

QUALITY

*QUALITY REPORT:
QUARTER ENDING 30 SEPTEMBER 1998*

1. Patient's Charter

◆ *Waiting Times in Outpatient Clinics*

In line with national changes and in agreement with the Health Authority, quarterly monitoring of the 30 minute waiting time standard has been discontinued. This standard will now be monitored and reported annually in quarter four, as per the national NHS Performance Tables. There are however, two services where internal monitoring will continue on a quarterly basis; elderly care and family planning, because performance in some clinics still regularly falls below the 90% national target. Agreement on the details of this monitoring is yet to be reached with the services concerned.

◆ *Waiting Times for first Outpatient Appointment*

Table 13

Estimated exceptions to the Health Authority's standard of 13 weeks for adults and 6 weeks for children at 30 September 1998, based on next available appointment were:

<i>Service</i>	<i>Q1/98</i>	<i>Q2/98</i>
<i>Adult Mental Health</i>	<i>15 weeks)</i>	
<i>Child and Family Therapy</i>	<i>31-66 weeks</i>	<i>45-54 weeks</i>
<i>Community Paediatrics</i>	<i>11-12 weeks</i>	<i>7-17 weeks</i>
<i>Dental (children)</i>	<i>10 - 14 weeks</i>	
<i>Elderly Medicine (Gosport War Memorial)</i>	<i>15 weeks</i>	
<i>Family Planning (psychosexual) (Genetic Counselling)</i>	<i>15 weeks 21 weeks</i>	<i>21 weeks 14 weeks</i>
<i>Physiotherapy - (Portchester)</i>	<i>14 weeks</i>	<i>16 week</i>
<i>- (Gosport)</i>	<i>14 weeks</i>	<i>16 weeks</i>
<i>- (Hill Park)</i>	<i>16 weeks</i>	
<i>- (Petersfield)</i>	<i>15 weeks</i>	
<i>- (QAH)</i>		<i>14 weeks</i>
<i>Paediatric physiotherapy</i>	<i>7 & 9 weeks)</i>	<i>13-24 weeks</i>
<i>Paediatric occupational therapy</i>	<i>8 & 9 weeks</i>	<i>16 - 24 weeks</i>
<i>Paediatric OT & PT</i>		<i>17-18 weeks</i>
<i>Paediatric Multidisciplinary clinic</i>	<i>17 weeks</i>	
<i>Podiatry - (Havant HC)</i>	<i>14 weeks</i>	<i>14 weeks</i>
<i>- (Hayling HC)</i>	<i>16 weeks</i>	
<i>- (Petersfield)</i>	<i>20 weeks</i>	<i>18 weeks</i>
<i>- (Biomechanics)</i>	<i>44 weeks</i>	<i>14 weeks</i>

