

## QUALITY

### *QUALITY REPORT - GOVERNANCE INDICATORS: Quarter ending 31 December 2000*

#### 1. Risk Events

The CareKey system provides quarterly reports for the Risk Management Group, who in turn report to the Clinical Governance Panel on any areas of concern and corresponding action plans. Trust Board Members have been provided with a summary of all risk events to staff and clients, recorded during the quarter.

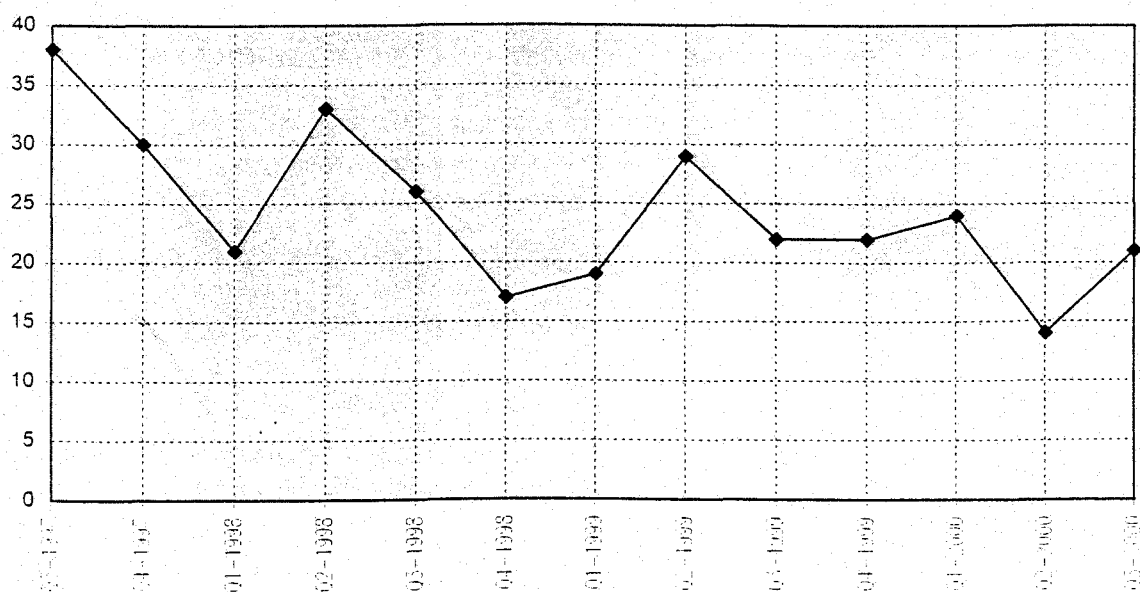
#### 2. Clinical Audit

The Clinical and Service Audit Group has agreed a prioritised audit programme for the year, to ensure that audit funding is focused on key clinical governance issues; work has already begun on many audit projects. The Clinical Governance Panel will be overseeing the audit programme, receiving six monthly reports of progress, within a written Trust Wide Framework for Audit.

#### 3. Complaints

##### Local Resolution

##### ◆ *Number of Complaints by Quarter*



◆ *Response Analysis*

Quarter	Total Number of Complaints	Acknowledged within 2 working days	Response within 20 working days
Q3/00	21	95%	70%
Q2/00	14	93%	58%
Q1/00	24	96%	49%
Q4/99	22	80%	58%
Q3/99	22	67%	71%
<b>Total /99</b>	<b>92</b>	<b>80%</b>	<b>56%</b>

One complaint was completed within seven working days. A summary of all complaints is attached.

