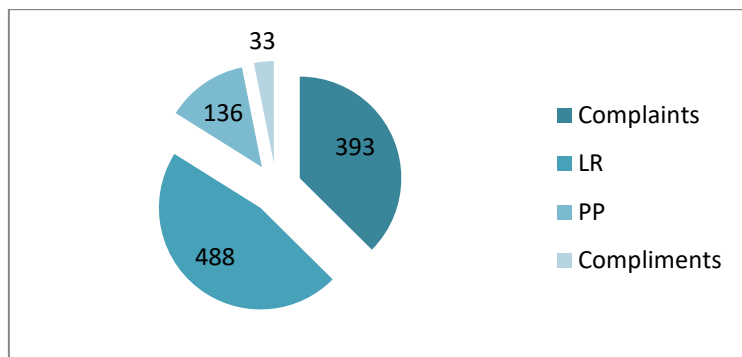
### Actions and Learning

The Group saw some valuable learning from the last 12 months in complaints, an example is included below:

If the support worker is assisting the Radiologist in the scan room, then patients are left unattended in the waiting area. Going forward, a notice will be placed on reception when it is unmanned which will ask patients to take a seat and that a member of staff will be with them shortly. The notice will also say that if a patient feels unwell or needs assistance, then to press the bell, which will go through to the room where the staffs are, to alert them that assistance is required. This will ensure that patients are informed and have access to assistance if required.

## 2.2 Medicine and Emergency Care

Complaints	Local Resolution	Purple Point	Compliments
393	488	136	33



Medicine and Emergency Care received 393 formal complaints during 2019/2020. In comparison during 2018/2019 the Group received 341 formal complaints – this demonstrates an increase activity in the last 12 months of 52 (15%).

The largest themes arising from the complaints received during 2019/2020 identify Clinical Treatment (174), Values and Behaviours of Staff (59), Communication (47), Patient Care (43) and Admissions and Discharges (27).

The top three complaints falling under the category of Clinical Treatment have been sub-categorised under Delay in Treatment (39), Inappropriate Treatment (41) and Incorrect Diagnosis (18).

Complaints falling under the category of Values and Behaviours of Staff have been sub-categorised under Medical Staff (14), Nursing Staff (32), Admin/ Clerical (4), Other Staff (3), Physical / Sexual Abuse (2), Failure to Act in a Professional manner (2).

Of those cases closed during 2019/20 the outcome breakdown was: Not Upheld 105, Partially Upheld 128, Upheld 43 and 42 cases Withdrawn.

### **Local Resolution**

The Group received 488 Local Resolutions, compared to 499 received during the previous 12 months, a slight reduction of 2%.

Themes arising from these Local Resolutions demonstrate concerns raised in relation to Attitude of Staff (88), Patient Property (68), Long Wait (57) and Failure/ Delay (12) during the year.

### **Purple Point**

Purple Point received 136 calls during the period. The top themes from these calls were Long Wait (21), Care (7), Attitude of Staff (4) and Car Park (3).

### **Compliments**

The Group received 33 compliments during 2019/2020.

### **Actions and Learning**

The Group have had some valuable learning from the last 12 months in complaints, some examples are included below:

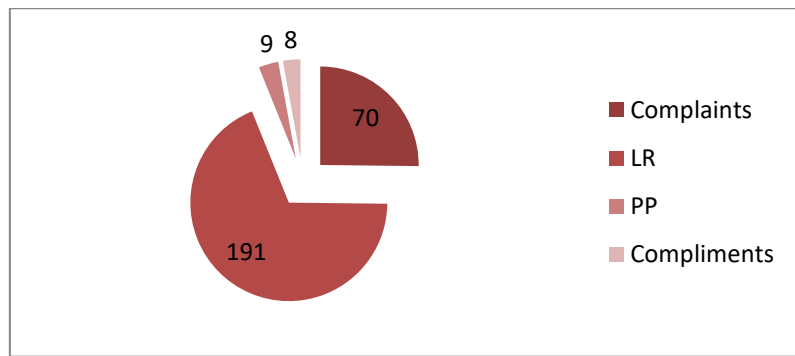
Joined up working is being implemented for the Emergency Department and the SCAT team to try and work together on tools for helping patients in ED when SCAT centre is closed. An ED nurse is also in training in SCAT centre, which will help with ED training for nurses and/or doctors not thoroughly exposed to Sickie Cell.

Concerns raised have highlighted the need for further education around mental capacity and training will be made available across the Medicine Directorate to ensure that the policy for assessing mental capacity and complying with the mental capacity act is adhered to.

A new procedure has been implemented whereby GP letters are scanned and input into Unity, the Trust's new electronic patient record system, so that staff in the Emergency Department (ED) are able to access this information.

## **2.3 Primary Care, Community and Therapies**

<b>Complaints</b>	<b>Local Resolution</b>	<b>Purple Point</b>	<b>Compliments</b>
<b>70</b>	<b>191</b>	<b>9</b>	<b>8</b>



PCC & T received 105 formal complaints during 2019/2020. In comparison during 2018/2019 the Group received 70 formal complaints – this shows an increase in activity in the last 12 months of 35 (50%).

The largest themes arising from the complaints received during 2019/2020 identify Clinical Treatment (38), Patient Care (17), Appointments (12) and Values and Behaviours of Staff (11) and Communication (11).

The top three complaints falling under the category of Clinical Treatment have been sub-categorised under Delay in Treatment (14), Inappropriate Treatment (11), Incorrect Diagnosis (3) and Incorrect Procedure (3).

Specifically with regard to the issues raised relating to appointments, there is currently a project underway in the partial booking service that is expected to see improvements in the allocation of these appointments over the next 2 months. Complaint numbers will be reviewed from April to September 2020 to see if this work has delivered and resolved these concerns adequately. Complaints falling under the category of Values and Behaviours of Staff have been sub-categorised under Medical staff (5), Nursing staff (3), Other staff (1) and Administration / Clerical (2). Of those cases closed during 2019/20 the outcome breakdown was: Not Upheld 26, Partially Upheld 24, Upheld 25 and 18 cases Withdrawn.

### Local Resolution

The Group received 191 Local Resolutions, compared to 167 those received during the previous 12 months. This is an increase in activity of 14% year on year.

Themes arising from these Local Resolutions demonstrate concerns raised in relation to Attitude of Staff (78), Long Wait (13), Failure / Delay (11) and Dissatisfied (9) raised during the year.

### Purple Point

Purple Point received 9 calls during the period. The themes from these calls were Medication, Admission Arrangements, Attitude of Staff and Long Wait for Physiotherapy.

### Compliments

The Group received 8 compliments during 2019/2020.

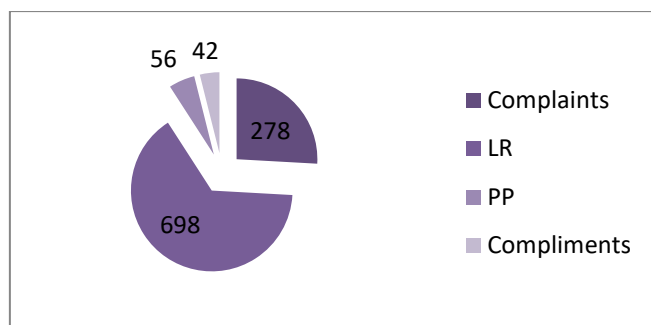
### Actions and Learning

The Group have had some valuable learning from the last 12 months in complaints, an example is included below:

Concerns raised have highlighted that we failed to add to our poster where the numbing cream would need to be applied, when a blood sample is taken from a child. As a result, the Phlebotomy Department is in the process of amending the poster, plus an additional leaflet which will show where to apply the numbing cream, and instructions on when to apply it.

