

QUALITY

QUALITY REPORT - GOVERNANCE INDICATORS: Quarter ending 30 September 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.

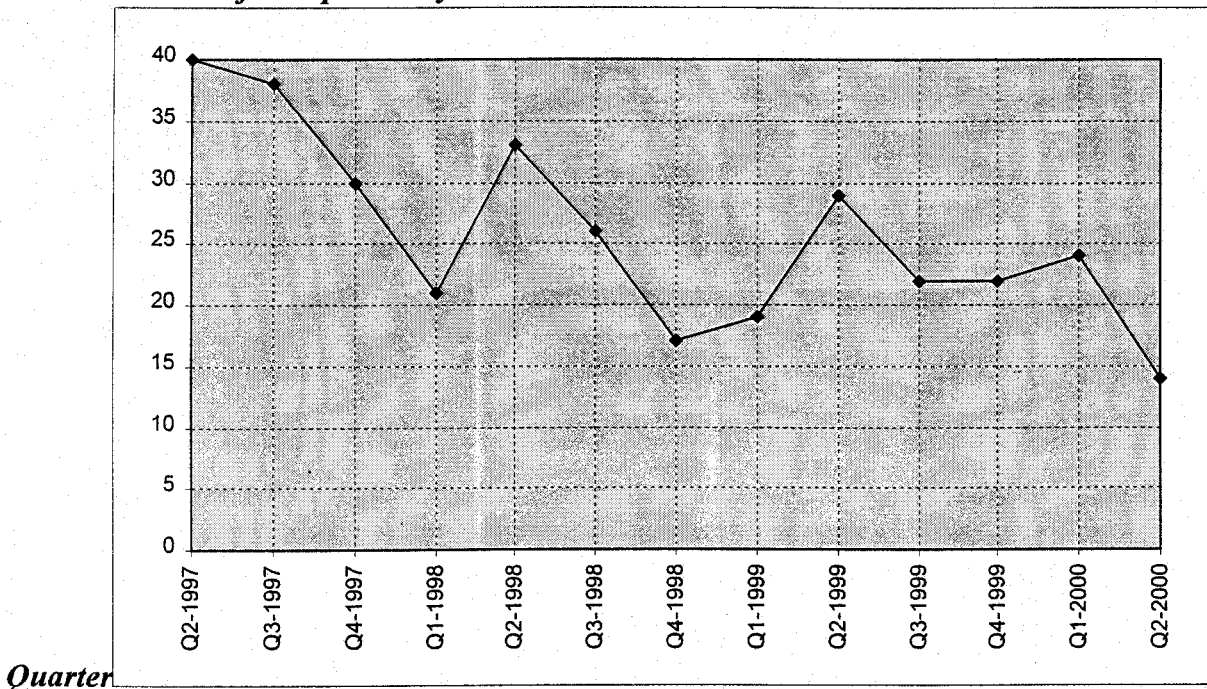
2. Clinical Audit

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*



◆ *Response Analysis*

Quarter	Total Number of Complaints	Acknowledged within 2 working days	Response within 20 working days
Q2/00	14	93%	58%
Q1/00	24	96%	49%
Q4/99	22	80%	58%
Q3/99	22	67%	71%
Q2/99	29	93%	46%
Total /99	92	80%	56%

One complaint was completed within seven working days and one complaint concluded on the death of the patient, there being no relative to whom we could respond. Of the five complaints that took over 20 working days to concluded, three were complex and needed in-depth investigation. A summary of all complaints has been made available to all Board Members.

◆ *Types of Complaint Received This quarter*

Type of Complaint	Q3/99	Q4/99	Total	Q1/00	Q2/00
Admission/discharge/transfer	0	1	11	1	0
Aids/eqpt/premises	0	0	1	1	0
Appoint. delay/cancel	0	1	3	3	2
Staff Attitude	4	7	24	3	3
Clinical Treatment	15	7	35	10	5
Consent to treatment	0	0	1	0	0
Complaint handling	0	0	0	1	0
Failure to follow procedures	0	0	2	1	0
Discrimination	0	0	1	0	0
Information to patient	1	2	6	3	0
Privacy/dignity	1	0	3	0	1
Patient's property and expenses	0	1	1	0	0
Transport	0	1	1	0	0
Policy and commercial decisions	1	1	1	0	0
Hotel services	0	1	1	1	0
Other					3

Of the three "other" complaints, two referred to complaints from the public about residential clients, and one referred to an absconding client.