◆ *Types of Complaint Received This quarter*

Type of Complaint	Q4/99	Total/99	Q1/00	Q2/00	Q3/00
Admission/discharge/transfer	1	11	1	0	2
Aids/eqpt/premises	0	1	1	0	0
Appoint. delay/cancel	1	3	3	2	3
Staff Attitude	7	24	3	3	6
Clinical Treatment	7	35	10	5	6
Consent to treatment	0	1	0	0	0
Complaint handling	0	0	1	0	2
Failure to follow procedures	0	2	1	0	0
Discrimination	0	1	0	0	0
Information to patient	2	6	3	0	0
Privacy/dignity	0	3	0	1	1
Patient's property and expenses	1	1	0	0	1
Transport	1	1	0	0	0
Policy and commercial decisions	1	1	0	0	0
Hotel services	1	1	1	0	0
Other				3	0

◆ *Complaints Received by Service*

Service	Q4/99	Totals/99	Q1/00	Q2/00	Q3/00
Acute Unit Therapy	1	2	2	1	0
Adult Mental Health	5	18	8	2	5
Child Health	1	3	0	0	0
Community Hospitals	1	6	3	2	0
Dental	1	3	0	1	0
District Nursing	0	5	1	0	2

Elderly Medicine	5	26	3	2	8
Elderly Mental Health	0	4	0	1	1
Family Planning	2	7	0	0	2
Health Centre	1	1	0	0	0
Health Visiting	0	0	0	1	0
Home Loans	0	1	1	0	0
Learning Disabilities	0	4	1	3	0
Paediatric Therapies	2	2	0	0	0
Physiotherapy	1	1	2	0	1
Podiatry	0	2	1	1	2
Specialist Mental Health	1	1	2	0	0
Substance Misuse	1	5	0	0	0
Transport	0	1	0	0	0

◆ *Action/changes resulting from complaints included:*

- \* Meetings with complainants to explore complaints/explain care
- \* Critical incident review to be carried out, following a specific incidence of inappropriate placement due to a lack of acute mental health beds
- \* Procedure for handling smear tests altered
- \* Batch of medication for injection with drawn from use and manufacturer alerted to possible adverse reaction

### Independent Review

Independent Review	Q3/99	Q4/99	Tot/99	Q1/00	Q2/00	Q3/00
Requested	4	0	4	2	4	0
Agreed	0		0	1		1
Refused	3		3		2	
Back to Local Resolution	1		1	1	1	
Still awaiting decision					1	

The Independent Review agreed in quarter 1 was carried out in quarter 2 and the panel report was received in quarter 3; a full copy of the Panel report and the resulting action plan has been made available to all Trust Board members.

#### 4. **Waiting Time for first OPD**

The waiting time standard for the first outpatient appointment, following GP referral, is that 90% of people should be seen within 13 weeks, and 100% within 26 weeks. The estimated exceptions to these standards (based on next available appointment) at 30 September 2000 were:

<i>Service</i>	<i>Q4/99</i>	<i>Q1/00</i>	<i>Q2/00</i>	<i>Q3/00</i>
<i>Child and Family Therapy</i>	<i>1 clinic = 34 weeks</i>	<i>1 clinic = 33 weeks</i>	<i>1 clinic = 24 weeks</i>	<i>1 clinic =24 weeks 2 clinics = 14 weeks</i>
<i>Community Paediatrics</i>	<i>2 clinics = 24 weeks</i>			
<i>Family Planning Vas. Ops.</i>			<i>13 weeks, GHC</i>	
<i>Occupational Therapy (AMH Petersfield)</i>	<i>15 Weeks</i>			
<i>Physiotherapy - (Gosport)</i>	<i>18 weeks</i>	<i>23 weeks</i>	<i>29 weeks</i>	<i>28 weeks</i>
<i>- (FarehamHC)</i>		<i>18 weeks</i>		<i>30 weeks</i>
<i>- (QAH OPD)</i>	<i>15 weeks</i>	<i>19 weeks</i>	<i>24 weeks</i>	
<i>Paediatric physiotherapy</i>	<i>9-18 weeks</i>			
<i>Paediatric occupational therapy</i>	<i>11-22 weeks</i>			
<i>Paediatric OT &amp; PT</i>	<i>8-16 weeks</i>	<i>4-30 weeks</i>	<i>3-36 weeks</i>	<i>7-34 weeks</i>
<i>Podiatry -</i>				
<i>- (Biomechanics)</i>	<i>25 weeks</i>	<i>16 weeks</i>		<i>18 weeks</i>
<i>- (Cosham HC)</i>		<i>15 weeks</i>	<i>14 weeks</i>	<i>22 weeks</i>
<i>- (Havant HC)</i>		<i>14 weeks</i>	<i>16 weeks</i>	<i>20 weeks</i>
<i>- (Paulsgrove clinic)</i>				<i>22 weeks</i>
<i>- (Dunsbury way)</i>				<i>14 weeks</i>

