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

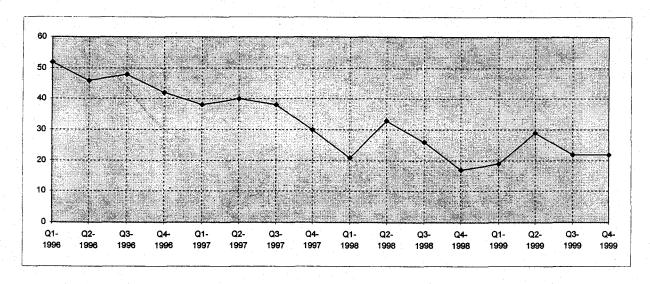
The following clinical audit projects were completed this quarter:

- * 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
Elderiy 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:

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

Complaint Summary Report - Quarter 4 1999/2000

	Complaint				Resolution
Compla		Complainant Name	Complaint Type	Complaint Status	Date
99/0071	06-01-2000	CONFIDENTIAL	Comm/info to patients (written and oral)	Closed	08-02-2000
Summary:	Code A wrote to complain about	the problems experienced by her husba	nd following his vasectomy operation.		
Resolution:	Records reviewed but no eviden staff if he is still experiencing pro	ce of anything untoward during operation oblems.	n. Suggestion made that Code Ape re-e	examined by either Ella Gordon Unit or	Solent Urology Unit
99/0072	07-01-2000	CONFIDENTIAL	Attitude of staff	Closed	04-02-2000
Summary:	Code A wrote to complain about	the attitude of the doctor who treated he	r late mother, Code A whilst an inpatier	nt at Gosport War Memorial Hospital.	
Resolution:	All I Code A questions responde	d to in full. Family met with consultant a	ind general manager - apologies given.	•	
99/0073	18-01-2000	CONFIDENTIAL	Attitude of staff	Closed	14-02-2000
Summary:	not know who he should direct h	· · · · · · · · · · · · · · · · · · ·			t/telephonist did
Resolution:	Code A has now been seen by S	uperintendent Physiotherapist and treati	ment plan agreed. Apology given for d	istress caused.	
39/0074	20-01-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	17-02-2000
		the care given to his mother by the nursi			
Resolution:	Code A discussed his concerns w	vith ward sister. Letter gave details of in		here service fell below standard expect	ed.
9/0075	17-01-2000	CONFIDENTIAL	Appoint. delay/cancellation (outpatient)	Closed	27-01-2000
Summary:	Code A wrote to complain about the	he length of time he had to wait for his or	utpatient appointment.		
Resolution:	defined in Patients' Charter. Cod			all code A at 4.10 p.m. which was within t	
9/0076		CONFIDENTIAL	Patients' property and expenses	Closed	27-01-2000
Summary:		ne attitude of staff at Gosport Health Cer	ntre when he reported his hearing aid m	nissing.	
Resolution:	Apology given for way in which p				
9/0077	24-01-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	21-02-2000
Summary: Resolution:		out various aspects of care given to her read concerns. Apology given for fact t			
9/0078	26-01-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	22-02-2000
Summary:	Code A wrote to complain about	the lack of speech therapy for her son.			
Resolution:	Investigation highlighted that ow programmes.	ing to staff changes there were shorftalls	s in the service for Code A son. Apolo	ogy given and a visit arranged to clarify	
9/0079	01-02-2000	CONFIDENTIAL	Attitude of staff	Closed	18-02-2000
Summary:	Code A wrote to complai	n about the way their daughter's dental a	appointment was handled.		
Resolution:	Matters fully discussed with gene	eral manager - letter sent answering que	ries.		
9/0080	02-02-2000	CONFIDENTIAL	Attitude of staff	Closed	10-03-2000
Summary:		in about the attitude of Code A paediatri	c occupational therapist	and hains appeared by a different	boronist
Resolution:		ed by breakdown in communication.		by needs being assessed by a different	03-03-2000
99/0081`	28-01-2000	CONFIDENTIAL	Hotel services (including food)	Closed	03-03-2000
Summary: Resolution:		arious aspects of her stay as an inpatien not complain of incidents during her adm			
99/0082	08-02-2000	CONFIDENTIAL	Attitude of staff	Closed	01-03-2000
ril 19, 2000					Page: 1
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Complaint Summary Report - Quarter 4 1999/2000