## 2.4 Surgical Services

Complaints	Local Resolution	Purple Point	Compliments
278	698	56	42



Surgery received 278 formal complaints during 2019/2020. In comparison during 2018/2019 the Group received 235 formal complaints – this shows an increase in activity in the last 12 months of 43 (18%).

The largest themes arising from the complaints received during 2019/2020 identify Clinical Treatment (103), Appointments (44), Communication (39), Values and Behaviours of Staff (33) and Patient Care (24).

The top three complaints falling under the category of Clinical Treatment have been sub-categorised under Delay in Treatment (21), Inappropriate Treatment (25) and Incorrect Treatment (9).

Specifically with regard to the issues raised relating to appointments, there is currently a project underway in the partial booking service that is expected to see improvements in the allocation of these appointments over the next 2 months. Complaint numbers will be reviewed from April to September 2020 to see if this work has delivered and resolved these concerns adequately.

Complaints falling under the category of Values and Behaviours of Staff have been sub-categorised under Medical staff (16), Nursing staff (9), Administration / Clerical (6) and Failure to Act in a Professional Manner (2).

Of those cases closed during 2019/20 the outcome breakdown was: Not Upheld 96, Partially Upheld 74, Upheld 40 and 31 cases Withdrawn.

### Local Resolution

The Group received 698 Local Resolutions, compared to 626 received during the previous 12 months. This is an increase in activity of 11%.

Themes arising from these Local Resolutions demonstrate concerns raised in relation to Attitude of Staff (279), Long Wait (49), Failure / Delay (45), Dissatisfied (20) and Wait in Department (14) raised during the year.

### Purple Point

Purple Point received 56 calls relating to Surgery during the period. The top themes from these calls were Long Wait (9), Patients Property (7), Dissatisfied (3) and Attitude of Staff (2).

### Compliments

The Group received 42 compliments during 2019/2020.

### Actions and Learning

The Group have had some valuable learning from the last 12 months in complaints, some examples are included below:

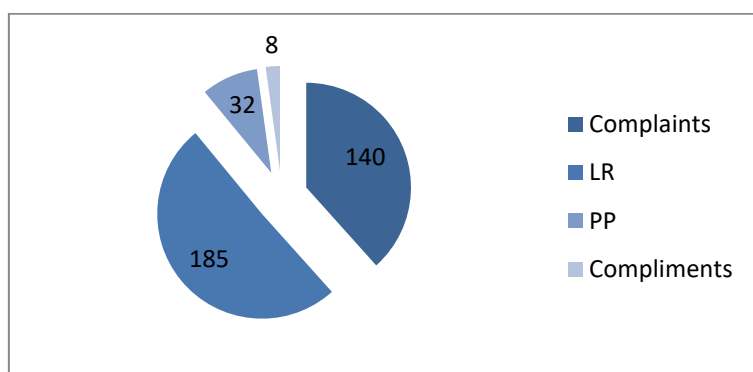
BMEC has recently appointed 2 new Consultants and a Corneal Nurse Specialist who also perform crosslinking with the aim of improving the waiting times for patients going forward.

In order to support safe patient care, all patients with CPAP machines will be admitted to the critical care outreach team irrespective of whether the patient is independent in managing their own CPAP or not.

A new self-check in desk from the main Outpatient Department has been relocated outside ED to reduce the queue for reception by enabling patients to self-check in for Urgent Care Appointments.

## 2.5 Women & Child Health

Complaints	Local Resolution	Purple Point	Compliments
140	185	32	8



Women and Child Health received 140 formal complaints during 2019/2020. In comparison during 2018/2019 the Group received 105 formal complaints – this demonstrates an increase in activity in the last 12 months of 35 (33%).

The largest themes arising from the complaints received during 2019/2020 identify Clinical Treatment (83), Patient Care (16), Values and Behaviours of Staff (11), Appointments (7) and Communication (7).

The top three complaints falling under the category of Clinical Treatment have been sub-categorised under Delay in Treatment (20), Inappropriate Treatment (14), and Mismanagement of Labour (9).

Complaints falling under the category of Values and Behaviours of Staff have been sub-categorised under Medical staff (3), Nursing staff (5), Administration / Clerical (1), Breach of Confidentiality (1) and Failure to Act in a Professional Manner (1).

Of those cases closed during 2019/20 the outcome breakdown was: Not Upheld 51, Partially Upheld 39, Upheld 17 and 15 cases Withdrawn.

### **Local Resolution**

The Group received 185 Local Resolutions, compared to 161 received during the previous 12 months, an increase of 14%.

Themes arising from these Local Resolutions demonstrate concerns raised in relation to Attitude of Staff (68), Patients Property (17,) Dissatisfied (13), Long Wait (11) and Car Park (7) raised during the year.

### **Purple Point**

Purple Point received 32 calls during the period. The themes from these calls were Long Wait (8), Dissatisfied (2), Attitude of Staff (2), Patients Property (2) and Wait in Department (2).

### **Compliments**

The Group received 8 compliments during 2019/2020.

### **Actions and Learning**

The Group have had some valuable learning from the last 12 months in complaints, an example is included below:

With regard to this complaint the Duty of Candour process needs to be reviewed. Changes have already been implemented in order to improve communication to patients in relation to the Duty of Candour process and to have a main point of contact that can answer queries in a timely and efficient manner.

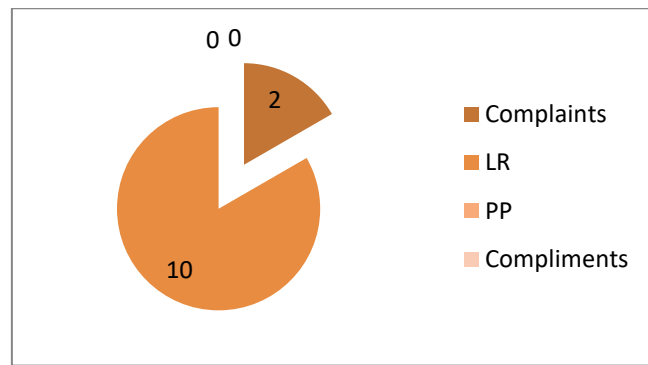
## **Complaints by Corporate Directorates**

### **2.2 Corporate Directorates**

#### **2.2.1 Corporate Nursing**

<b>Complaints</b>	<b>Local Resolution</b>	<b>Purple Point</b>	<b>Compliments</b>
<b>2</b>	<b>10</b>	<b>0</b>	<b>0</b>





### Complaints

Corporate Nursing received 2 formal complaints during 2019/2020, the same as received during 2018/19.

The themes arising from the complaints received during 2019/2020 identify Communication (1) and Values and Behaviours of Staff – Administration and Clerical (1).

Of those cases closed during 2019/20 the outcome breakdown was: Not Upheld 0, Partially Upheld 0, Upheld 1 and 1 case Withdrawn.

### Local Resolution

The Group received 10 Local Resolutions, compared to 8 received during the previous 12 months. This shows an increase in activity of 25% .

Themes arising from these Local Resolutions demonstrate concerns raised in Long Wait for Scan (3), Long Wait in Clinic (2) raised during the year.

The Directorate received no Purple Point or Compliments during the year.

### Actions and Learning

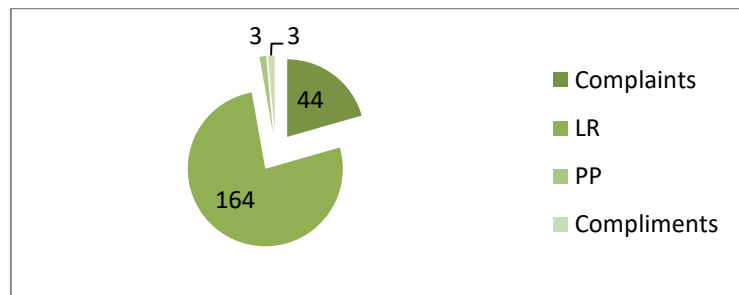
Learning has arisen from staff named in complaints during the last 12 months. One example a community nurse submitted a written reflection to examine the events and an analysis of her actions. Matron will be meeting the community nurse to go through her statement and reflection and formulate an action plan for remedial purposes.

