

QUALITY

QUALITY REPORT - CLINICAL GOVERNANCE INDICATORS: Quarter ending 30 September 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 now being produced for the General Managers, every quarter. Work on the most useful report format for future Divisional Reviews and Board Reports continues.

2. Clinical Audit

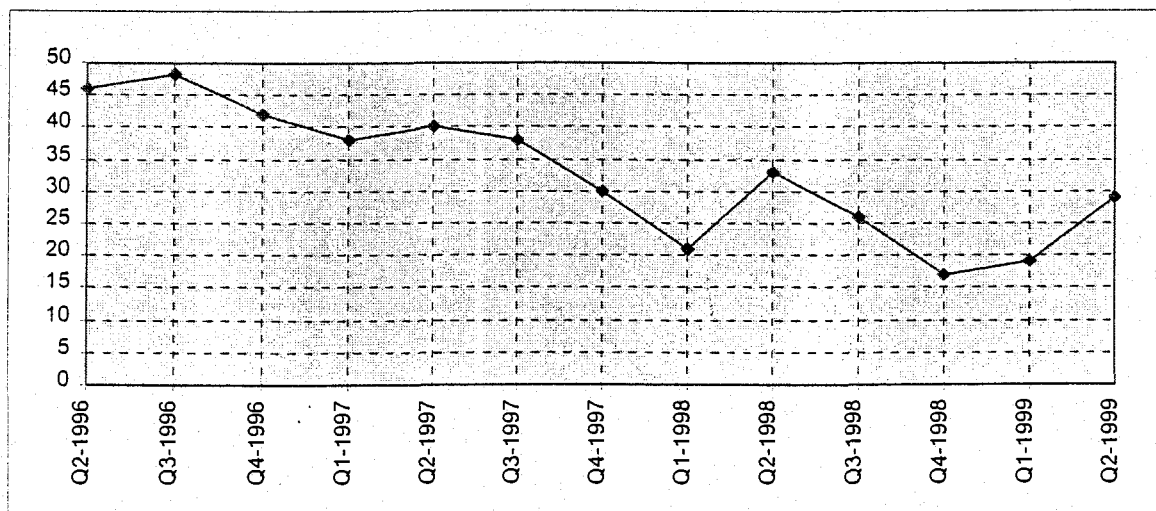
The following clinical audit projects were completed this quarter:

Re-audit of Fissure Sealants - Community Dental Service.
Neuroleptic Prescribing in Continuing Care - Elderly Medicine