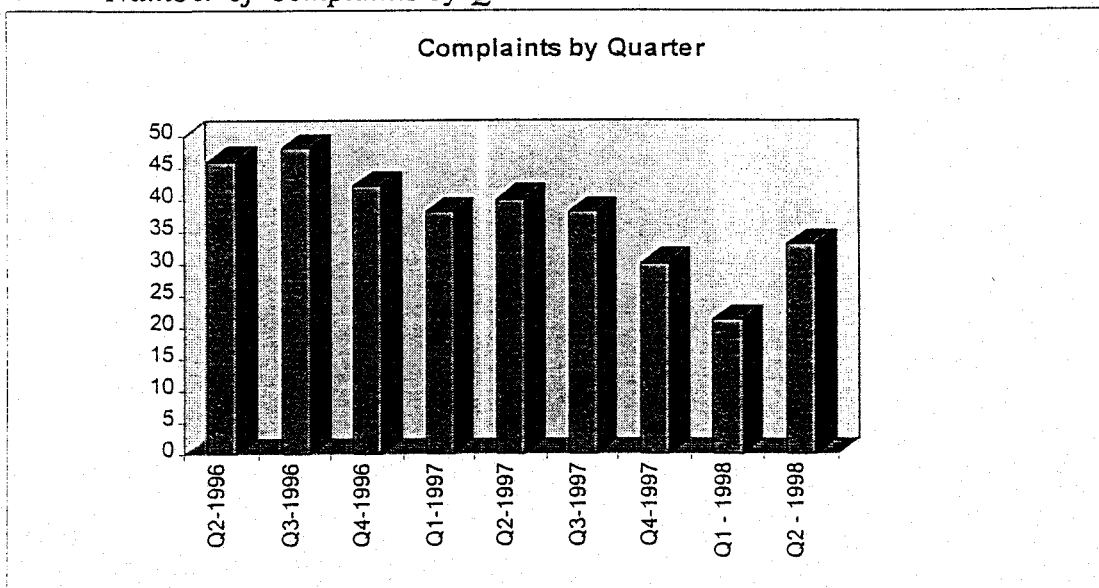
- (Lake Road)		15 weeks
- (Cosham)		15 weeks
Community Dental		
School Nursing - Enuresis clinics	8-9 weeks (4 out of 13 clinics)	10 & 15 weeks (2 out of 13 clinics)

The problem which exists with the waiting times in Child and Family Therapy Services reflects the national picture. Referrals are constantly increasing, however, emergency referrals are seen within 24-48 hours and urgent referrals are seen within nine weeks.

2. Complaints

Local Resolution

◆ Number of Complaints by Quarter



◆ Letters of Thanks

During this same period over 700 expressions of thanks were received.

◆ Response Analysis

	Total Number of Complaints	Acknowledged within 2 working days	Response within 20 working days
Q2/98	33	89%	50%
Q1/98	21	100%	57%
Q4/97	30	100%	60%
Q3/97	38	94%	70%
Q2/97	40	92%	77%

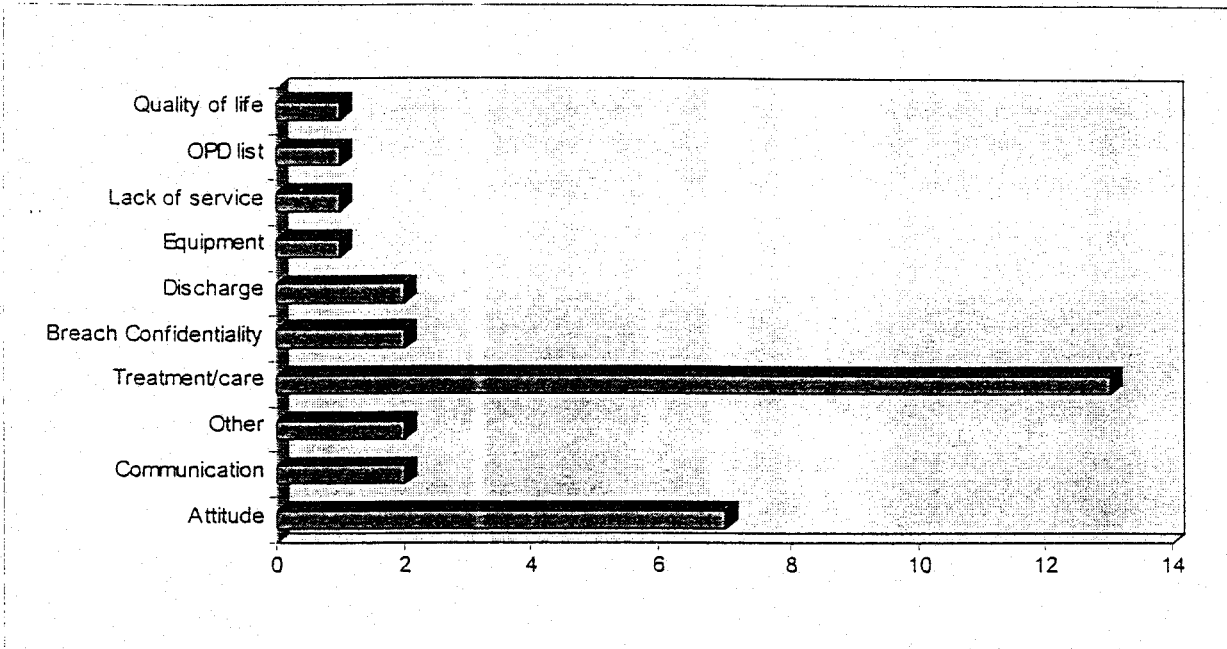
The number and complexity of complaints rose this quarter; three complaints were not acknowledged within two working days, however, five complaints were completed from beginning to end within five working days. Fifteen complaints were received during August, creating a peak of activity where the response target time was missed by a few days in some complaints. Three complaints needed independent investigation and two complaints were delayed because of the patient's circumstances.