All qualified, non-qualified and ancillary staff named in an upheld or partially upheld complaint are reported to the Chief Nurse on a quarterly basis.

## 2.2.2 Operations

### Complaints

Complaints	Local Resolution	Purple Point	Compliments
44	164	3	3



Operations received 44 formal complaints during 2019/2020. In comparison during 2018/2019 the Group received 48 formal complaints – this shows a slight decrease in the last 12 months of 4 (8%).

These were Appointments (16), All Aspects of Values and Behaviours of Staff (7) and Clinical Treatment (5).

Specifically with regard to the issues raised relating to appointments, there is currently a project underway in the partial booking service that is expected to see improvements in the allocation of these appointments over the next 2 months. Complaint numbers will be reviewed through Quarters 1 & 2 2020/2021 to see if this work has delivered and resolved these concerns adequately.

Of those cases closed during 2019/20 the outcome breakdown was: Not Upheld 19, Partially Upheld 4, Upheld 8 and 6 cases Withdrawn.

### Local Resolution

The Group received 164 Local Resolutions, compared to 139 received during the previous 12 months, a reduction of 15%.

Main themes arising from these Local Resolutions demonstrate concerns raised in relation to Attitude of Staff (66), Failure / Delay (6), Long Wait (6) raised during the year.

### Purple Point

Purple Point received 3 calls during the period. The themes include Long Wait for Physiotherapy, Car Parking and Questionnaire.

### Compliments

The Group received 3 compliments during 2019/2020.

### Actions and Learning

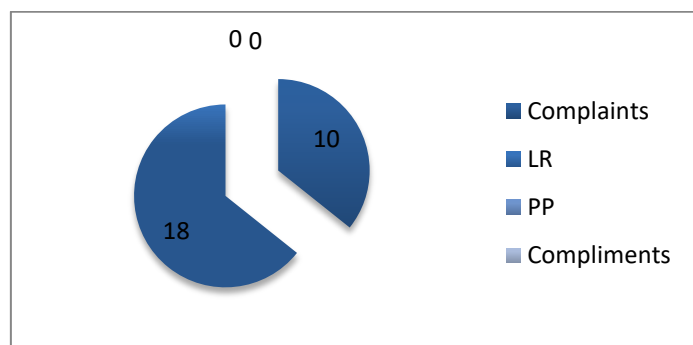
The Group have had some valuable learning from the last 12 months in complaints; a specific example is included below:

1. Increasing the range of standard pre-labelled medications that are available for nurses to supply directly to patients from ward stock upon discharge, thus negating a need to wait for Pharmacy;
2. A review of staff training with an aim to improve patient experience at the BMEC Pharmacy;

- Improving efficiency utilising our prescription tracking system which enables us to identify prescriptions that are close to, or exceeding, their target completion times and prioritising these.

### 2.2.3 Estates and New Hospital [System Transformation wef 1 March 2020]

Complaints	Local Resolution	Purple Point	Compliments
10	18	0	0



Estates received 10 formal complaints during 2019/2020. In comparison during 2018/2019 the Group received 3 formal complaints – this shows increase in the last 12 months of 7 (233%). The themes arising from the complaints received during 2019/2020 identify Facilities (6), Values and Behaviours of Staff (2) and Communications (1).

Complaints falling under the category of Facilities have been sub-categorised under Car Parking (Availability / Payment Methods / Management) (3), Equipment Condition (2) and Cleanliness (1).

Of those cases closed during 2019/20 the outcome breakdown was: Not Upheld 7, Partially Upheld 1, Upheld 0 and 1 case Withdrawn.

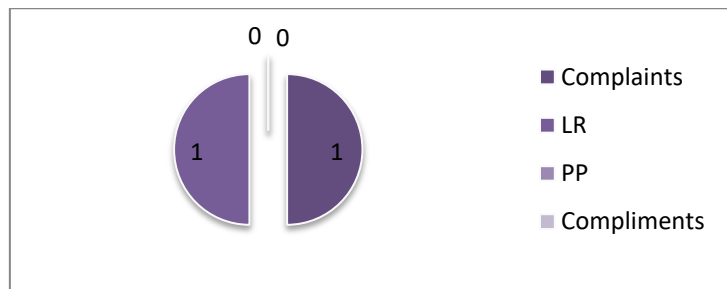
#### Local Resolution

The Group received 18 Local Resolutions, compared to 11 received during the previous 12 months, a reduction of 38%.

Themes arising from these Local Resolutions demonstrate concerns raised in relation to Attitude of Staff (2), Car Park (2), Long Waits (2) and Failure in Equipment (1) raised during the year.

### 2.2.4 Medical Directors Office

Complaints	Local Resolution	Purple Point	Compliments
1	1	0	0



The Medical Directors Office received 1 formal complaint during 2019/2020. In comparison during 2018/2019 the Group received 3 formal complaints – this shows a reduction in the last 12 months of 2 (200%).

The theme arising from the complaint received during 2019/2020 identifies Values and Behaviours of Staff – Administration and Clerical (1).

### Local Resolution

The Group received 1 Local Resolutions, compared to 8 received during the previous 12 months, a reduction of 87% .

Themes arising from the Local Resolution demonstrate concerns raised in relation to Investigations during the year.

### Actions and Learning

All medical staff named in an upheld or partially upheld complaint are reported to the Medical Director on a quarterly basis.

## 2.2.5 Organisational Development

Complaints	Local Resolution	Purple Point	Compliments
0	15	0	0

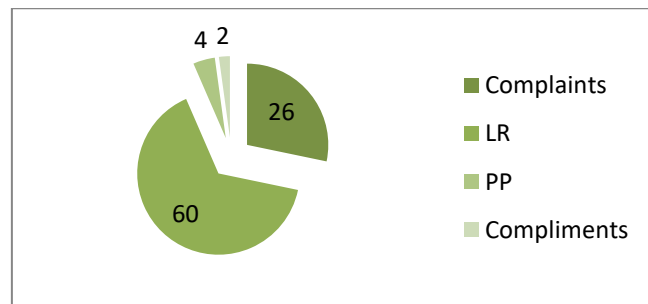
Organisational Development received 0 formal complaints during 2019/2020. In comparison during 2017/2018 the Group received 3 formal complaints – this shows a reduction in activity in the last 12 months.

### Local Resolution

The Group received 15 Local Resolutions, compared to 5 received during the previous 12 months. Themes arising from these Local Resolutions demonstrate concerns raised in relation to Long Wait (4), Dissatisfied (2) and Attitude of Staff (1) during the year.

## 2.2.6 Strategy & Governance

Complaints	Local Resolution	Purple Point	Compliments
26	60	4	2



Strategy & Governance received 26 formal complaints during 2019/2020. In comparison during 2018/2019 the Group received 22 formal complaints – this shows a slight reduction in the last 12 months of 4 (15%).

The largest themes arising from the complaints received during 2019/2020 identify Appointments (8), Trust Administration / Policies (6), Communication (5) and Values and Behaviours of Staff (5). Specifically with regard to the issues raised relating to appointments, there is currently a project underway in the partial booking service that is expected to see improvements in the allocation of these appointments over the next 2 months. Complaint numbers will be reviewed from April to September 2020 to see if this work has delivered and resolved these concerns adequately.

Of those cases closed during 2019/20 the outcome breakdown was: Not Upheld 8, Partially Upheld 11, Upheld 4 and 1 cases Withdrawn.