	aint No. Date	Committee A.			Resolution
		Complainant Name	Complaint Type	Complaint Status	Date
99/0071	06-01-2000	CONFIDENTIAL	Comm/info to patients (written and oral)	Closed	08-02-2000
Summary:	Code A wrote to complain about	the problems experienced by her husl	band following his vasectomy operation.		
Resolution:	Records reviewed but no evidence staff if he is still experiencing pro	ce of anything untoward during operat	ion. Suggestion made that code A be re-ex	amined by either Ella Gordon Unit or	Solent Urology Uni
99/0072	07-01-2000	CONFIDENTIAL	Attitude of staff	Closed	04-02-2000
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.	
Resolution:	All Code A questions responded	d to in full. Family met with consultan	t and general manager - apologies given.		
99/0073	18-01-2000	CONFIDENTIAL	Attitude of staff	Closed	14-02-2000
Summary:	not know who he should direct hi	s complaint to.	rds his wife when she attended as an outpa	atient, and the fact that the receptionis	
Resolution:	Code A has now been seen by S	uperintendent Physiotherapist and tre	atment plan agreed. Apology given for dist	tress caused.	
99/0074	20-01-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	17-02-2000
Summary:	Code A wrote to complain about t	he care given to his mother by the nui	rsing staff on John Pounds ward.		
Resolution:	Code A discussed his concerns w	ith ward sister. Letter gave details of	investigation. Apology given for areas who	ere service fell below standard expecte	ed.
99/0075	17-01-2000	CONFIDENTIAL	Appoint, delay/cancellation (outpatient)	Closed	27-01-2000
Summary:	Code A wrote to complain about th	ne length of time he had to wait for his	outpatient appointment.	,	
Resolution:	There were two busy clinics runn defined in Patients' Charter.	ing on afternoon in question. Althoug	h there was a delay the consultant did call	t code A at 4.10 p.m. which was within the	ne 30 minute wait
99/0076	19-01-2000	CONFIDENTIAL	Patients' property and expenses	Closed	27-01-2000
Summary:	Code A wrote to complain about th	e attitude of staff at Gosport Health C	entre when he reported his hearing aid mis	sina.	
•	in the complain about in	· · · · · · · · · · · · · · · · · · ·	onto mion no reperted me ned ing aid mie		
Resolution:	Apology given for way in which p	roblem was handled.	on, o mon no repende me nearing and me		
Resolution:	Apology given for way in which po	roblem was handled. CONFIDENTIAL	All aspects of clinical treatment	Closed	21-02-2000
Resolution:	Apology given for way in which proceed a wrote to complain abo	roblem was handled. CONFIDENTIAL ut various aspects of care given to he	All aspects of clinical treatment	Closed sclere	21-02-2000
Resolution: 99/0077	Apology given for way in which proceed a wrote to complain abo	roblem was handled. CONFIDENTIAL ut various aspects of care given to he	All aspects of clinical treatment	Closed sclere	21-02-2000
Resolution: 199/0077 Summary: Resolution: 199/0078	Apology given for way in which post 24-01-2000 Code A wrote to complain about Full response given to all Code 26-01-2000	roblem was handled. CONFIDENTIAL ut various aspects of care given to he A concerns. Apology given for fac CONFIDENTIAL	All aspects of clinical treatment r mother-in-law, Code A by staff of Kings t that family were disappointed with care gir All aspects of clinical treatment	Closed sclere	21-02-2000
Resolution: 999/0077 Summary: Resolution:	Apology given for way in which post 24-01-2000 Code A wrote to complain about Full response given to all Code 26-01-2000	roblem was handled. CONFIDENTIAL ut various aspects of care given to he A concerns. Apology given for fac	All aspects of clinical treatment r mother-in-law, Code A by staff of Kings t that family were disappointed with care gir All aspects of clinical treatment	Closed sclere ven.	