A summary of all complaints has been made available to Trust Board members.

◆ *Complaints by Service*

Service	Number Q3/97	Number Q4/97	Number Q1/98	Number Q2/98
Catering	0	0	0	0
Challenging Behaviour	0	1	0	0
Child and Family Therapy	2	0	0	0
Child Health	0	0	0	1
Children with special needs	1	1	0	0
Chiropody	2	0	1	0
Dental	0	1	1	0
District Nursing	4	2	1	2
Elderly Medicine	6	8	5	6
Elderly Mental Health	6	1	2	5
Family Planning	2	0	1	3
Health Visiting	2	0	0	0
Home Loans	1	0	0	1
Learning Disabilities	1	1	2	3
Mental Health	1	10	5	4
Occupational Therapy	1	0	0	1
Outpatients - GWMH	0	0	1	1
Physiotherapy	1	3	1	3
Premises	0	0	0	0
Psychology	0	0	0	0
Substance Misuse	0	0	1	1
Small Hospitals	5	2	0	1
Transport	3	0	0	0
Non- service issue				1
TOTAL	38	30	21	33

◆ *Types of complaint received this quarter*



◆ *Action/changes resulting from complaints includes:*

- ◇ Procedures regarding clients' wishes about information to be shared with their GP updated by Family Planning Service
- ◇ External counselling offered to help patient cope with trauma suffered
- ◇ District Nursing Forum using the experiences of one patient to highlight specific aspects of good nursing practice, across the Trust
- ◇ Management arrangements and documentation for patients on Lithium reviewed

Independent Review

Two requests for Independent Review were received this quarter, both about clinical care. In one case a Panel hearing has been agreed, in the second case the convenor has yet to make a decision. In both cases, but particularly the latter there has been lengthy delay in waiting further information from the complainant before the convenor could proceed.

COMPLAINT SUMMARY*Complaints System*

26-Oct-98

Period: 01-Jul-98 to 30-Sep-98

REG: B98/023 RECEIVED: 01/07/98 ACK'GED: 02/07/98 REPLY: 14/08/98 TIME: 44
 DIVISION CODE: SH SERVICE CODE: MH
 MHA Sectioned?:

COMPLAINT SUMMARY: Mrs. P. wrote to complain about an alleged breach of confidentiality on the part of a community psychiatric nurse.

SUM REPLY: Investigation showed that a breach of confidentiality did occur for which the whole team apologised unreservedly. The circumstances, however, were most unusual, and it was not considered to be a disciplinary matter.

ACTION :

REG: B98/024 RECEIVED: 10/07/98 ACK'GED: 13/07/98 REPLY: 06/08/98 TIME: 27
 DIVISION CODE: PC SERVICE CODE: FP
 MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about an alleged breach of confidentiality on the part of the medical staff at the Ella Gordon Unit.

SUM REPLY: Sincere apology given. Investigation showed that system for ensuring compliance with client wishes regarding contact with their general practitioner failed and Code A general practitioner was contacted.

