

Report to the NHS Somerset Clinical Commissioning Group on 22 July 2021

Title: Annual Complaints Report 2020/21	Enclosure N
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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 2020/21 on the CCG website.

Governing Body is asked to endorse 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.			
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 1 April 2020- 31 March 2021

58 formal complaints received

45 closed (at year end)

3 main areas of dissatisfaction:

- Access to services
- Quality of Care
- Diagnosis

Well founded?

7 upheld

15 partially upheld

Who complained?

34 patients

9 parents/carers

25 males

15 'others'

33 females

Characteristics of the person the complaint related to (10 forms returned with partial details completed)

0 x 0-5yrs

2 x 6-17yrs

1 x 18-25yrs

4 x 26-55yrs

2 x 56-64yrs

0 x 65-74yrs

1 x 75yrs+

0 single; **2** married; **1** cohabiting; **0** divorced; **0** widowed

1 considered they have a disability

2 declared English was their first language

2 declared they were White British; **1** declared dual heritage

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

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

Average time to close complaints

91 days

3 Referrals to the Ombudsman

2 Continuing Healthcare (CHC)

1 End of life care

Learning from complaints has been used to inform the following work of the CCG:

- ★ a new Autistic Spectrum Condition/Attention Deficit Hyperactivity Disorder pathway has been designed and a new Multi-Disciplinary Team triage process introduced. The CCG, providers and local authority are working together to improve the Special Educational Needs and Disability (SEND) service
- ★ one of our local hospital and a neighbouring hospital are being supported to resolve access issues with the system used to transfer diagnostic images
- ★ examples of complainants experience is being used to inform work to improve access to mental health services and make them more person centred