

QUALITY

QUALITY REPORT - CLINICAL GOVERNANCE INDICATORS: Quarter ending 31 March 2000

1. Risk Events

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

2. Clinical Audit

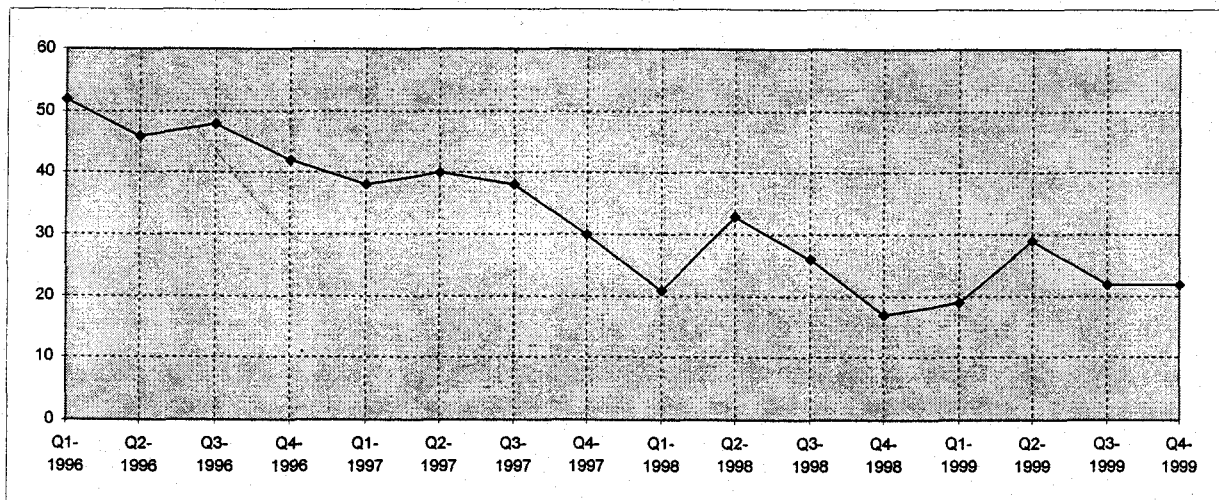
The following clinical audit projects were completed this quarter:

- * Iron Deficiency Anaemia - Elderly Medicine
- * Rehabilitation Therapy - Adult mental Health
- * Day Hospitals - Elderly Medicine
- * Frequent Re-admissions - Adult Mental Health

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
Q4/99	22	80%	58%
Q3/99	22	67%	71%
Q2/99	29	93%	46%
Q1/99	19	80%	50%
Total /99	92	80%	56%
Q4/98	17	73%	26%

Two complaints were fully completed within 8 days; a summary of all complaints received has been provided to all Board Members.

◆ *Types of Complaint Received This quarter*

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

◆ *Complaints Received by Service*

Service	Q1/99	Q2/99	Q3/99	Q4/99	Totals
Acute Unit Therapy	0	0	1	1	2
Adult Mental Health	5	6	2	5	18
Child Health	1	1	0	1	3
Community Hospitals	2	2	1	1	6
Dental	0	2	0	1	3
District Nursing	2	2	1	0	5
Elderly Medicine	3	8	10	5	26
Elderly Mental Health	1	2	1	0	4

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

◆ *Action/changes resulting from complaints included:*

- * A Number of clients had their treatment needs and care plans reviewed/revised
- * Staff reminded to give MRSA information leaflets to relatives/clients

Independent Review

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

One request for Independent Review, made during quarter three, was sent back for further action at Local Resolution. A detailed action plan was developed as a result; action includes review of staff training needs, especially in communication skills, development of protocols for administration of client's own non-psychiatric medicines and better involvement/information for clients on care planned.

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; children should be seen within 6 weeks. The estimated exceptions to these standards (based on next available appointment) at 31 December 1999 were:

<i>Service</i>	<i>Q1/99</i>	<i>Q2/99</i>	<i>Q3/99</i>	<i>Q4/99</i>
<i>Adult Mental Health</i>	<i>18 weeks (1 out of 17)</i>	<i>13 & 16 weeks (2 out of 17)</i>		
<i>Child and Family Therapy</i>	<i>7-46 weeks (5 out of 6 clinics)</i>	<i>22-39 weeks (3 out of 6 clinics)</i>	<i>5 clinics = 8 weeks 1 clinic = 27 weeks</i>	<i>5 clinics = 7/8/weeks 1 clinic = 34 weeks</i>
<i>Community Paediatrics</i>	<i>7-20 weeks</i>	<i>8 - 11 weeks</i>	<i>6-10 weeks</i>	<i>3 clinics = 9 weeks 2 clinics = 24 weeks</i>
<i>Dental (children)</i>	<i>7-12 weeks (8 out of 13)</i>	<i>7-8 weeks (4 out of 13)</i>	<i>7-9 weeks (5 out of 11 clinics)</i>	<i>7-12 weeks (4 out of 12 clinics)</i>
<i>Family Planning (psychosexual) (Genetic Counselling) Vas.Ops.</i>	<i>21 weeks 14 weeks</i>	<i>15 weeks 19 weeks 13 weeks</i>	<i>15 weeks</i>	
<i>Occupational Therapy (MH Petersfield)</i>				<i>15 Weeks</i>
<i>Physiotherapy - (Gosport) - (Havant HC) - (QAH OPD)</i>	<i>20 weeks 17 weeks 16 weeks</i>	<i>19 weeks 18 weeks</i>	<i>15 weeks 18 weeks</i>	<i>18 weeks 15 weeks</i>
<i>Paediatric physiotherapy</i>	<i>6-14 weeks</i>	<i>11-14 weeks</i>	<i>7 - 11 weeks</i>	<i>9-18 weeks</i>
<i>Paediatric occupational therapy</i>	<i>8-22 weeks</i>	<i>17-21 weeks</i>	<i>9-16 weeks</i>	<i>11-22 weeks</i>
<i>Paediatric OT & PT</i>	<i>24-30 weeks</i>	<i>8-18 weeks</i>	<i>4-20 weeks</i>	<i>8-16 weeks</i>
<i>Podiatry - (Denmead) (Havant HC) - (Hayling HC) - (Petersfield) - (Biomechanics) - (Waterlooville) - (QAH nail surgery)</i>	<i>14 weeks 14 weeks 28 weeks 36 weeks 15 weeks</i>	<i>24 weeks 63 weeks</i>	<i>35 weeks</i>	<i>25 weeks</i>
<i>School Nursing - Enuresis clinics</i>	<i>10-12 weeks (2 out of 13)</i>	<i>7-15 weeks (4 out of 13)</i>	<i>12 weeks (1 out of 13 clinics)</i>	<i>8-12 weeks (3 out of 13 clinics)</i>

Complaint Summary Report - Quarter 4 1999/2000

Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
D99/0071	06-01-2000	CONFIDENTIAL	Comm/info to patients (written and oral)	Closed	08-02-2000
<p>Summary: [Code A] wrote to complain about the problems experienced by her husband following his vasectomy operation.</p> <p>Resolution: Records reviewed but no evidence of anything untoward during operation. Suggestion made that [Code A] be re-examined by either Ella Gordon Unit or Solent Urology Unit staff if he is still experiencing problems.</p>					
D99/0072	07-01-2000	CONFIDENTIAL	Attitude of staff	Closed	04-02-2000
<p>Summary: [Code A] wrote to complain about the attitude of the doctor who treated her late mother, [Code A] whilst an inpatient at Gosport War Memorial Hospital.</p> <p>Resolution: All [Code A] questions responded to in full. Family met with consultant and general manager - apologies given.</p>					
D99/0073	18-01-2000	CONFIDENTIAL	Attitude of staff	Closed	14-02-2000
<p>Summary: [Code A] wrote to complain about the attitude of the physiotherapist towards his wife when she attended as an outpatient, and the fact that the receptionist/telephonist did not know who he should direct his complaint to.</p> <p>Resolution: [Code A] has now been seen by Superintendent Physiotherapist and treatment plan agreed. Apology given for distress caused.</p>					
D99/0074	20-01-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	17-02-2000
<p>Summary: [Code A] wrote to complain about the care given to his mother by the nursing staff on John Pounds ward.</p> <p>Resolution: [Code A] discussed his concerns with ward sister. Letter gave details of investigation. Apology given for areas where service fell below standard expected.</p>					
D99/0075	17-01-2000	CONFIDENTIAL	Appoint. delay/cancellation (outpatient)	Closed	27-01-2000
<p>Summary: [Code A] wrote to complain about the length of time he had to wait for his outpatient appointment.</p> <p>Resolution: There were two busy clinics running on afternoon in question. Although there was a delay the consultant did call [Code A] at 4.10 p.m. which was within the 30 minute wait defined in Patients' Charter. [Code A] had, however, already left.</p>					
D99/0076	19-01-2000	CONFIDENTIAL	Patients' property and expenses	Closed	27-01-2000
<p>Summary: [Code A] wrote to complain about the attitude of staff at Gosport Health Centre when he reported his hearing aid missing.</p> <p>Resolution: Apology given for way in which problem was handled.</p>					
D99/0077	24-01-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	21-02-2000
<p>Summary: [Code A] wrote to complain about various aspects of care given to her mother-in-law, [Code A] by staff of Kingsclere.</p> <p>Resolution: Full response given to all [Code A] concerns. Apology given for fact that family were disappointed with care given.</p>					
D99/0078	26-01-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	22-02-2000
<p>Summary: [Code A] wrote to complain about the lack of speech therapy for her son.</p> <p>Resolution: Investigation highlighted that owing to staff changes there were shortfalls in the service for [Code A] son. Apology given and a visit arranged to clarify future therapy programmes.</p>					
D99/0079	01-02-2000	CONFIDENTIAL	Attitude of staff	Closed	18-02-2000
<p>Summary: [Code A] wrote to complain about the way their daughter's dental appointment was handled.</p> <p>Resolution: Matters fully discussed with general manager - letter sent answering queries.</p>					
D99/0080	02-02-2000	CONFIDENTIAL	Attitude of staff	Closed	10-03-2000
<p>Summary: [Code A] wrote to complain about the attitude of [Code A] paediatric occupational therapist.</p> <p>Resolution: Apology given for distress caused by breakdown in communication. [Code A] son's occupational therapy needs being assessed by a different therapist.</p>					
D99/0081	28-01-2000	CONFIDENTIAL	Hotel services (including food)	Closed	03-03-2000
<p>Summary: [Code A] wrote to complain about various aspects of her stay as an inpatient on Solent, St. James' Hospital.</p> <p>Resolution: Matters investigated. [Code A] did not complain of incidents during her admission.</p>					
D99/0082	08-02-2000	CONFIDENTIAL	Attitude of staff	Closed	01-03-2000