## 5. Staff Update

### Clinical Development Adviser

Following a successful secondment to the post of Clinical Risk Adviser, Steve King has been appointed to the post of Clinical Development Adviser. In his re-defined role Steve will continue to support services in meeting the requirements of clinical risk management/clinical governance through reflection on critical incidents, risk assessments, staff recruitment and complaints etc. He will, as before, be working in close co-operation with Julie Jones, Corporate Risk Adviser.

## Complaint Summary Report: Quarter 3 - October to December 2000

Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
C00/39	13-10-2000	CONFIDENTIAL	Attitude of staff	Closed	13-11-2000
Summary: Code A wrote to complain about the attitude of a physiotherapist at Gosport War Memorial Hospital.					
Resolution: Apology given for lack of communication at physiotherapy session and for distress caused.					
C00/40	11-11-2000	CONFIDENTIAL	Complaints handling	Closed	14-12-2000
Summary: Code A telephoned to complain about the way their written complaint to the Service Manager at The Meadows was being handled, and about the attitude of staff. CIR.					
Resolution: Summary of investigating officer's findings outlined in reply. Arrangements will be made for Code A to meet with Quality and Service Managers.					
C00/41	16-10-2000	CONFIDENTIAL	Attitude of staff	Closed	14-12-2000
Summary: Code A wrote to complain about the attitude of the doctor caring for his father at Gosport War Memorial Hospital.					
Resolution: Code A met with investigating officer and letter outlined main issues covered. Apology given for poor communication.					
C00/42	25-10-2000	CONFIDENTIAL	Appoint. delay/cancellation (outpatient)	Closed	21-11-2000
Summary: Code A wrote to complain about the delay, on the part of the consultant geriatrician, in ordering tests for their mother, Code A					
Resolution: Code A condition was indicative of heart disease not cancer of the bowel and all tests considered appropriate were undertaken.					
C00/43	26-10-2000	CONFIDENTIAL	Attitude of staff	Closed	17-11-2000
Summary: Code A complained about the attitude of a district nurse.					
Resolution: Allegations of rudeness not substantiated by general practitioner and social worker who attended with district nurse. Apology given for distress caused. Code A allocated a different nurse.					
C00/44	03-11-2000	CONFIDENTIAL	Attitude of staff	Closed	30-11-2000
Summary: Code A telephoned to complain about the treatment he received at a podiatry clinic and about the attitude of the podiatrist.					
Resolution: Treatment given was appropriate for Code A needs. Apology given for distress caused.					
C00/45	09-11-2000	CONFIDENTIAL	Appoint. delay/cancellation (outpatient)	Closed	28-11-2000
Summary: Code A wrote to complain about the attitude of the staff at Cavendish House when he called in to find out when his appointment was.					
Resolution: Code A did not attend his December 1999 appointment. In January following a review he was discharged and GP was asked to re-refer him if necessary. Unfortunately Code A was not informed of this - apology given for this oversight.					
C00/46	08-11-2000	CONFIDENTIAL	Appoint. delay/cancellation (outpatient)	Closed	20-11-2000
Summary: Code A wrote to complain about the fact that following a request to Eastney Health Centre to have her toenails cut at home she was assessed on 28th September but had to wait until 6th November for nails to be cut.					
Resolution: Assessment visit is normal as service receives too many requests for home visits. Apology given for fact that this was not explained clearly to Code A on 28th September.					
C00/47	08-11-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	30-11-2000
Summary: Code A suffered a localised tissue reaction to a contraceptive injection.					
Resolution: Injection was given correctly so it is unlikely that Code A had an infection. Unfortunately some people do suffer adverse reactions to medication. Offer made for Code A to discuss further with staff if she wished.					
C00/48	09-11-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	04-12-2000
Summary: Code A wrote to complain about the lack of psychiatric treatment given to his late brother.					
Resolution: Code A refused help for some considerable time. Once he agreed to be admitted as a voluntary patient everything that was possible to be done was.					
C00/49	08-11-2000	CONFIDENTIAL	Patients' privacy and dignity	Closed	14-11-2000
Summary: Code A wrote to complain about the lack of privacy when she attended the Well Woman clinic and about a possible breach of confidentiality.					