### **Local Resolution**

The Group received 60 Local Resolutions, compared to 104 received during the previous 12 months, a decrease in activity of 42%.

Themes arising from these Local Resolutions demonstrate concerns raised in relation to Attitude of Staff (13), Communication (3) and Patient Property (2) raised during the year.

### **Purple Point**

Purple Point received 4 calls during the period. The only recorded category from these calls was Ambulance.

### **Compliments**

The Group received 2 compliments during 2019/2020.

### **Actions and Learning**

No specific learning has arisen in this area during the year.

## Appendices

### Appendix 3.1

**Complaint numbers received 2016-17, 2017-18, 2018-19 and 2019-20:**

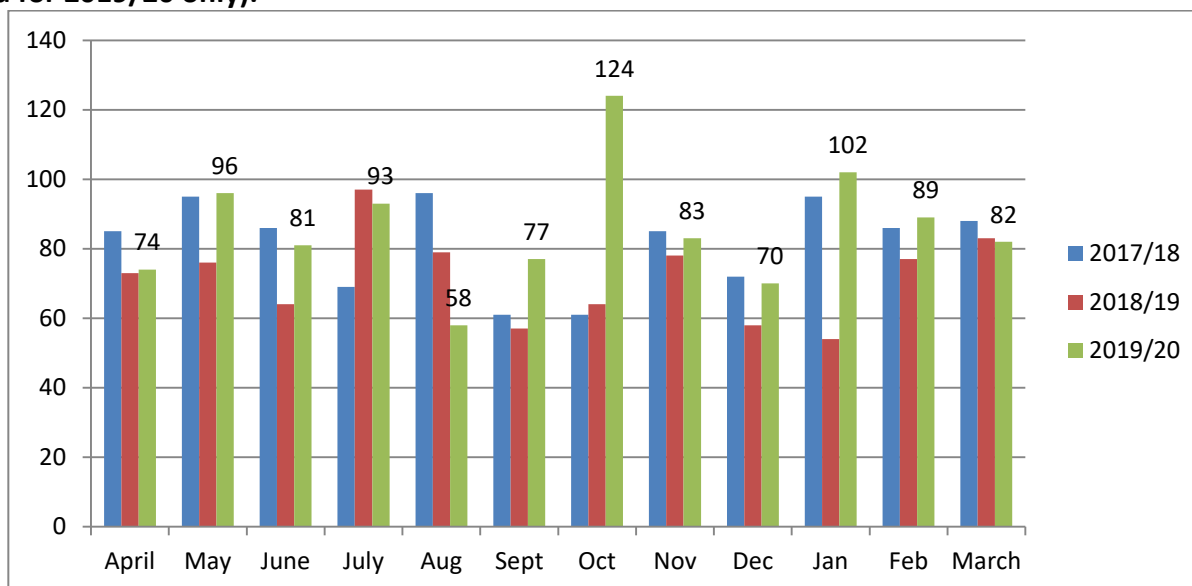
	2016/17	2017/18	2018/19	2019/20
Q1	272	266	213	252
Q2	293	226	233	228
Q3	270	218	200	276
Q4	302	269	214	273
Totals	1137	979	860	1029

### Appendix 3.2

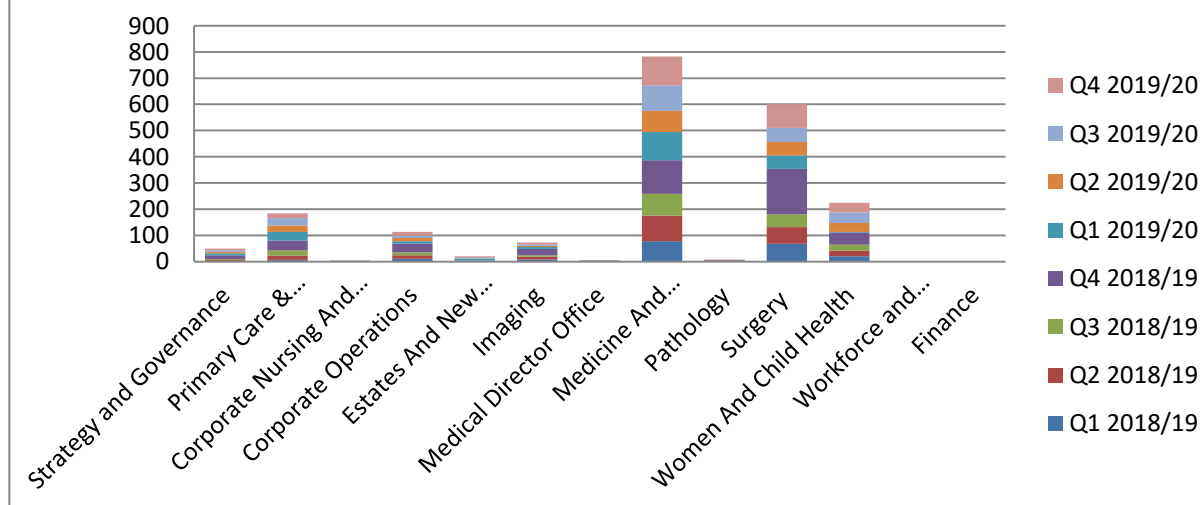
**Complaints received by Clinical Group for 2019/20 broken down by quarters, compared to 2018/19:**

	2018/2019				2019/2020			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Strategy and Governance	2	5	3	6	7	6	7	6
Primary Care & Community Therapies	9	16	22	23	33	25	28	18
Corporate Nursing and Facilities	0	0	2	0	0	1	1	1
Corporate Operations	17	14	9	8	9	12	8	15
System Transformation	0	2	0	1	1	4	3	2
Imaging	7	11	7	3	8	4	6	7
Medical Director Office	1	1	1	0	1	0	0	0
Medicine And Emergency Care	89	94	79	79	107	81	97	111
Organisational Development	0	0	0	1	0	0	0	0
Pathology	1	4	0	1	0	0	0	0
Surgery	64	64	53	56	51	54	90	81
Women & Child Health	23	22	24	36	35	40	37	28
Workforce and Organisation Development	0	0	0	0	0	0	0	0
Finance	0	0	0	0	0	1	0	1

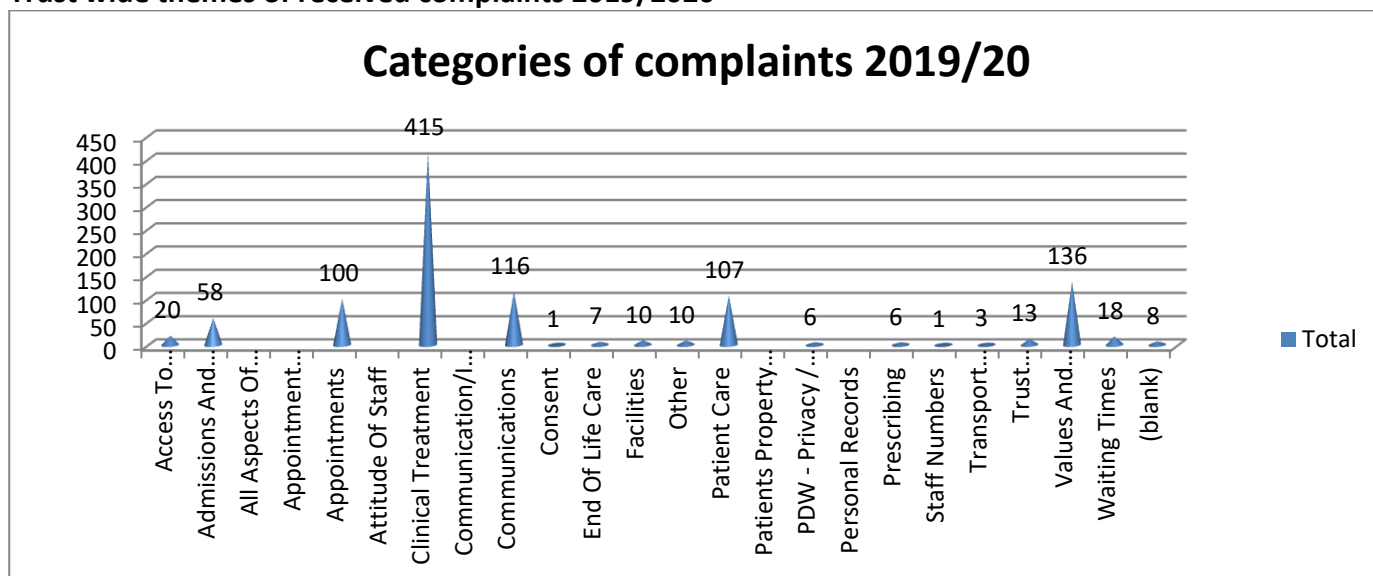
Complaints received by month 2019/2020 compared to 2017/2018 and 2018/2019 (data labels added for 2019/20 only):