Complaint Summary Report - Quarter 4 1999/2000

Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
C99/0071	06-01-2000	CONFIDENTIAL	Comm/info to patients (written and oral)	Closed	08-02-2000
<p>Summary: Code A wrote to complain about the problems experienced by her husband following his vasectomy operation.</p> <p>Resolution: Records reviewed but no evidence of anything untoward during operation. Suggestion made that Code A be re-examined by either Ella Gordon Unit or Solent Urology Unit staff if he is still experiencing problems.</p>					
D99/0072	07-01-2000	CONFIDENTIAL	Attitude of staff	Closed	04-02-2000
<p>Summary: Code A wrote to complain about the attitude of the doctor who treated her late mother, Code A whilst an inpatient at Gosport War Memorial Hospital.</p> <p>Resolution: All Code A questions responded to in full. Family met with consultant and general manager - apologies given.</p>					
D99/0073	18-01-2000	CONFIDENTIAL	Attitude of staff	Closed	14-02-2000
<p>Summary: Code A wrote to complain about the attitude of the physiotherapist towards his wife when she attended as an outpatient, and the fact that the receptionist/telephonist did not know who he should direct his complaint to.</p> <p>Resolution: Code A has now been seen by Superintendent Physiotherapist and treatment plan agreed. Apology given for distress caused.</p>					
D99/0074	20-01-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	17-02-2000
<p>Summary: Code A wrote to complain about the care given to his mother by the nursing staff on John Pounds ward.</p> <p>Resolution: Code A discussed his concerns with ward sister. Letter gave details of investigation. Apology given for areas where service fell below standard expected.</p>					
D99/0075	17-01-2000	CONFIDENTIAL	Appoint. delay/cancellation (outpatient)	Closed	27-01-2000
<p>Summary: Code A wrote to complain about the length of time he had to wait for his outpatient appointment.</p> <p>Resolution: There were two busy clinics running on afternoon in question. Although there was a delay the consultant did call Code A at 4.10 p.m. which was within the 30 minute wait defined in Patients' Charter. Code A had, however, already left.</p>					
D99/0076	19-01-2000	CONFIDENTIAL	Patients' property and expenses	Closed	27-01-2000
<p>Summary: Code A wrote to complain about the attitude of staff at Gosport Health Centre when he reported his hearing aid missing.</p> <p>Resolution: Apology given for way in which problem was handled.</p>					
D99/0077	24-01-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	21-02-2000
<p>Summary: Code A wrote to complain about various aspects of care given to her mother-in-law, Code A by staff of Kingsclere.</p> <p>Resolution: Full response given to all Code A concerns. Apology given for fact that family were disappointed with care given.</p>					
D99/0078	26-01-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	22-02-2000
<p>Summary: Code A wrote to complain about the lack of speech therapy for her son.</p> <p>Resolution: Investigation highlighted that owing to staff changes there were shortfalls in the service for Code A son. Apology given and a visit arranged to clarify future therapy programmes.</p>					
D99/0079	01-02-2000	CONFIDENTIAL	Attitude of staff	Closed	18-02-2000
<p>Summary: Code A wrote to complain about the way their daughter's dental appointment was handled.</p> <p>Resolution: Matters fully discussed with general manager - letter sent answering queries.</p>					
D99/0080	02-02-2000	CONFIDENTIAL	Attitude of staff	Closed	10-03-2000
<p>Summary: Code A wrote to complain about the attitude of Code A paediatric occupational therapist.</p> <p>Resolution: Apology given for distress caused by breakdown in communication. Code A son's occupational therapy needs being assessed by a different therapist.</p>					
D99/0081	28-01-2000	CONFIDENTIAL	Hotel services (including food)	Closed	03-03-2000
<p>Summary: Code A wrote to complain about various aspects of her stay as an inpatient on Solent, St. James' Hospital.</p> <p>Resolution: Matters investigated. Code A did not complain of incidents during her admission.</p>					
D99/0082	08-02-2000	CONFIDENTIAL	Attitude of staff	Closed	01-03-2000

Complaint Summary Report - Quarter 4 1999/2000

Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
the appropriate level of therapy.					

Grand Total Count: 22