

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.

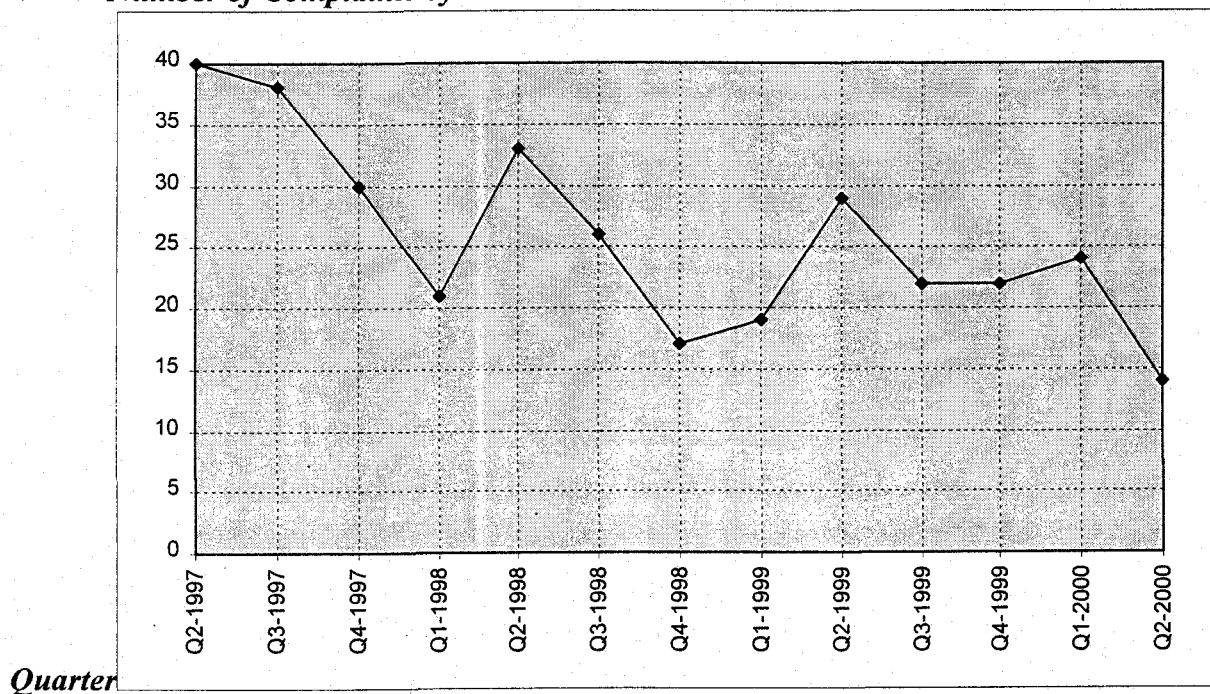
2. Clinical Audit

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 1 2000/2001

Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
A00/1	12-04-2000	CONFIDENTIAL	Failure to follow agreed procedures	Closed	19-05-2000
<p>Summary: Code A is concerned that during her son's period of admission on Solent ward under a section he had access to alcohol.</p> <p>Resolution: Although ward policies state that use of alcohol and drugs is prohibited it is very difficult to enforce in practice. Efforts are being made to resolve problem</p>					
A00/2	12-04-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	20-04-2000
<p>Summary: Code A junior wrote to complain about the lack of community nursing support following his mother's discharge from Gosport War Memorial Hospital.</p> <p>Resolution: Code A senior has been visited weekly by a CPN; although ways have been identified to help he is resistant to accepting any services. CPN is continuing to visit to support Code A and consultant has arranged for GP to review Code A physical health.</p>					
A00/3	04-05-2000	CONFIDENTIAL	Appoint. delay/cancellation (outpatient)	Closed	09-05-2000
<p>Summary: Code A wrote to complain about having to wait six months for physiotherapy treatment.</p> <p>Resolution: GP's referral was for routine appointment and there is a long wait for treatment at Gosport. Code A offered earlier appointment elsewhere in Trust.</p>					
A00/4	11-04-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	09-06-2000
<p>Summary: Code A wrote to complain about the treatment he was receiving and asking for a change of consultant.</p> <p>Resolution: Full response given to Code A. Second opinion arranged with consultant from outside Trust.</p>					
A00/6	11-05-2000	CONFIDENTIAL	Admission, discharge and transfer arrang	Open	
<p>Summary: Code A wrote to complain about lack of communication concerning her son's discharge from King Villa.</p> <p>Resolution:</p>					
A00/7	18-05-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	15-06-2000
<p>Summary: Code A wrote to complain about the care given to her father by staff on both Victory Ward, Queen Alexandra Hospital and Guernsey House, St. Mary's Hospital</p> <p>Resolution: All concerns investigated and full report given to Code A. Apology given for distress caused to her and her parents.</p>					
A00/8	18-05-2000	CONFIDENTIAL	Appoint. delay/cancellation (outpatient)	Closed	14-06-2000
<p>Summary: Code A wrote to complain about the delay in obtaining physiotherapy following a car accident, and about the attitude of the physiotherapy staff at Petersfield Hospital.</p> <p>Resolution: Apology given for errors which occurred concerning Dr. B.'s physiotherapy appointment.</p>					
A00/5	08-05-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	23-06-2000
<p>Summary: Code A wrote to complain about the care given to her son by the mental health service.</p> <p>Resolution: Matters reviewed and appropriate information given to Code A (limited by needs of patient confidentiality). Offer made of meeting with consultant.</p>					
A00/9	23-05-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	28-06-2000
<p>Summary: Code A wrote to complain about the care given to his brother, who has schizophrenia, following a change of consultant.</p> <p>Resolution: Copy of consultant's report sent to Code A with offer of meeting if this would help.</p>					
A00/11	23-05-2000	CONFIDENTIAL	Comm/info to patients (written and oral)	Closed	07-06-2000
<p>Summary: Code A wrote to complain about the lack of physiotherapy provided in hospital following his knee replacement operation.</p> <p>Resolution: Investigation showed that Code A did receive physiotherapy on a daily basis, except for the weekend when staff are not on duty.</p>					
A00/12	24-05-2000	CONFIDENTIAL	Comm/info to patients (written and oral)	Closed	07-06-2000
<p>Summary: Code A wrote to complain about the lack of physiotherapy following her knee replacement operation.</p> <p>Resolution: Code A did receive physiotherapy at appropriate times whilst an inpatient but there was a delay in providing physiotherapy at home. Apology given.</p>					