### Complaints by Group / Quarters 2018-19 & 2019-20

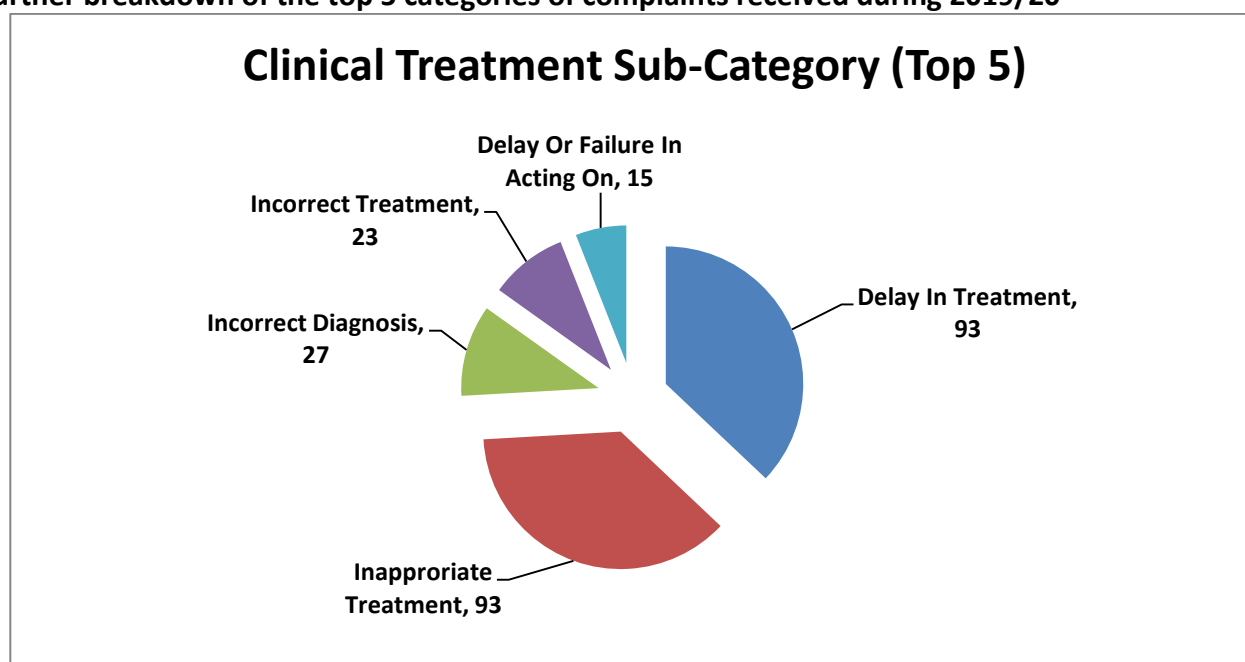


## Trust wide themes of received complaints 2019/2020

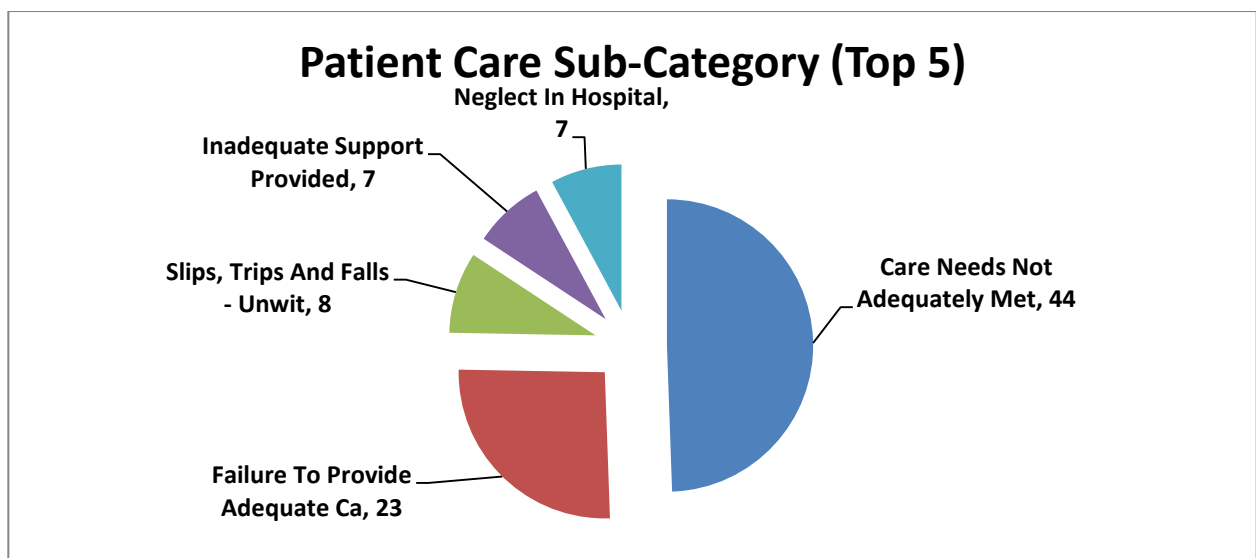
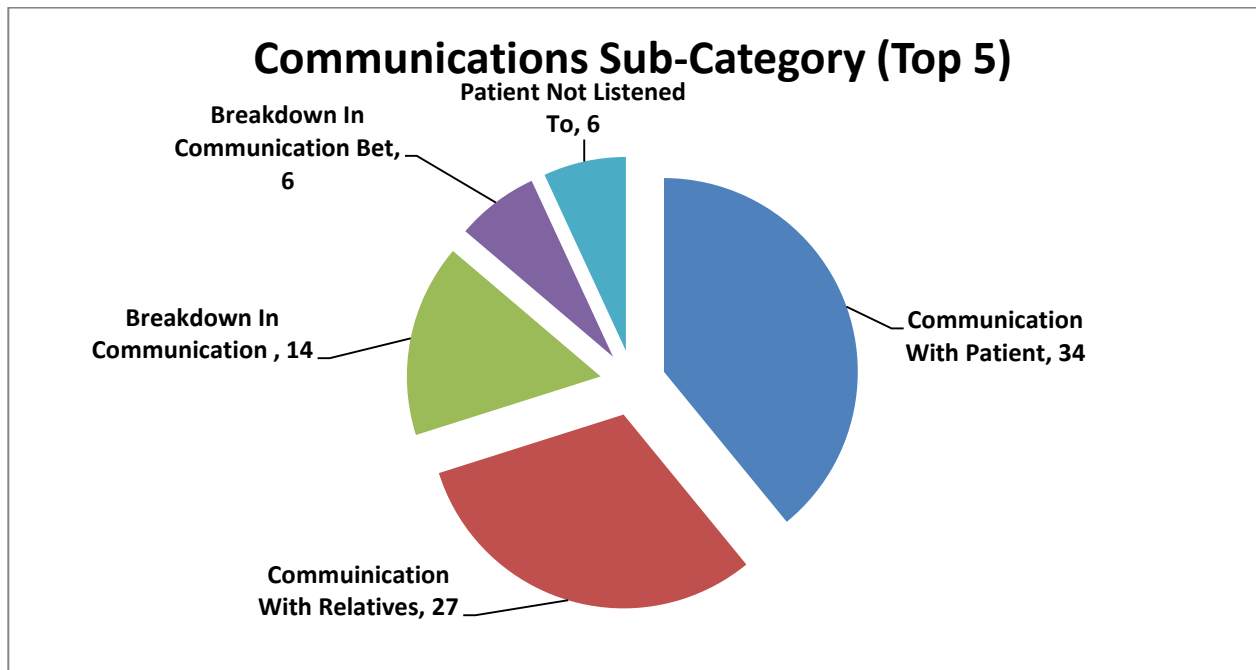