3. Complaints

Local Resolution

◆ *Number of Complaints by Quarter*

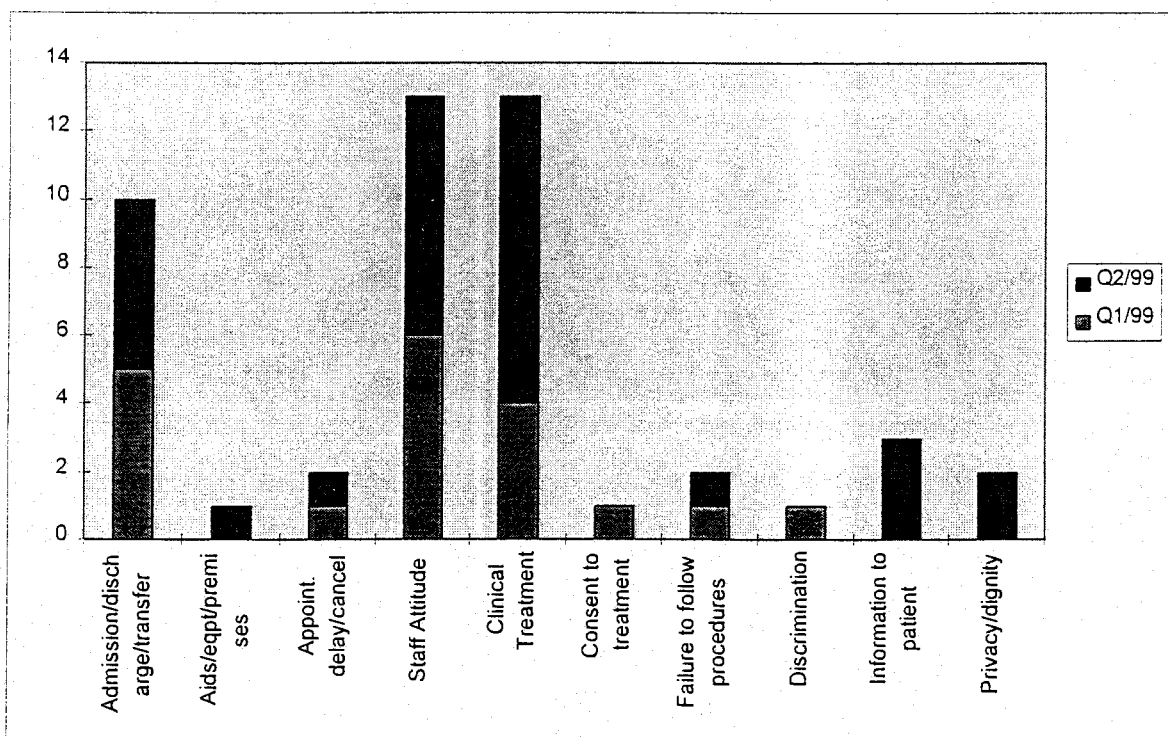


◆ *Response Analysis*

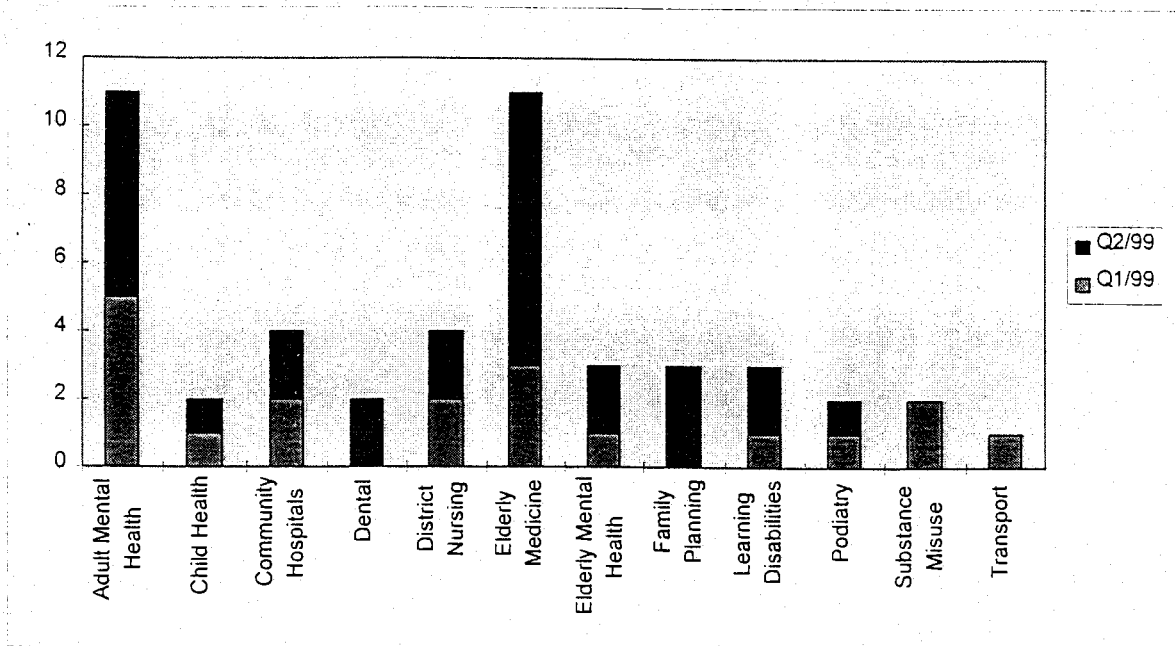
	Total Number of Complaints	Acknowledged within 2 working days	Response within 20 working days
Q2/99	29	93%	46%
Q1/99	19	80%	50%
Q4/98	17	73%	26%
Q3/98	26	100%	55%
Q2/98	33	89%	50%