ACTION : Doctors will be reminded of need to check clients' wishes, and existing procedures will be updated and circulated to all staff.

REG: B98/025 RECEIVED: 16/07/98 ACK'GED: 17/07/98 REPLY: 28/08/98 TIME: 43
 DIVISION CODE: HP SERVICE CODE: EM
 MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the treatment received by their mother, Code A at St. James' Hospital, and about the lack of communication on the part of the ward staff.

SUM REPLY: Investigation carried out and full response given to Code A family have now arranged private treatment for her.

ACTION :

REG: B98/026 RECEIVED: 17/07/98 ACK'GED: 20/07/98 REPLY: 11/08/98 TIME: 25
 DIVISION CODE: PC SERVICE CODE: PT
 MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the attitude of the physiotherapist at Eastney Health Centre.

SUM REPLY: Apology given for lack of courtesy shown. Physiotherapist should have introduced herself and Code A should have been asked for permission for student participation. This poor communication compounded other problems as they occurred. Code A offered opportunity to transfer to another physiotherapist/clinic if he wishes.

ACTION : All staff will be reminded of need for good communication at all times.

REG: B98/027 RECEIVED: 20/07/98 ACK'GED: 27/07/98 REPLY: 27/07/98 TIME: 7
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the fact that his mother-in-law, [Code A] was discharged from Philip Ward, Queen Alexandra Hospital with a drain tube still in her arm.

SUM REPLY: Apology given for oversight of removal of small flexible tube.

ACTION: Staff reminded of need to remove tube when intravenous fluids cease, to record details in nursing care record, and to make a final check prior to discharge.

REG: B98/028 RECEIVED: 20/07/98 ACK'GED: 22/07/98 REPLY: 19/08/98 TIME: 30
 DIVISION CODE: FG SERVICE CODE: US

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] complained about the fact that a support worker who escorted her son home when drunk told them he was a trained psychiatric nurse working with the police to look after young men who abuse alcohol or drugs.

SUM REPLY: Investigation showed that member of staff in question was not on duty at time. Once matter was brought to hospital's attention he was suspended pending a disciplinary hearing. He has, however, now resigned so no further action can be taken. Apology given for distress caused.

ACTION:

REG: B98/029 RECEIVED: 23/07/98 ACK'GED: 27/07/98 REPLY: 29/08/98 TIME: 37
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the fact that her mother was given a wrong diagnosis by the locum doctor on John Pounds ward, Queen Alexandra Hospital. She was told she had liver cancer when, in fact, she had an abscess which has now been treated successfully. [Code A] feels that her mother should not have been told she had cancer until all the tests had been completed.

SUM REPLY: Following a telephone conversation with the consultant [Code A] decided she did not wish to proceed with her complaint.

ACTION:

REG: B98/030 RECEIVED: 29/07/98 ACK'GED: 30/07/98 REPLY: 26/08/98 TIME: 28
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the proposed discharge arrangements for his father from Queen Alexandra Hospital.

SUM REPLY: Discharge arrangements were fully discussed with [Code A] father and mother prior to the event and both were happy with proposed arrangements.

ACTION:

REG: B98/031 RECEIVED: 21/07/98 ACK'GED: 27/07/98 REPLY: 09/09/98 TIME: 30
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] complained about the attitude of a health care support worker who he alleges made derogatory remarks about him.

SUM REPLY: Investigation could find no evidence to support [Code A] allegation of a member of staff making derogatory remarks about him.

ACTION: [Code A] offered opportunity to meet with acting general manager and clinical manager to discuss ways of improving his relationship with ward staff.

REG: B98/032 RECEIVED: 30/07/98 ACK'GED: 06/08/98 REPLY: 06/08/98 TIME: 7

DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the fact that when her late husband was transferred from F1 Ward, Queen Alexandra Hospital to Elizabeth Ward he was not given any oxygen and became very distressed.