## Appendix 3.6.1

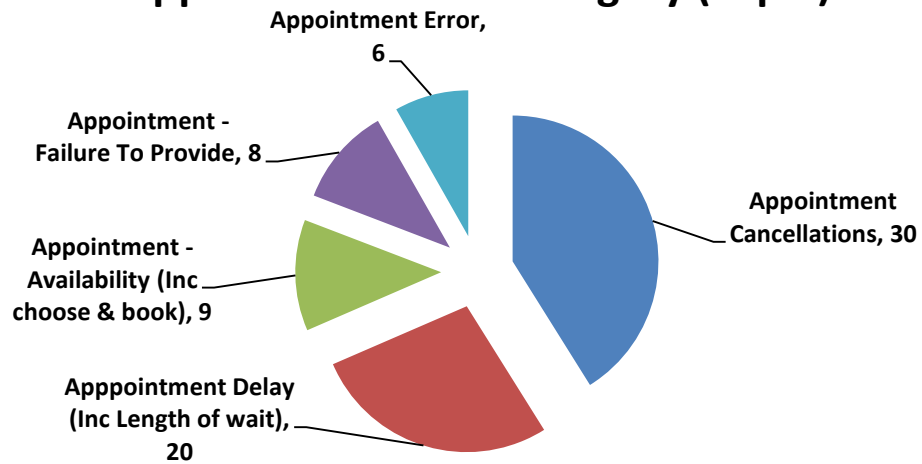
## Further breakdown of the top 5 categories of complaints received during 2019/20