One complaint was responded to in full within one week and 21 (75%) complaints were responded to within 22 working days. A summary of all complaints has been made available to Board Members.

◆ *Types of Complaint Received This quarter*



◆ *Complaints by Service*



◆ *Action/changes resulting from complaints included:*

- * Conciliation meetings
- * Review of communication systems
- * Out of date leaflets removed from circulation

Independent Review

No requests for Independent Review were received this quarter.

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 30 September 1999 were:

<i>Service</i>	<i>Q4/98</i>	<i>Q1/99</i>	<i>Q2/99</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>8-55 weeks</i>	<i>7-46 weeks (5 out of 6 clinics)</i>	<i>22-39 weeks (3 out of 6 clinics)</i>
<i>Community Paediatrics</i>	<i>6-10 weeks</i>	<i>7-20 weeks</i>	<i>8 - 11 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>Family Planning (psychosexual)</i>	<i>17 weeks</i>		<i>15 weeks</i>
<i>(Genetic Counselling)</i>	<i>15 weeks</i>	<i>21 weeks</i>	<i>19 weeks</i>
<i>Vas. Ops.</i>	<i>16 weeks</i>	<i>14 weeks</i>	<i>13 weeks</i>
<i>Physiotherapy - (Gosport)</i>	<i>20 weeks</i>	<i>20 weeks</i>	<i>19 weeks</i>
<i>- (Havant HC)</i>		<i>17 weeks</i>	
<i>- (QAH OPD)</i>		<i>16 weeks</i>	<i>18 weeks</i>
<i>Paediatric physiotherapy</i>	<i>10-24 weeks</i>	<i>6-14 weeks</i>	<i>11-14 weeks</i>
<i>Paediatric occupational therapy</i>	<i>15-24 weeks</i>	<i>8-22 weeks</i>	<i>17-21 weeks</i>
<i>Paediatric OT & PT</i>	<i>10-36 weeks</i>	<i>24-30 weeks</i>	<i>8-18 weeks</i>
<i>Podiatry - (Denmead)</i>	<i>16 weeks</i>		
<i>(Havant HC)</i>		<i>14 weeks</i>	
<i>- (Hayling HC)</i>	<i>20 weeks</i>	<i>14 weeks</i>	
<i>- (Petersfield)</i>	<i>33 weeks</i>	<i>28 weeks</i>	
<i>- (Biomechanics)</i>	<i>40 weeks</i>	<i>36 weeks</i>	<i>24 weeks</i>
<i>- (Waterlooville)</i>		<i>15 weeks</i>	
<i>- (QAH nail surgery)</i>			<i>63 weeks</i>
<i>School Nursing - Enuresis clinics</i>	<i>7-12 weeks (5 out of 12)</i>	<i>10-12 weeks (2 out of 13)</i>	<i>7-15 weeks (4 out of 13)</i>

Complaints Received during Quarter 2, 1999 (July - September) Elderly Medicine Summary Report

Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
B99/0029	13-08-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	13-09-1999
Summary: [Code A] wrote to complain about the lack of care given to her late mother by the staff of Elizabeth Ward, Queen Alexandra Hospital. Resolution: All concerns raised investigated and full report given to [Code A]. Apology given for occasions when care fell short of what she expected.					
B99/0030	13-08-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	14-09-1999
Summary: [Code A] wrote to express her concerns about the care given to her late mother, [Code A] by the staff of Philip Ward, Queen Alexandra Hospital. Resolution: Investigation upheld criticisms made by [Code A]. Apology given.					
B99/0032	18-08-1999	CONFIDENTIAL	Comm/info to patients (written and oral)	Closed	17-09-1999
Summary: [Code A] wrote to complain about the fact that although she is next of kin to [Code A] she was not notified by the ward that he had suffered a minor stroke and a fall - she was informed by the social worker. Resolution: [Code A] concerns answered in full and apology given for communication problems.					
B99/0033	12-08-1999	CONFIDENTIAL	All aspects of clinical treatment	Open	14-09-1999
Summary: [Code A] complained about the care given to her late husband on Philip Ward. Resolution: Full investigation undertaken and comprehensive reply sent to [Code A]. Meeting chaired by independent conciliator offered.					
B99/0041	16-09-1999	CONFIDENTIAL	Aids&appliances, eqpt, premises(inc acc)	Closed	28-09-1999
Summary: [Code A] wrote to complain about the fact that whilst her father, [Code A] was a patient on Kingsclere he had to sit in a wheelchair all day as there were no armchairs. She was also concerned about her father's pressure sores and his weight loss. Resolution: Armchairs are available in the day room and can be moved to patients' bedsides if required. [Code A] was admitted with pressure sores which given his health problems were difficult to heal. [Code A] refused treatment which might have alleviated weight loss.					
B99/0042	20-09-1999	CONFIDENTIAL	Comm/info to patients (written and oral)	Closed	20-10-1999
Summary: Reverend Mother [Code A] wrote to complain about lack of communication on the part of the ward staff of Anne Ward. Resolution: Apology given for lack of communication and for distress caused by loss of Sister Janet's belongings.					
B99/0044	22-09-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	18-10-1999
Summary: [Code A] wrote to complain the care given to his mother. Resolution: All concerns raised by [Code A] fully investigated and detailed report sent to him.					
B99/0046	22-09-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	21-10-1999
Summary: [Code A] MP, wrote on behalf of his constituent, [Code A] who complained about the care his mother, [Code A] received on Elizabeth Ward, Queen Alexandra Hospital and about the fact that she has been asked to move from Jubilee House to a nursing home. Resolution: [Code A] no longer fulfils the criteria for NHS continuing care and needs to be discharged to alternative accommodation, the family has found this difficult. With regard to care on ward at Queen Alexandra Hospital it was too long to investigate.					

