

## QUALITY

### **QUALITY REPORT - GOVERNANCE INDICATORS:** *Quarter ending 30 June 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. Patient falls account for the highest number of recorded incidents and the causes and prevention of falls is being explored in elderly medicine, elderly mental health and in community hospitals. Trust Board Members have been provided with a summary of all risk events to staff and clients, recorded during the quarter.

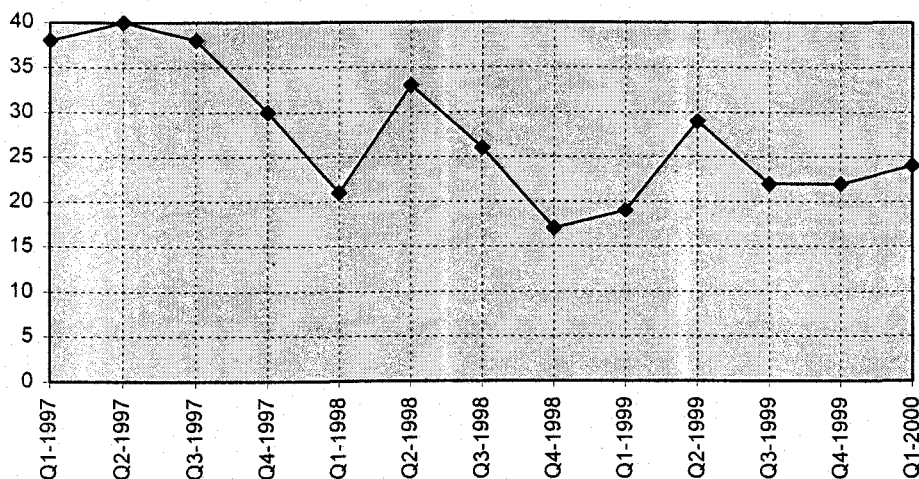
#### 2. Clinical Audit

The Clinical and Service Audit Group is pulling together 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
Q1/00	24	96%	49%
Q4/99	22	80%	58%
Q3/99	22	67%	71%
Q2/99	29	93%	46%
Q1/99	19	80%	50%
<b>Total /99</b>	<b>92</b>	<b>80%</b>	<b>56%</b>

One complaint was fully completed within 7 days, a number of complex complaints required detailed investigation, slowing the overall response rate. A summary of all complaints received is attached.

◆ *Types of Complaint Received This quarter*

Type of Complaint	Q2/99	Q3/99	Q4/99	Total	Q1/00
Admission/discharge/transfer	5	0	1	11	1
Aids/eqpt/premises	1	0	0	1	1
Appoint. delay/cancel	1	0	1	3	3
Staff Attitude	7	4	7	24	3
Clinical Treatment	9	15	7	35	10
Consent to treatment	0	0	0	1	0
Complaint handling	0	0	0	0	1
Failure to follow procedures	1	0	0	2	1
Discrimination	0	0	0	1	0
Information to patient	3	1	2	6	3
Privacy/dignity	2	1	0	3	0
Patient's property and expenses	0	0	1	1	0
Transport	0	0	1	1	0
Policy and commercial decisions	0	1	1	1	0
Hotel services	0	0	1	1	1

◆ *Complaints Received by Service*

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

◆ *Action/changes resulting from complaints included:*

- \* re-enforcing of no alcohol policy in in-patient adult mental health
- \* second opinion of clinical care arranged
- \* cotside procedure strengthened
- \* improvements to the weekend catering service at Redclyffe House
- \* Medical Devises Agency asked to check equipment being used in clients own home.

**Independent Review**

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

The two requests for Independent Review received this quarter were both re-requests following further local resolution after a previous request made in quarter three.

#### 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 June 2000 were:

<i>Service</i>	<i>Q2/99</i>	<i>Q3/99</i>	<i>Q4/99</i>	<i>Q1/00</i>
<i>Adult Mental Health</i>	<i>13 &amp; 16 weeks (2 out of 17)</i>			
<i>Child and Family Therapy</i>	<i>22-39 weeks (3 out of 6 clinics)</i>	<i>1 clinic = 27 weeks</i>	<i>1 clinic = 34 weeks</i>	<i>1 clinic = 33 weeks</i>
<i>Community Paediatrics</i>			<i>2 clinics = 24 weeks</i>	
<i>Dental</i>				
<i>Family Planning (psychosexual) (Genetic Counselling) Vas. Ops.</i>	<i>15 weeks 19 weeks 13 weeks</i>	<i>15 weeks</i>		
<i>Occupational Therapy (AMH Petersfield) (AMH Havant) (AMH Hayling)</i>			<i>15 Weeks</i>	
<i>Physiotherapy - (Gosport) - (FarehamHC) - (QAH OPD)</i>	<i>19 weeks 18 weeks</i>	<i>15 weeks 18 weeks</i>	<i>18 weeks 15 weeks</i>	<i>23 weeks 18 weeks 19 weeks</i>
<i>Paediatric physiotherapy</i>	<i>11-14 weeks</i>		<i>9-18 weeks</i>	
<i>Paediatric occupational therapy</i>	<i>17-21 weeks</i>	<i>9-16 weeks</i>	<i>11-22 weeks</i>	
<i>Paediatric OT &amp; PT</i>	<i>8-18 weeks</i>	<i>4-20 weeks</i>	<i>8-16 weeks</i>	<i>4-30 weeks</i>
<i>Podiatry - - (Biomechanics) - (QAH nail surgery) - (Cosham HC) - (Havant HC)</i>	<i>24 weeks 63 weeks</i>	<i>35 weeks</i>	<i>25 weeks</i>	<i>16 weeks 15 weeks 14 weeks</i>
<i>School Nursing - Enuresis clinics</i>	<i>7-15 weeks (4 out of 13)</i>			