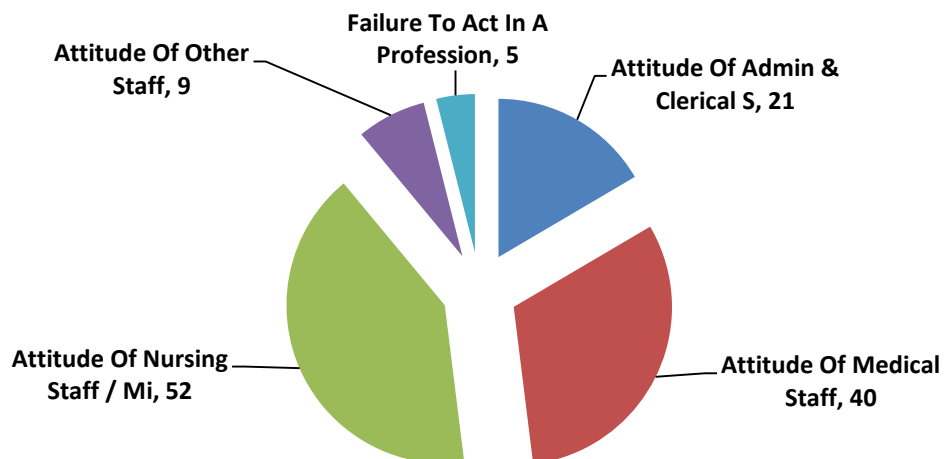




### Appointments Sub-Category (Top 5)

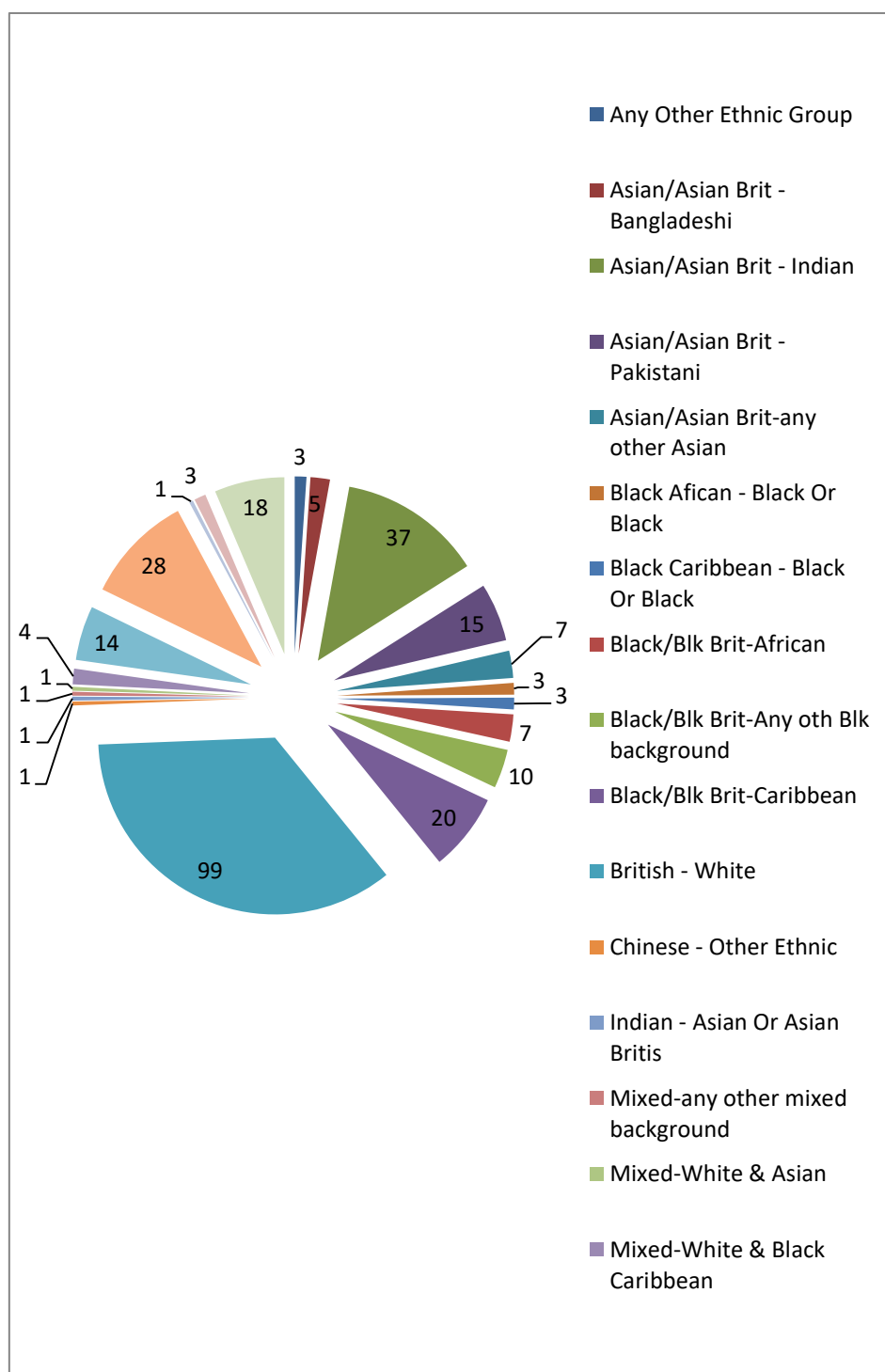


### Values and Behaviours Sub-Category (Top 5)



### Ethnicity split of patient (if patient is complainant) 2019/2020

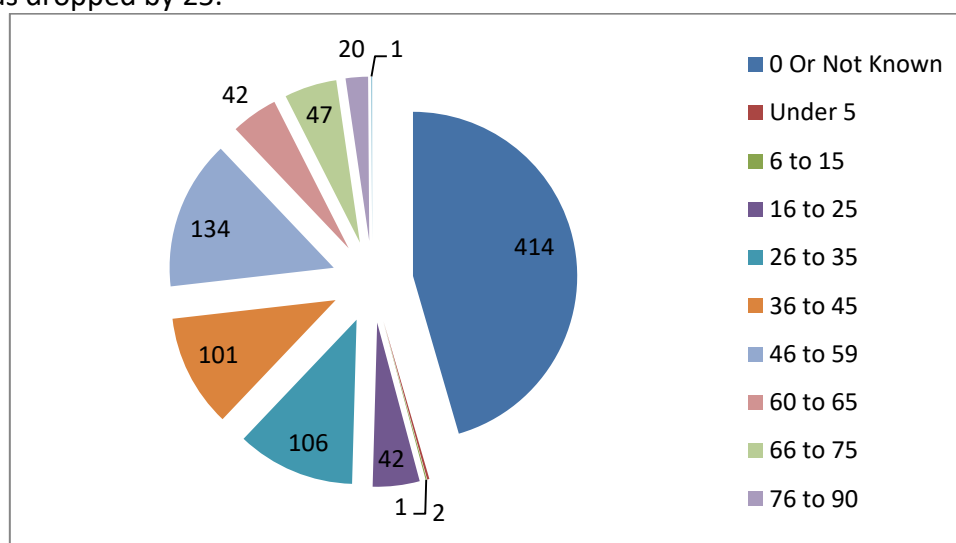
The numbers of complaints split by ethnicity have been compared to the previous 12 months. Interesting statistics to note are Asian/Asian Brit - Indian has increased by 21 complaints when compared to 2018/19. Asian/Asian Brit – Pakistani has increased by 5 complaints, Black/Black Brit- African has increased by 5, Black/Black Brit- Any other Black background has increased by 3 and Black/Black Brit-Caribbean has increased by 7 compared to 2018/19. Finally, British – white has increased by 7 during the same period.



## Appendix 3.8

### Breakdown of complainants by age (where specified) 2019/2020

The numbers of complaints split by age have been compared to the previous 12 months. Interesting to note are decreases seen throughout all age groups, the largest reduction in age 46-59 which has dropped by 25.



## Appendix 3.9

### Reopened by Group 2019/2020

Group	Number
Corporate Operations	1
Imaging	3
Medicine & Emergency Care	23
Primary Care Community & Therapies	5
Strategy & Governance	1
Surgery	16
System Transformation	1
Women & Child Health	13

## Appendix 3.10


### Feedback from Complaints and Purple Point Questionnaire

The feedback complaint and Purple Point questionnaire went live in June 2019. The team have sent out 523 surveys since implementation, complaint cases sent out totalled 415 and Purple Point cases totalled 108. There have only been, a disappointing, 74 responses in total (it is not possible to identify whether these responses are complaints or PP, however anecdotally from comments submitted it is believed these are complaints only). This translates to a 14% response rate. The questions asked are shown below:

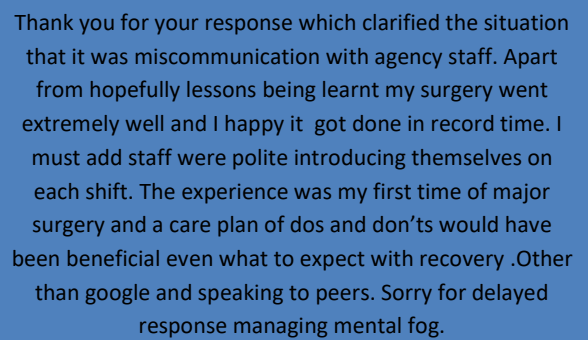
- 1) Did you feel the Trust listened to your concerns?
- 2) Do you feel your contact has made a difference?
- 3) Were you satisfied with how we responded to you?

### Would you like to make any other comments?

Some example comments received to date are included below:

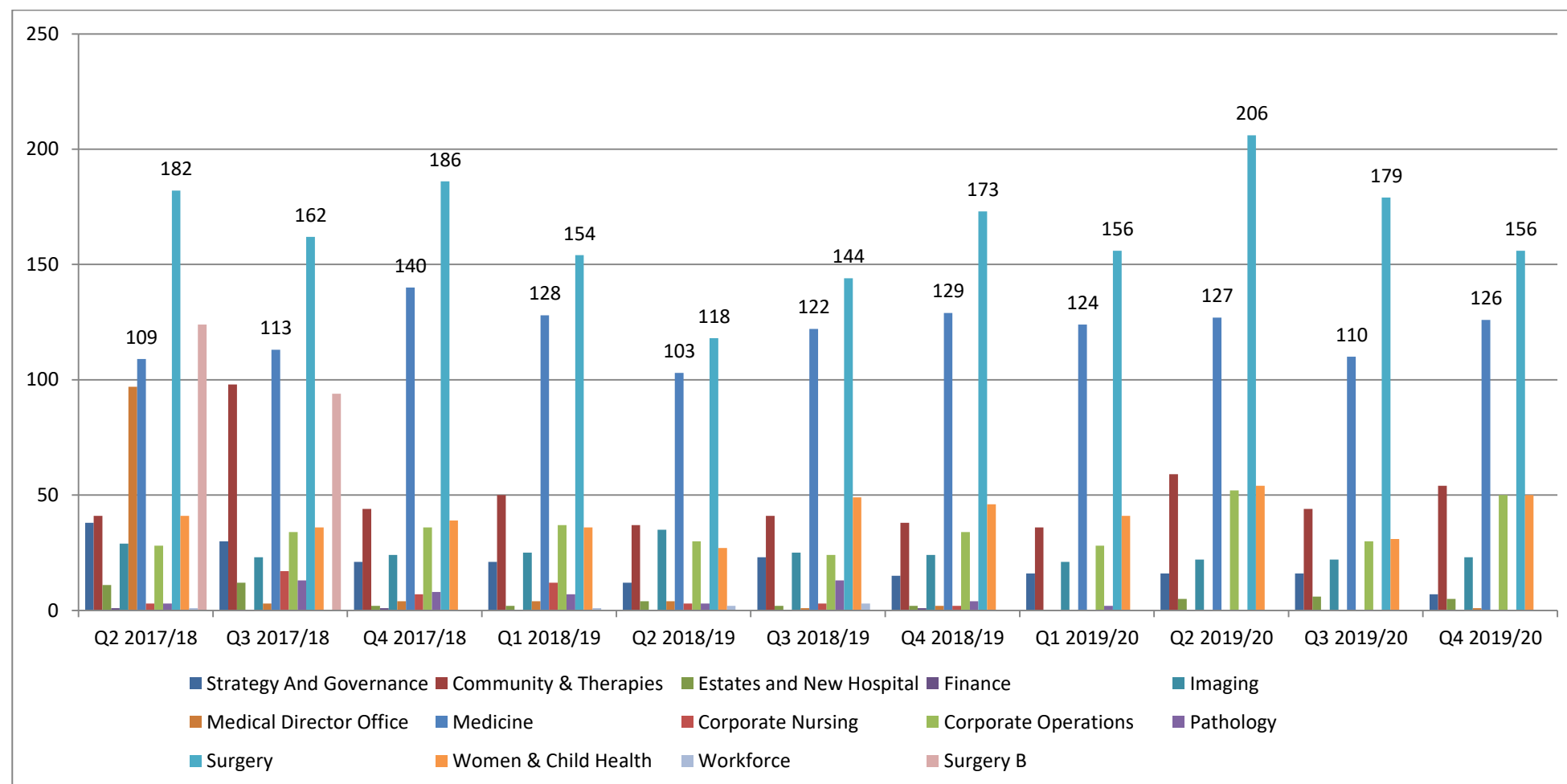


I was contacted immediately and the Hospital tried their best to resolve the issue.