Grand Total Count: 8

Complaints Received during Quarter 2, 1999 (July - September) Summary Report

Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
B99/0020	01-07-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	13-07-1999
Summary:	Code A wrote to complain about the lack of communication between the out-of-hours community team and the consultant psychiatrist at the Park Way Centre.				
Resolution:	Communication system for accessing the out of hours team was inadequate. Apologies given.				
B99/0021	07-07-1999	CONFIDENTIAL	Attitude of staff	Closed	06-08-1999
Summary:	Code A wrote to complain about the attitude of the consultant psychiatrist at the Park Way Centre.				
Resolution:	Consultant believed he had offered a treatment plan appropriate for Code A problems and was not aware she was so distressed by consultation. Apology given.				
B99/0022	08-07-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	06-08-1999
Summary:	Code A wrote to complain about the fact that her diabetes was not picked up by the staff of the Ella Gordon Unit				
Resolution:	Code A was being treated for vaginal thrush and the symptoms she mentioned did not suggest diabetes to the staff.				
B99/0023	08-07-1999	CONFIDENTIAL	Admission, discharge and transfer arrang	Closed	14-07-1999
Summary:	Code A wrote to express her concerns about proposed changes to the service her son receives at Tamarine.				
Resolution:	All clients using Tamarine are being assessed under the eligibility criteria for the provision of NHS continuing care. Apology given for the way this was communicated to Code A There are currently no plans to stop her son's use of Tamarine.				
B99/0024	13-07-1999	CONFIDENTIAL	Comm/info to patients (written and oral)	Closed	25-08-1999
Summary:	Code A wrote to complain about the fact that although the consultant at the Ella Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist at St. Mary's Hospital she was told she was not eligible.				
Resolution:	Reason for referral to gynaecologist explained to Code A				
B99/0025	14-07-1999	CONFIDENTIAL	Attitude of staff	Closed	06-08-1999
Summary:	Code A wrote to complain about the attitude of the dentist when he telephoned her following a referral from her general practitioner.				
Resolution:	Dentist felt he acted courteously and professionally at all times. Apology given.				
B99/0026	20-07-1999	CONFIDENTIAL	Attitude of staff	Closed	30-07-1999
Summary:	Code A wrote to complain about the attitude of the nurse in the minor injuries department at Gosport War Memorial Hospital when she attended there with her granddaughter.				
Resolution:	Code A granddaughter refused to be treated by clinical manager on duty and it was felt that it would be safer if she was seen by an ENT doctor, hence the referral to Queen Alexandra Hospital. Apology given for distress caused.				
B99/0027	30-07-1999	CONFIDENTIAL	Admission, discharge and transfer arrang	Closed	07-10-1999
Summary:	Code A wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia.				
Resolution:	Apology given for shortcomings of service.				
B99/0028	04-08-1999	CONFIDENTIAL	Attitude of staff	Closed	02-09-1999
Summary:	Code A wrote to complain about the fact that his letter to Bedhampton House expressing concerns about respite care for his daughter has been totally ignored.				
Resolution:	Apology given for non-response to letters. Service manager has arranged to meet with Code A to discuss their comments on the service provided at Bedhampton House.				
B99/0029	13-08-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	13-09-1999
Summary:	Code A wrote to complain about the lack of care given to her late mother by the staff of Elizabeth Ward, Queen Alexandra Hospital.				
Resolution:	All concerns raised investigated and full report given to Code A Apology given for occasions when care fell short of what she expected.				
B99/0030	13-08-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	14-09-1999
Summary:	Code A wrote to express her concerns about the care given to her late mother, Code A, by the staff of Philip Ward, Queen Alexandra Hospital.				

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Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
B99/0031	17-08-1999	CONFIDENTIAL	Admission, discharge and transfer arrang	Closed	08-09-1999
Resolution: Investigation upheld criticisms made by Mrs. C. Apology given. Summary: Code A complained about the lack of treatment given to his wife by medical staff which resulted in her being admitted to the Meadows. Resolution: Code A discussed his concerns with team co-ordinator and is now reassured that appropriate action is being taken to prevent a recurrence of such problems.					
B99/0032	18-08-1999	CONFIDENTIAL	Comm/info to patients (written and oral)	Closed	17-09-1999
Summary: Code A wrote to complain about the fact that although she is next of kin to Code A she was not notified by the ward that he had suffered a minor stroke and a fall - she was informed by the social worker. Resolution: Code A concerns answered in full and apology given for communication problems.					
B99/0033	12-08-1999	CONFIDENTIAL	All aspects of clinical treatment	Open	14-09-1999
Summary: Code A complained about the care given to her late husband on Philip Ward. Resolution: Full investigation undertaken and comprehensive reply sent to Code A . Meeting chaired by independent conciliator offered.					
B99/0034	01-09-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	30-09-1999
Summary: Code A wrote to complain about the service provided by the district nurse for her late mother, Code A . Resolution: Investigation showed lack of communication but not lack of care. Full details given to Code A .					
B99/0035	06-09-1999	CONFIDENTIAL	Attitude of staff	Closed	29-09-1999
Summary: Code A wrote to complain about the attitude of the receptionist at Emsworth Hospital. Resolution: System for podiatry appointments is not working. Apology for this and for receptionist's rudeness.					
B99/0036	01-09-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	05-10-1999
Summary: Code A telephoned to complain about the way she is treated by the clinical team on King Villa. Resolution: All points raised in Code A letter responded to in full.					
B99/0037	14-09-1999	CONFIDENTIAL	Admission, discharge and transfer arrang	Closed	19-10-1999
Summary: Code A her son and daughter, wrote to complain about the length of time it had taken to assess Code A and move her from Thomas Parr House to a suitable placement. Resolution: It has proved impossible to find a suitable health placement for Code A and although a suitable private placement has been identified funding has been refused by the Health Authority. Apology given for distress caused.					
B99/0038	14-09-1999	CONFIDENTIAL	Patients' privacy and dignity	Open	
Summary: Code A wrote to complain about the fact that Beaton Assessment Ward is mixed-sex and about the attitude of a member of staff when she tried to persuade a male patient to leave her room.					
B99/0039	15-09-1999	CONFIDENTIAL	Appoint. delay/cancellation (outpatient)	Closed	12-10-1999
Summary: Commander D. wrote to complain about the length of time he had to wait between his podiatry appointments. Resolution: Unfortunately owing to increased demand on service patients can no longer be seen more frequently than twelve weekly. Apology given for inconvenience caused.					
B99/0040	13-09-1999	CONFIDENTIAL	Patients' privacy and dignity	Closed	21-09-1999
Summary: Code A wrote to complain about an alleged breach of confidentiality on the part of a doctor in the Ella Gordon Unit. Resolution: Apology given for breach of confidentiality.					
B99/0041	16-09-1999	CONFIDENTIAL	Aids&appliances, eqpt, premises(inc acc)	Closed	28-09-1999