SUM REPLY: Investigation showed that Code A was not given oxygen on his transfer to the ward as his records showed that he had a previous respiratory arrest which was possibly oxygen induced. Oxygen was recommenced after his condition had been assessed by the doctor on the ward.

ACTION :

REG: B98/033 RECEIVED: 04/08/98 ACK'GED: 04/08/98 REPLY: 10/09/98 TIME: 37

DIVISION CODE: HP SERVICE CODE: FP

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the fact that her termination of pregnancy was not carried out properly and after several days of acute pain she started to miscarry and was taken to hospital by ambulance.

SUM REPLY: With hindsight Code A operation should have been managed differently. Apology given for distress caused. Meeting with consultant offered then cancelled at last minute by Code A

ACTION : Miss S. offered counselling

REG: B98/034 RECEIVED: 10/08/98 ACK'GED: 10/08/98 REPLY: 09/09/98 TIME: 30

DIVISION CODE: PC SERVICE CODE: PT

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the fact that her husband did not receive therapy following his hip replacement operation.

SUM REPLY: Investigation showed that Code A received therapy treatment whilst in hospital but that relationship between Code A and occupational therapist broke down. Code A visited at home by therapy adviser, as she was in the area, to check current needs and safety.

ACTION : Offer made for quality manager and occupational therapy team leader to visit Code A to discuss any outstanding concerns. This offer was accepted.

REG: B98/035 RECEIVED: 10/08/98 ACK'GED: 11/08/98 REPLY: 18/09/98 TIME: 39

DIVISION CODE: HP SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: The Community Health Council wrote on behalf of Code A about the treatment he received from the mental health service on Solent Unit and about the lack of follow up after his discharge.

SUM REPLY: Code A admission occurred at a time when the unit was under particular pressure and unfortunately some of the normal discharge procedures were not followed. Apology given to Code A and to his family for distress caused.

ACTION : Meeting held to discuss problems more fully.

REG: B98/036 RECEIVED: 14/08/98 ACK'GED: 17/08/98 REPLY: 28/08/98 TIME: 14

DIVISION CODE: PC SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the problems she experienced in trying to ensure that her son received his medication

SUM REPLY: The investigation revealed that the problem had been caused by poor communication. Apologies given for distress caused.

ACTION :

REG: B98/037 RECEIVED: 17/08/98 ACK'GED: 17/08/98 REPLY: 02/09/98 TIME: 16
 DIVISION CODE: FG SERVICE CODE: OP

MHA Sectioned?:

COMPLAINT SUMMARY: Following a telephone call from her partner, [Code A] wrote to complain about the way she was treated by the reception staff at Gosport War Memorial Hospital.

SUM REPLY: Receptionist was surprised when [Code A] partner telephoned as she had not intended to appear judgmental or critical and had not realised [Code A] was upset. Sincere apology given.

ACTION :

REG: B98/038 RECEIVED: 14/08/98 ACK'GED: 18/08/98 REPLY: 18/08/98 TIME: 4
 DIVISION CODE: PC SERVICE CODE: LD

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the noise levels and bad language from the residents of a property two doors away which is occupied by learning disability clients.

SUM REPLY: Steps are being taken to reduce noise levels and the number of occupants. In the medium term it is hoped to move all clients to another property. Apology given.

ACTION :

REG: B98/039 RECEIVED: 19/08/98 ACK'GED: 21/08/98 REPLY: 18/09/98 TIME: 30
 DIVISION CODE: FG SERVICE CODE: SM

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote on behalf of her son (with his written permission) to complain about the attitude of the staff in the Nelson Unit.

SUM REPLY: Investigation highlighted some differences of interpretation about the events that led to [Code A] discharging himself. Apology given for the fact that his anger was not managed constructively.