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Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
Resolution: Apology given for failure to offer Mrs. T. a blanket. Matter of potential breach of confidentiality addressed.					
C00/50	10-11-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	07-12-2000
Summary: Code A wrote to complain about the care given to his wife by staff on Victory ward following her transfer there from Southampton General Hospital.					
Resolution: All concerns investigated and full response sent to Code A. Offer made for him to meet with consultant and general manager if he wished to discuss matters further.					
C00/51	16-11-2000	CONFIDENTIAL	Admission, discharge and transfer arrang	Closed	14-12-2000
Summary: Code A wrote to complain that her father was discharged from Victory ward on 8.11.2000 despite the fact that he could not walk, was in pain and lived alone. He was admitted to SMH on 12.11.2000 where he was diagnosed with MRSA. He died on 15.11.2000.					
Resolution: Code A was assessed by physiotherapy and occupational therapy before his discharge and was found to need minimal assistance, and he refused a referral to social services. Unable to be clear about where MRSA contracted.					
C00/52	23-11-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	21-12-2000
Summary: Code A wrote to complain about the swelling, bruising and pain she experienced after having a blood test.					
Resolution: Bruising is not an uncommon problem following the taking of blood and Code A unfortunately suffered more than most people. Investigation showed the correct procedures were followed. Apology given for distress caused.					
C00/53	01-12-2000	CONFIDENTIAL	Complaints handling	Closed	22-12-2000
Summary: Code A wrote to complain about the way his verbal complaint to ward staff concerning the way his mother was treated was handled and that this complaint had not been addressed.					
Resolution: Code A did not indicate that he felt his verbal complaint had not been dealt with and at a meeting he requested he was unwilling to enter into dialogue on issues.					
C00/54	04-12-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	05-01-2001
Summary: Code A grandmother of Code A a patient under Section on King Villa, was concerned that when he absconded police were not called, and that when she and her daughter visited they saw no staff despite the fact that he became very noisy.					
Resolution: Police are not automatically called when patients abscond. On this occasion there was confusion as staff thought he was an voluntary patient. With regard to lack of staff records indicate regular checks were made. Apology given for distress caused.					
C00/55	05-12-2000	CONFIDENTIAL	Patients' property and expenses	Closed	07-12-2000
Summary: Code A wrote to complain about the fact that following her grandfather's death her aunt was given a bag containing his soiled pyjamas.					
Resolution: Apology given for correct procedure not being followed and for distress caused.					
C00/56	06-12-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	19-12-2000
Summary: Code A wrote to express his concerns about inadequate disinfection of an electronic thermometer.					
Resolution: The thermometers are supplied with single use disposable probes and these are removed after each use. When thermometer is replaced in trolley pocket replacement cover is automatic and machine will not operate without sheath in place.					
C00/57	07-12-2000	CONFIDENTIAL	Attitude of staff	Closed	05-01-2001
Summary: Code A wrote to complain about the attitude of a nurse at the Summervale Unit where her mother is a client.					
Resolution: Code A offered meeting with staff to try to resolve differences of opinion. Apology given for distress caused					
C00/58	08-12-2000	CONFIDENTIAL	Admission, discharge and transfer arrang	Open	
Summary: Code A wrote to complain about the treatment given to her son by staff at the Meadows; detention in police cell and then Winchester Prison.					
Resolution:					
C00/59	21-11-2000	CONFIDENTIAL	Attitude of staff	Closed	18-12-2000
Summary: Code A wrote to complain about the care given to her father Code A whilst a patient on Elizabeth Ward,					
Resolution: All Code A concerns were investigated and a full response sent. Apology given for areas where service was below acceptable standard.					

# Complaint Summary Report: Quarter 3 - October to December 2000

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Grand Total Count: 21