◆ *Complaints Received by Service*

Service	Q3/99	Q4/99	Totals	Q1/00	Q2/00
Acute Unit Therapy	1	1	2	2	1
Adult Mental Health	2	5	18	8	2
Child Health	0	1	3	0	0
Community Hospitals	1	1	6	3	2
Dental	0	1	3	0	1
District Nursing	1	0	5	1	0
Elderly Medicine	10	5	26	3	2
Elderly Mental Health	1	0	4	0	1
Family Planning	2	2	7	0	0
Health Centre	0	1	1	0	0
Health Visiting	0	0	0	0	1
Home Loans	1	0	1	1	0
Learning Disabilities	1	0	4	1	3
Paediatric Therapies	0	2	2	0	0
Physiotherapy	0	1	1	2	0
Podiatry	0	0	2	1	1
Specialist Mental Health	0	1	1	2	0
Substance Misuse	2	1	5	0	0
Transport	0	0	1	0	0

◆ *Action/changes resulting from complaints included:*

- * Alarms fitted to cottage hospital doors to alert staff to clients wandering off
- * Nurse removed from direct care of particular client
- * Action plan for improvements to one area developed in partnership with complainant
- * Offers made for meeting with staff, including using local mediation services

Independent Review

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

Three of the requests received were from one complainant: one of which was a re-request following further action at local resolution; two of these requests were refused and one sent back to local resolution.

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>Q3/99</i>	<i>Q4/99</i>	<i>Q1/00</i>	<i>Q2/00</i>
<i>Child and Family Therapy</i>	<i>1 clinic = 27 weeks</i>	<i>1 clinic = 34 weeks</i>	<i>1 clinic = 33 weeks</i>	<i>1 clinic = 24 weeks</i>
<i>Community Paediatrics</i>		<i>2 clinics = 24 weeks</i>		
<i>Family Planning (psychosexual) (Genetic Counselling) Vas.Ops.</i>	<i>15 weeks</i>			<i>13 weeks, GHC</i>
<i>Occupational Therapy (AMH Petersfield) (AMH Havant) (AMH Hayling)</i>		<i>15 Weeks</i>		
<i>Physiotherapy - (Gosport) - (FarehamHC) - (QAH OPD)</i>	<i>15 weeks 18 weeks</i>	<i>18 weeks 15 weeks</i>	<i>23 weeks 18 weeks 19 weeks</i>	<i>29 weeks 24 weeks</i>
<i>Paediatric physiotherapy</i>		<i>9-18 weeks</i>		
<i>Paediatric occupational therapy</i>	<i>9-16 weeks</i>	<i>11-22 weeks</i>		
<i>Paediatric OT & PT</i>	<i>4-20 weeks</i>	<i>8-16 weeks</i>	<i>4-30 weeks</i>	<i>3-36 weeks</i>
<i>Podiatry - - (Biomechanics) - (QAH nail surgery) - (Cosham HC) - (Havant HC)</i>	<i>35 weeks</i>	<i>25 weeks</i>	<i>16 weeks 15 weeks 14 weeks</i>	<i>14 weeks 16 weeks</i>

Complaint Summary Report - Quarter 2 - July to September 2000

* Police → Neards
 * (D.I. R/O. IRP) * Code A

M.H. Terms
 HO " "