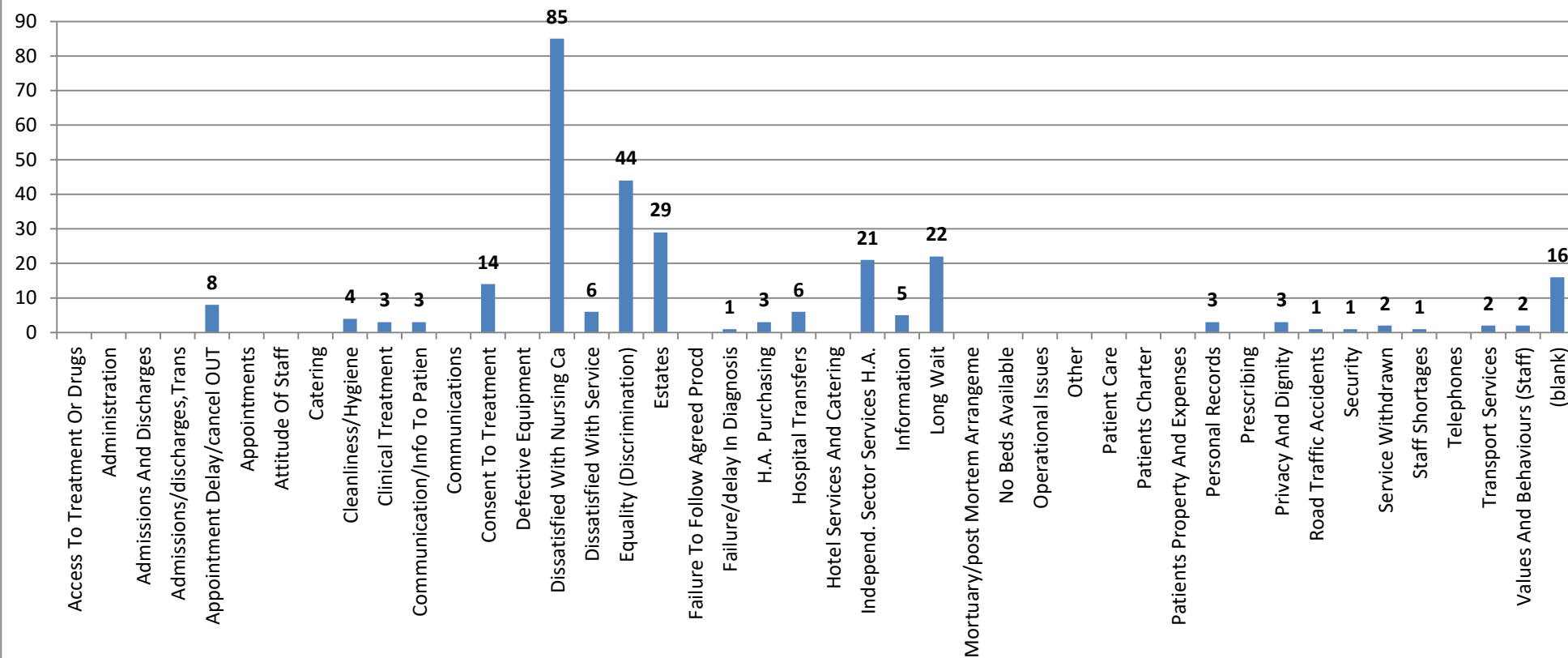


Thank you for your response which clarified the situation that it was miscommunication with agency staff. Apart from hopefully lessons being learnt my surgery went extremely well and I happy it got done in record time. I must add staff were polite introducing themselves on each shift. The experience was my first time of major surgery and a care plan of dos and don'ts would have been beneficial even what to expect with recovery .Other than google and speaking to peers. Sorry for delayed response managing mental fog.

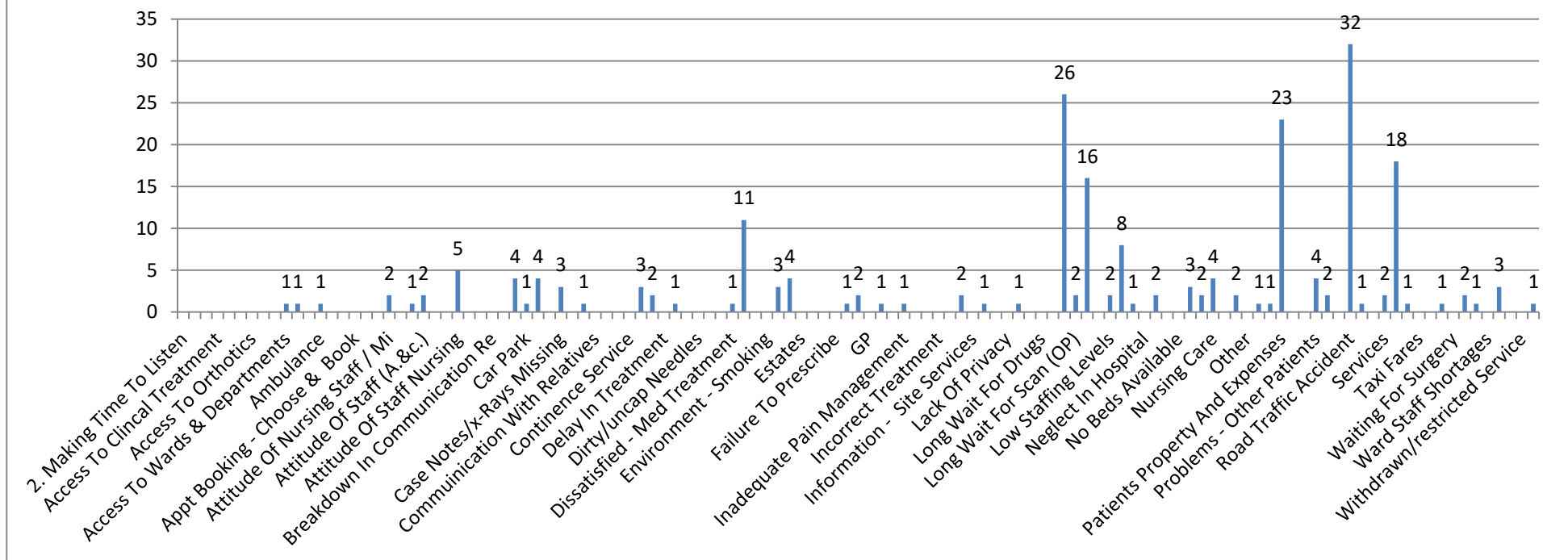
## Local Resolution enquiries broken down by group for 2019/20 compared to Q2 2017/18 onwards:



## Local Resolution themes 2019/20



### Purple point call categories 2019/20





**Purple Point calls by Group for 2019/2020**

<b>Group</b>	<b>Calls</b>
Corporate Operations	3
Estates & New Hospital Project	0
Imaging	2
Medicine & Emergency Care	139
Primary Care Community & Therapies	21
Strategy & Governance	4
Surgery	59
Women & Child Health	35