

## Report to the NHS Somerset Clinical Commissioning Group on 26 May 2022

<b>Title: Annual Complaints Report 2021/2022</b>	<b>Enclosure H</b>
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Version Number / Status:	1
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### Summary and Purpose of Paper –

The publication of the Complaints Annual Report is a requirement under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. The regulations prescribe that each responsible body must prepare an annual report for each year which must:

- specify the number of complaints received
- specify the number of complaints which were well-founded
- specify the number of complaints referred to the Parliamentary and Health Service Ombudsmen (PHSO) for consideration
- summarise the subject matter of complaints received
- any matters of general importance arising out of those complaints, or the way in which the complaints were handled
- any matters where action has been or is to be taken to improve services as a consequence of those complaints

This report provides a high level summary of formal complaints managed by Somerset Clinical Commissioning Group (CCG) during the year. Detailed reports on the complaints received, their outcome and any learning are reviewed at Patient Safety and Quality Assurance Committee.

### Recommendations and next steps

The Patient Safety and Quality Assurance Committee has approved the publication of the Annual Complaints Report 2021/22 on the CCG website.

Governing Body is asked to endorse the Report and note the decision to publish it on the CCG website.

<b>Impact Assessments – key issues identified</b>				
<b>Equality</b>	Monitoring data is collected as part of the complaint process.			
<b>Quality</b>	Complaints are used as part of a suite of intelligence used by the CCG to monitor the quality and safety of health services in Somerset			
<b>Safeguarding</b>	Any issues relating to safeguarding are reviewed appropriately			
<b>Privacy</b>	The information contained in the report is anonymised. Complainants are asked to provide consent to comply with Data Protection and Caldicott principles			
<b>Engagement</b>	Complaints are overseen by the Patient Safety and Quality Assurance Committee at which there is lay membership.			
<b>Financial / Resource</b>	No financial implications			
<b>Governance or Legal</b>	The publication of the Complaints Annual Report is a requirement under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.			
<b>Sustainability</b>	Implications considered			
<b>Risk Description</b>	Not applicable			
<b>Risk Rating</b>	Consequence	Likelihood	RAG Rating	GBAF Ref

# Formal Complaints

## 1 April 2021- 31 March 2022



Somerset

Clinical Commissioning Group

Working together to improve health and wellbeing

**56**

Formal complaints  
received by  
Somerset CCG

**44**

Closed at year  
end

### Four Main Areas of Concern:

- **Access to medication or medical devices** (9 formal complaints)
- **Dissatisfaction with the NHS Continuing Healthcare assessment process; the priority assigned to domains and applications being declined** (7 formal complaints)
- **Dissatisfaction with acute in-patient admission / treatment** (4 formal complaints)
- **Delays and dissatisfaction with the urgent care services** (4 formal complaints)

### Well founded?

**6** upheld  
**14** partially upheld

### Who complained?

**15** patients  
**10** 'others'  
**18** males  
**6** parents/carers  
**32** females

### Characteristics of the person the complaint related to..... (some forms returned with partial details completed)

<b>0</b> (0-5 yrs)	<b>1</b> single <b>2</b> married <b>0</b> cohabiting <b>0</b> divorced <b>0</b> widowed
<b>4</b> (6-17 yrs)	<b>1</b> considered they had a disability
<b>1</b> (18-25 yrs)	<b>0</b> declared English was their first language
<b>6</b> (26-55 yrs)	<b>0</b> declared they were White British
<b>3</b> (56-64 yrs)	<b>0</b> declared dual heritage
<b>3</b> (65-74 yrs)	<b>0</b> were pregnant or had had a baby in last 6 months
<b>5</b> (75 yrs+)	<b>3</b> declared they were heterosexual
	<b>0</b> declared their religion
	<b>1</b> declared they were trans / transgender

Average time to close  
complaints

**102** days

### **2** Referrals to the Ombudsman

**1** End of life care  
**1** Patient Transport

## Learning from complaints has resulted in a number of Quality Improvement projects for the CCG

### Personal Wheelchair Budgets

A complaint about the Somerset Wheelchair Service identified learning for the CCG about access to and the promotion of Personal Wheelchair Budgets.

### Home Oxygen Service

A complaint relating to the Home Oxygen Service (HOS) highlighted an opportunity to improve accessing to oxygen for sleep apnoea patients in the future. It was identified that nurses in the Sleep Apnoea Clinic should be trained to prescribe oxygen as this would allow patients to access home oxygen immediately following diagnosis by the clinic. The CCG facilitated discussions between the HOS provider and the Sleep Apnoea Clinic to improve collaboration and training across both services and to ensure there are no gaps in service.

### End of Life Care in the community

Complaints received continue to highlight the difficulties families/carers face with having to deal with different providers and the continued challenge of those providers communicating with families in an effectively and in a timely way, so they know who is responsible for each aspect of care.

They also demonstrate the challenge families/carers face of accessing appropriate help and support quickly when their loved one rapidly/unexpectedly deteriorates.

Learning from complaints is shared with the Somerset End of Life Improvement Board and taken forward through their annual work programme.

### Treatment Escalation Plans (TEPS)

A complaint highlighted the challenge clinicians have in making decisions about patients who have treatable conditions, but do not wish to be admitted to hospital. The Somerset multi-agency professional group who over see the TEP continuously review and consider if further improvements can be made to the process.

### Mental Capacity Act: Assessing capacity

A complaint involving an individual with a frontal lobe injury highlighted the challenges with assessing capacity in individuals who may perform well in interviews and tests but have impairments in daily life. The CCG agreed to lead a small project group to devise appropriate guidance for the application of the Mental Capacity Act.