* Ombudsman

Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
B00/26	13-07-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	06-10-2000
<p>Summary: Code A wrote to complain about the service provided to her late son by the mental health service during the last eighteen months of his life. Resolution: All areas of Code A treatment and Code A areas of concerns were investigated. This did not reveal any areas where things could or should have been done differently. Offer made for Code A to discuss further concerns with psychologist.</p>					
B00/27	19-07-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	01-08-2000
<p>Summary: Code A wrote to complain about the delay in physiotherapy treatment for her daughter following an operation on her shoulder. Resolution: There was a confusion over which physiotherapist Code A wished to be referred to which caused a delay. Apology given for delay.</p>					
B00/28	25-07-2000	CONFIDENTIAL	Attitude of staff	Closed	09-08-2000
<p>Summary: Code A wrote to complain about the attitude a member of the night nursing staff. Resolution: Reply sent to Code A daughter as Code A died on 6th August. Problems with night nurse had been recognised early on and she was not involved in providing direct care for Code A. Apology given for distress.</p>					
B00/25	10-07-2000	CONFIDENTIAL	Patients' privacy and dignity	Closed	24-08-2000
<p>Summary: Code A wrote to complain about an alleged breach of confidentiality by the health visitor. Resolution: Matter investigated. As no third party was involved it is not possible to draw a conclusion. Apology given for distress caused.</p>					
B00/29	25-07-2000	CONFIDENTIAL	Other	Open	31-07-2000
<p>Summary: Code A wrote to complain that her father Code A disappeared from Emsworth Victoria Cottage Hospital and that the nurses were unaware he was missing until informed by her brother. Resolution: Code A left via a fire escape door and was only missing for a very short time before found. Alarms have now been fitted to fire doors. Apology given for distress caused to family.</p>					
B00/30	01-08-2000	CONFIDENTIAL	Attitude of staff	Closed	08-08-2000
<p>Summary: Code A wrote to complain about the attitude of a member of the nursing staff on Ellen Cook Ward. Resolution: Code A died on 8.8.2000. No next-of-kin so no further action taken.</p>					
B00/31	09-08-2000	CONFIDENTIAL	Other	Closed	12-09-2000
<p>Summary: Code A wrote to complain about the constant screaming of a client living next door to her and her parents. Resolution: Client does scream loudly at times as it is her way of communicating. Apology given for distress caused to Code A and her parents. Offer made for meeting with carers and/or mediation service.</p>					
B00/32	10-08-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	14-09-2000
<p>Summary: Code A wrote to complain about the care and attention given to her late mother by staff on Sultan Ward, Gosport War Memorial Hospital. Resolution: Full response to Code A concerns sent. Offer made for her to meet with general practitioner and member of nursing team.</p>					
B00/33	16-08-2000	CONFIDENTIAL	All aspects of clinical treatment	Open	
<p>Summary: Code A complained, via the Mencap District Officer, about concerns she has about about her son's care and quality of life. Resolution:</p>					
B00/34	25-08-2000	CONFIDENTIAL	Attitude of staff	Closed	27-09-2000
<p>Summary: Code A wrote to complain about the way her husband was treated by staff on Beaton Unit. Resolution: Code A met with service manager and consultant and her husband's care discussed. Apology given for lack of communication and for areas where service fell below expected standard.</p>					
B00/35	07-09-2000	CONFIDENTIAL	Appoint. delay/cancellation (outpatient)	Closed	18-09-2000
<p>Summary: Code A wrote to complain about the difficulty she has had in obtaining a routine appointment for her daughter with the school dental service. Resolution: Apology given for difficulty in obtaining appointment. Arrangements made for dentist to do final check-up when Code A attends Gosport for an orthodontic appointment in</p>					

Complaint Summary Report - Quarter 2 - July to September 2000

Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
October.					
B00/36	14-09-2000	CONFIDENTIAL	Other	Closed	10-10-2000
Summary: Code A wrote to complain about the increasingly violent behaviour of Code A a resident of 12 Waterloo Road. Resolution: Code A met with service manager to discuss problems experienced. Criticisms raised accepted, apology given. Measures being taken to improve situation.					
B00/37	14-09-2000	CONFIDENTIAL	All aspects of clinical treatment	Open	
Summary: Code A wrote to complain about various aspects of her late mother's care by staff of Philip Ward, Queen Alexandra Hospital. Resolution: All concerns raised in letter responded to in full. Offer made for Code A and her father to meet consultant if they wished.					
B00/38	04-09-2000	CONFIDENTIAL	Appoint. delay/cancellation (outpatient)	Closed	13-09-2000
Summary: Code A wrote to complain about the problems he had experienced in obtaining a podiatry appointment. Resolution: Apology given for difficulty experienced, caused by shortage of staff.					

Grand Total Count: 14