Complaint Summary Report - Quarter 1 2000/2001

Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
A00/13	30-05-2000	CONFIDENTIAL	Aids&appliances, eqpt, premises(inc acc)	Closed	27-06-2000
<p>Summary: [Code A] wrote to complain that on four occasions when he visited his mother the cotsides on her bed were either down or not secured properly thus putting her at risk.</p> <p>Resolution: Apology given. All ward staff have been seen and reminded of importance of securing cotsides correctly. Procedure for checking cotsides added to ward checklist.</p>					
A00/14	19-05-2000	CONFIDENTIAL	Hotel services (including food)	Closed	21-06-2000
<p>Summary: [Code A] wrote to complain about the standard of catering at Redclyffe House at weekends.</p> <p>Resolution: [Code A] met with the clinical manager of Redclyffe House and her concerns were fully discussed. Ways of improving service at weekends have been implemented.</p>					
A00/15	31-05-2000	CONFIDENTIAL	Attitude of staff	Closed	23-06-2000
<p>Summary: [Code A] wrote to complain about the delay in a repair and the attitude of the staff of Fleinns, a private company used to repair equipment issued by the Home Loans service.</p> <p>Resolution: Home Loans arranged for maintenance firm to call same day fault was reported, bed was made stable that day and a temporary repair effected the next day.</p>					
A00/16	02-06-2000	CONFIDENTIAL	Appoint. delay/cancellation (outpatient)	Closed	28-06-2000
<p>Summary: [Code A] wrote to complain about the length of time he has to wait between podiatry appointments.</p> <p>Resolution: Apology given for appointment system not being explained to [Code A]</p>					
A00/17	06-06-2000	CONFIDENTIAL	Attitude of staff	Closed	05-07-2000
<p>Summary: [Code A] wrote to complain about the attitude of a member of staff on Cheriton.</p> <p>Resolution: Service manager has spoken to [Code A] and other two clients. Member of staff will be supervised appropriately.</p>					
A00/18	06-06-2000	CONFIDENTIAL	All aspects of clinical treatment	Open	
<p>Summary: [Code A] wrote to complain about the care and attention given to her mother, [Code A] by staff on Dryad Ward.</p> <p>Resolution:</p>					
A00/10	22-05-2000	CONFIDENTIAL	Comm/info to patients (written and oral)	Closed	14-06-2000
<p>Summary: [Code A] wrote to express concerns about contact with her CPN.</p> <p>Resolution: CPN has always responded to [Code A] requests for help either on same day or following day. She has also provided emergency contact numbers which [Code A] has used.</p>					
A00/20	13-06-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	10-07-2000
<p>Summary: [Code A] raised several concerns about the care of his late mother whilst on Anne Ward, Queen Alexandra Hospital.</p> <p>Resolution: All concerns raised responded to. Apology given for shortfalls in service. Offer made for [Code A] to meet consultant and ward sister if he still has concerns.</p>					
A00/21	20-06-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	07-07-2000
<p>Summary: [Code A] wrote to complain about the treatment she received from the physiotherapy service.</p> <p>Resolution: Full response to all queries raised sent. Apology given. Offer made for [Code A] to discuss any outstanding concerns with physiotherapy adviser.</p>					
A00/22	22-06-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	27-07-2000
<p>Summary: [Code A] wrote to complain about a member of the nursing staff on Fair Oak House.</p> <p>Resolution: Concerns raised investigated. Apology given for distress caused. Member of staff was employed through an agency and will not be re-employed on Fair Oak.</p>					
A00/19	12-06-2000	CONFIDENTIAL	Attitude of staff	Open	
<p>Summary: [Code A] wrote to complain about the attitude of the CPN who visited his wife at home.</p> <p>Resolution:</p>					
A00/23	30-06-2000	CONFIDENTIAL	All aspects of clinical treatment	Open	

Complaint Summary Report - Quarter 1 2000/2001

Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
Summary: Code A wrote to complain about the care and treatment given to her husband by staff at Gosport War Memorial Hospital. Resolution:					
A00/024	28-06-2000	CONFIDENTIAL	Complaints handling	Open	
Summary: Code A wrote to complain about how her previous complaints had been handled. Resolution:					

Grand Total Count: 24