

Report to the NHS Somerset Clinical Commissioning Group on 30 July 2020

Title: Annual Complaints Report 2019/20	Enclosure J
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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 2019/20 on the CCG website.

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

Impact Assessments – key issues identified				
Equality	Monitoring data is collected as part of the complaint process and the Annual Complaints Report contains a section which reports on this.			
Quality	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			
Privacy	The information contained in the report is anonymised.			
Engagement	Complaints are overseen by the Patient Safety and Quality Assurance Committee at which there is lay membership.			
Financial / Resource	No financial implications			
Governance or Legal	The publication of the Complaints Annual Report is a requirement under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.			
Risk Description	None			
Risk Rating	Consequence	Likelihood	RAG Rating	GBAF Ref

Formal Complaints 2019-20

Working together to improve health and wellbeing



Somerset

Clinical Commissioning Group

53 formal complaints received

48 closed (at year end)

3 main areas of dissatisfaction:

- NHS Continuing Healthcare (CHC)
- Access to services
- Quality of Care

Well founded?

7 upheld

18 partially upheld

Who complained?

19 patients

11 parents/carers

8 males

23 'others'

8 females

Characteristics of people the complaint related to (19 returns, not all completed)

1 x 0-5yrs

1 x 6-17yrs

1 x 18-25yrs

3 x 26-55yrs

2 x 56-64yrs

4 x 65-74yrs

3 x 75yrs+

4 single; **8** married; **0** cohabiting; **0** divorced; **2** widowed

4 considered themselves to have a disability

All declared that English was their first language

9 declared they were White British/Irish

0 were pregnant or had had a baby in last 6 months

10 heterosexual; **0** declared their religion; **0** trans/transgender

Average time to close complaints

82.5 days

5 Referrals to the Ombudsman

3 Continuing Healthcare (CHC)

1 Quality of Care

1 Non-urgent patient transport

Examples of learning used to inform commissioning decisions and improve processes include:

- ★ from 1 April 2019 a new Electronic Palliative Care Co-ordination System was introduced in Somerset. This system has been designed to address issues with sharing information between different agencies around end of life care plans and medication
- ★ the Continuing Healthcare team continually use the intelligence gained from complaints to refine their processes and communication to improve applicants experience
- ★ an independent complaint review commissioned by the Clinical Commissioning Group (CCG) made a number of recommendations to improve the way in which the health service and children's social care adoption/fostering service work together. These are being taken forward jointly by the CCG and local authority.