Resolution: 99/0077 Summary: Resolution: 99/0078 Summary: Resolution:	Apology given for way in which post 24-01-2000 Code A wrote to complain about 10 Code A wrote to code A wrote to code A wrote to code A wrote	roblem was handled. CONFIDENTIAL ut various aspects of care given to he A concerns. Apology given for fac CONFIDENTIAL the lack of speech therapy for her son ng to staff changes there were shorfta	All aspects of clinical treatment r mother-in-law, Code A by staff of Kings t that family were disappointed with care gir All aspects of clinical treatment	Closed sclere. ven. Closed	22-02-2000
Resolution: 199/0077 Summary: Resolution: 199/0078 Summary: Resolution:	Apology given for way in which post 24-01-2000 Code A wrote to complain about 26-01-2000 Code A wrote to complain about 1 Investigation highlighted that owing programmes.	roblem was handled. CONFIDENTIAL ut various aspects of care given to he A concerns. Apology given for fac CONFIDENTIAL the lack of speech therapy for her son ng to staff changes there were shorfta CONFIDENTIAL	All aspects of clinical treatment r mother-in-law, Code A by staff of Kings t that family were disappointed with care gi All aspects of clinical treatment	Closed sclere. ven. Closed	22-02-2000
Resolution: 199/0077 Summary: Resolution: 199/0078 Summary: Resolution:	Apology given for way in which por 24-01-2000 Code A wrote to complain about Code A wrote to complain about Code A wrote to complain about Investigation highlighted that own programmes. 01-02-2000 Code A wrote to complain	roblem was handled. CONFIDENTIAL ut various aspects of care given to he A concerns. Apology given for factory CONFIDENTIAL the lack of speech therapy for her soning to staff changes there were shorftatory CONFIDENTIAL a about the way their daughter's dentation	All aspects of clinical treatment r mother-in-law, Code A by staff of Kings t that family were disappointed with care gir All aspects of clinical treatment . Ills in the service for Code A son. Apology Attitude of staff appointment was handled.	Closed sclere ven. Closed y given and a visit arranged to clarify f	22-02-2000 uture therapy
Resolution: 99/0077 Summary: Resolution: 99/0078 Summary: Resolution:	Apology given for way in which por 24-01-2000 Code A wrote to complain about Code A wrote to complain about Code A wrote to complain about Investigation highlighted that own programmes. 01-02-2000 Code A wrote to complain	roblem was handled. CONFIDENTIAL ut various aspects of care given to he A concerns. Apology given for fac CONFIDENTIAL the lack of speech therapy for her son ng to staff changes there were shorfta	All aspects of clinical treatment r mother-in-law, Code A by staff of Kings t that family were disappointed with care gir All aspects of clinical treatment . Ills in the service for Code A son. Apology Attitude of staff appointment was handled.	Closed sclere ven. Closed y given and a visit arranged to clarify f	22-02-2000 uture therapy
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Resolution: 99/0077 Summary: Resolution: 99/0078 Summary: Resolution: 99/0079 Summary: Resolution: 99/0080 Summary: Resolution: 99/0081 Summary:	Apology given for way in which por 24-01-2000 Code A wrote to complain about 10 Code A wrote to complain Matters fully discussed with genesis 28-01-2000 Code A wrote to complain Apology given for distress caused 28-01-2000 Code A wrote to complain about value of the complain about v	roblem was handled. CONFIDENTIAL ut various aspects of care given to he A concerns. Apology given for fact CONFIDENTIAL the lack of speech therapy for her soning to staff changes there were shorftat CONFIDENTIAL n about the way their daughter's dentated and appear and an appear and a paedia down the attitude of Code A paedia down the attitude of Code A paedia down the akidown in communication.	All aspects of clinical treatment r mother-in-law, Code A by staff of Kings t that family were disappointed with care gir All aspects of clinical treatment	Closed sclere. ven. Closed y given and a visit arranged to clarify f Closed Closed Closed	22-02-2000 uture therapy 18-02-2000 10-03-2000 herapist.
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Complaint Summary Report - Quarter 4 1999/2000

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

April 19, 2000

Grand Total Count: 22