

QUALITY

QUALITY REPORT - CLINICAL GOVERNANCE INDICATORS: Quarter ending 31 December 1999

1. Risk Events

The CareKey system is very powerful and the data it produces is very detailed and complex. Detailed reports by service, type of incident and severity are produced for the quarterly divisional review reports and quarterly for the Risk Management Group. Similar reports, focusing on clinical incidents, will be produced in future quarters, for the Clinical Governance Panel. At a future workshop, the Trust Board will consider what the most effective risk events key performance indicators might be. 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:

- * Practice Designated Physiotherapy Scheme - Physiotherapy
- * Patient Transport - Trust Management
- * Family Health Review - Child Health
- * Re-audit of the use of Depot Neuroleptics - Elderly Mental Health

3. Complaints

Local Resolution

◆ *Response Analysis*

Quarter	Total Number of Complaints	Acknowledged within 2 working days	Response within 20 working days
Q3/99	22	67%	71%
Q2/99	29	93%	46%
Q1/99	19	80%	50%
Q4/98	17	73%	26%
Q3/98	26	100%	55%

Although the final response times improved this quarter, a number of delays occurred in acknowledgement of complaints, including: delay in communication between services and

Trust Central Office; delay from Portsmouth Hospitals Trust; one client originally said he did not want to make a formal complaint, and then changed his mind. All but two complaints were completed within five weeks and one complaint was still open at the time of report. A summary of all complaints received has separately been made available to the Trust Board.

◆ *Number of Complaints by Quarter*



The downward trend of the past couple of years seems to be continuing, and quarter two saw a peak of activity during the last three years.

◆ *Types of Complaint Received This quarter*

Type of Complaint	Q1/99	Q2/99	Q3/99
Admission/discharge/transfer	5	5	0
Aids/eqpt/premises	0	1	0
Appoint. delay/cancel	1	1	0
Staff Attitude	6	7	4
Clinical Treatment	4	9	15
Consent to treatment	1	0	0
Failure to follow procedures	1	1	0
Discrimination	1	0	0
Information to patient	0	3	1
Privacy/dignity	0	2	1
Policy and commercial decisions	0	0	1

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The category clinical treatment regularly captures the majority of complaints; this category embraced a wide range of issues including; the amount of physiotherapy provided, whether care was appropriate to needs and prescription reduction in substance misuse .

◆ *Complaints Received by Service*

Service	Q1/99	Q2/99	Q3/99
Acute Unit Therapy	0	0	1
Adult Mental Health	5	6	2
Child Health	1	1	0
Community Hospitals	2	2	1
Dental	0	2	0
District Nursing	2	2	1
Elderly Medicine	3	8	10
Elderly Mental Health	1	2	1
Family Planning	0	3	2
Learning Disabilities	1	2	1
Podiatry	1	1	0
Substance Misuse	2	0	2
Home Loans	0	0	1
Transport	1	0	0

◆ *Action/changes resulting from complaints included:*

- * Disruptive client moved to alternative premises
- * Alterations planned later this year to an outpatient waiting area
- * Improved communication procedures between Ella Gordon Unit and the Urology Unit

Independent Review

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

Two requests were refused because all that could reasonably be done had already been done; in both cases further clarification of information was given. One request was refused because the complainant stated he was seeking police action. Multiple problems/delays were experienced in obtaining lay chairs from the South East Regional Office.

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>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>Community Paediatrics</i>	<i>7-20 weeks</i>	<i>8 - 11 weeks</i>	<i>6-10 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)</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>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>Paediatric physiotherapy</i>	<i>6-14 weeks</i>	<i>11-14 weeks</i>	<i>7 - 11 weeks</i>
<i>Paediatric occupational therapy</i>	<i>8-22 weeks</i>	<i>17-21 weeks</i>	<i>9-16 weeks</i>
<i>Paediatric OT & PT</i>	<i>24-30 weeks</i>	<i>8-18 weeks</i>	<i>4-20 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>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>

Complaint Summary Quarter 3 (October to December 1999)

Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
C99/0049	14-10-1999	CONFIDENTIAL	Attitude of staff	Closed	05-11-1999
Summary: Code A wrote to complain about the attitude of the doctor at the Ella Gordon Unit.					
Resolution: Doctor found consultation difficult which may have led to general misunderstanding. Apology given.					
C99/0051	13-10-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	10-11-1999
Summary: Code A husband was admitted to Edith Keen ward but she felt the ward was inappropriate for his needs. He was eventually moved to Charles ward but unfortunately died a few hours later.					
Resolution: Code A concerns investigated and full response sent. Offer made for her to meet with key staff to discuss any outstanding issues.					
C99/0050	19-10-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	24-11-1999
Summary: Code A wrote to complain about the care given to his late father-in-law, Code A by Edith Keen and Dickens wards.					
Resolution: Although Code A was very unwell he was not expected to die when he did. Full details of care given to Code A provided.					
C99/0052	15-10-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	19-11-1999
Summary: Code A wrote to complain about an incident which occurred on 5.10.97 in which she sustained a broken wrist.					
Resolution: Reasons for use of SCIP procedure explained to Code A					
C99/0053	20-10-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	17-11-1999
Summary: Code A wrote to complain about the lack of her physiotherapy given to her husband after he had a suspected TIA/Stroke.					
Resolution: Records show that Code A did receive physiotherapy when available and there was also regular input from the nursing staff. Apology given for lack of weekend physiotherapy.					
C99/0054	22-10-1999	CONFIDENTIAL	Attitude of staff	Closed	22-11-1999
Summary: Code A wrote to complain about the attitude of the district nurse who is attending his mother-in-law, Code A					
Resolution: All of Code A specific concerns replied to in full. Apology given for any distress caused.					
C99/0055	03-11-1999	CONFIDENTIAL	Attitude of staff	Closed	03-12-1999
Summary: Code A complained about a member of staff at The Meadows.					
Resolution: Matter investigated but report indicated that Code A view of situation did not concur with that of the staff.					
C99/0056	04-11-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	01-12-1999
Summary: Code A wrote to complain about the post-operative complications her husband experienced following a vasectomy operation.					
Resolution: Investigation showed that Code A did experience problems following his operation. Risks had been explained to him prior to surgery. Apology given for distress caused.					
C99/0057	20-10-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	03-12-1999
Summary: Code A wrote to complain about the lack of communication between ward staff and herself, and about the lack of physiotherapy for her friend, Code A					
Resolution: Records show that Code A was kept informed of Miss N.'s progress and offers were made for her to discuss her concerns with a doctor, which she refused. Records also show that Code A was given physiotherapy.					
C99/0058	01-10-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	12-11-1999
Summary: Code A husband was admitted because of increasing problems with his Parkinson's disease and unfortunately deteriorated quicker than expected. Communication was very poor and she was also concerned about attitude of ward staff.					
Resolution: Code A met with staff following which a letter was sent responding to all her concerns.					
C99/0059	10-11-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	23-11-1999
Summary: Code A wrote to complain about his prescription being reduced.					
Resolution: Code A has not adhered to terms of contract which is why prescription was reduced.					
C99/0060	15-11-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	23-11-1999
Summary: Code A wrote to complain about the reduction in her prescription.					

Complaint Summary Quarter 3 (October to December 1999)

Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
C99/0061	18-11-1999	CONFIDENTIAL	Policy and commercial decisions of Trust	Closed	08-12-1999
Resolution: Code A had not adhered to terms of contract which was why prescription was reduced.					
Summary: Code A telephoned to complain about the noise and abusive language from residents of 1 Algiers Road.					
C99/0062	26-11-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	21-12-1999
Resolution: Client has been moved from property. Apology given. Code A informed that it is hoped to close house in the summer of 2000.					
Summary: Code A wrote to complain about the fact that when her father, Code A was discharged from Kingsclere he had a pressure sore which was covered by a plaster.					
C99/0063	07-12-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	24-12-1999
Resolution: Investigation showed that Code A pressure sore was treated correctly and that it had improved slightly by the time of his discharge.					
Summary: Code A wrote to complain about the care given to her father, Code A by the staff on Daedalus Ward.					
C99/0064	03-12-1999	CONFIDENTIAL	Patients' privacy and dignity	Closed	05-01-2000
Resolution: Report drawn up by clinical manager and copy sent to Code A. Apology given.					
Summary: Code A telephoned to complain about the fact that inpatients were sitting in the Solent outpatient department and that one of them was verbally abusive to him.					
C99/0065	07-12-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	10-01-2000
Resolution: It is acknowledged that there is a problem with the waiting area. Funding has been obtained and alterations will be undertaken later this year. Apology given for distress caused.					
Summary: Code A wrote to complain about the nursing care she received on John Pounds ward.					
C99/0066	08-12-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	06-01-2000
Resolution: All issues referred to in Code A letter replied to in full. Apology given for fact that Code A was unhappy with service provided.					
Summary: Code A wrote to complain about the care given to his late wife by staff on George ward.					
C99/0067	21-12-1999	CONFIDENTIAL	Comm/info to patients (written and oral)	Closed	24-01-2000
Resolution: Investigation of Code A care undertaken and full report given to Code A.					
Summary: Code A wrote to complain about the poor communication regarding his mother-in-law, Code A whilst a patient on Edith Keen ward and about unnecessary moves between wards.					
C99/0068	21-12-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	11-01-2000
Resolution: Code A reassured that ward moves were in Code A best interests. Apology given for poor communication.					
Summary: Code A wrote to complain about poor communication in respect of and lack of physiotherapy for her aunt, Code A.					
C99/0069	22-12-1999	CONFIDENTIAL	Attitude of staff	Open	
Resolution: Full details given to Portsmouth Hospitals Trust to incorporate into their response.					
Summary: Code A wrote to complain about the attitude of the employee from the home loans service who delivered an electrically operated bed to her father.					
C99/0070	20-12-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	11-01-2000
Resolution: Code A complained about the care provided for her late husband by staff on Dickens ward.					
Summary: Code A wrote to say that she did not now wish to proceed with her complaint					

Grand Total Count: 22