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B99/0042	20-09-1999	CONFIDENTIAL	Comm/info to patients (written and oral)	Closed	20-10-1999
Summary: Reverend Mother Code A wrote to complain about lack of communication on the part of the ward staff of Anne Ward. Resolution: Apology given for lack of communication and for distress caused by loss of Sister Janet's belongings.					
B99/0043	22-09-1999	CONFIDENTIAL	Failure to follow agreed procedures	Closed	21-10-1999
Summary: Code A wrote to complain that he was locked in his room. Resolution: Policy is that staff do not lock clients in their rooms. Staff thought Code A had locked himself in whilst he thought they had locked him in. Doors do sometimes stick so Works department have been asked to check them all.					
B99/0044	22-09-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	18-10-1999
Summary: Code A wrote to complain the care given to his mother. Resolution: All concerns raised by Code A fully investigated and detailed report sent to him.					
B99/0045	16-09-1999	CONFIDENTIAL	Attitude of staff	Open	
Summary: Code A telephoned to complain about the fact that his wife was publicly humiliated by a health visitor when she attended a post-natal session at Petersfield Hospital. Resolution:					
B99/0046	22-09-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	21-10-1999
Summary: Code A wrote on behalf of his constituent, Code A who complained about the care his mother, Code A received on Elizabeth Ward, Queen Alexandra Hospital and about the fact that she has been asked to move from Jubilee House to a nursing home. Resolution: Code A no longer fulfils the criteria for NHS continuing care and needs to be discharged to alternative accommodation, the family has found this difficult. With regard to care on ward at Queen Alexandra Hospital it was too long to investigate.					
B99/0047	23-09-1999	CONFIDENTIAL	Attitude of staff	Closed	06-10-1999
Summary: Code A wrote to complain about the fact that when he attended Cavendish House the doctor was using someone else's medical notes. Resolution: Apology given for error.					
B99/0048	30-09-1999	CONFIDENTIAL	Admission, discharge and transfer arrang	Closed	26-10-1999
Summary: Code A wrote to complain about the fact that he was given out of date information regarding what his daughter could drink prior to attending for dental treatment under general anaesthetic and about how the dentist treated the family. Resolution: Apology given for distress and inconvenience. Offer made to reimburse Code A for lost day's pay.					

Grand Total Count: 29