ACTION :

REG: B98/040 RECEIVED: 19/08/98 ACK'GED: 21/08/98 REPLY: 24/08/98 TIME: 5
 DIVISION CODE: SM SERVICE CODE: EM

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] complained about the care and treatment given to his late wife on Goddard Assessment ward, St. James' Hospital.

SUM REPLY: [Code A] had already met twice with consultant. Further meeting then held with quality manager, consultant and ward manager to reassure him that admission and treatment were appropriate.

ACTION : Situation discussed further with [Code A] on telephone. [Code A] will discuss admission with general practitioner and if still unhappy will request independent review. N.B. [Code A] has since died; case closed by community health council.

REG: B98/041 RECEIVED: 17/08/98 ACK'GED: 17/08/98 REPLY: 22/09/98 TIME: 36
 DIVISION CODE: PC SERVICE CODE: DN

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to the Secretary of State for Health to complain about her late husband's experience of the NHS. One aspect of her complaint was about the district nursing service.

SUM REPLY: The quality manager telephoned [Code A] to discuss her letter. All concerns relevant to this Trust were investigated and details fed back to [Code A]. Apology given for any failures in service experienced by [Code A].

ACTION : District nursing forum will be asked to share [Code A] experiences with every district nursing team, highlighting what should be recognised as good nursing practice.

REG: B98/042 RECEIVED: 19/08/98 ACK'GED: 19/08/98 REPLY: 22/09/98 TIME: 34
 DIVISION CODE: FG SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A telephoned to complain about the care and treatment given to her mother by staff on Daedalus Ward, Gosport War Memorial Hospital.

SUM REPLY: All concerns raised by Code A fully responded to. Apologies given for problems which occurred.

ACTION :

REG: B98/043 RECEIVED: 21/08/98 ACK'GED: 21/08/98 REPLY: TIME:
 DIVISION CODE: HP SERVICE CODE: DN

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the district nursing service. Investigation delayed because Code A abroad and then undergoing surgery.

SUM REPLY:

ACTION :

REG: B98/044 RECEIVED: 24/08/98 ACK'GED: 24/08/98 REPLY: 26/09/98 TIME: 33
 DIVISION CODE: FG SERVICE CODE: SH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the attitude of a member of staff at The Meadows.

SUM REPLY: Code A was removed from unit by police for breach of peace. Present whereabouts unknown.

ACTION :

REG: B98/045 RECEIVED: 19/08/98 ACK'GED: 20/08/98 REPLY: 24/09/98 TIME: 36
 DIVISION CODE: PC SERVICE CODE: HL

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the difficult she was having obtaining a mattress for her mother from home loans so that she could be discharged from hospital.

SUM REPLY: Code A mother was admitted to Queen Alexandra Hospital following a fall at home. Her condition deteriorated rapidly and although both she and her daughter wanted Code A to be discharged she was not considered well enough to go home without the necessary mattress. Unfortunately she died before a mattress could be obtained.

ACTION :

REG: B98/046 RECEIVED: 27/08/98 ACK'GED: 01/09/98 REPLY: 01/09/98 TIME: 5
 DIVISION CODE: FG SERVICE CODE: PT

MHA Sectioned?:

COMPLAINT SUMMARY: Code A a general practitioner, wrote enclosing a letter of complaint from one of her patients regarding the length of time he would have to wait for physiotherapy treatment.

SUM REPLY: Waiting time is currently 18-20 weeks owing to high referral rate. As Code A had previously had problems and had been advised urgent treatment was necessary arrangements were made for an assessment appointment on 9th September.

ACTION : Under-resourcing of physiotherapy department subject of a joint practice/District Health Authority/Trust waiting list pilot scheme.

REG: B98/047 RECEIVED: 14/08/98 ACK'GED: 14/08/98 REPLY: 16/09/98 TIME: 33
 DIVISION CODE: FG SERVICE CODE: OT

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the fact that the occupational therapist who called at his home told his wife that she was too fat.

SUM REPLY: Although occupational therapist did refer to Code A weight in the context of the problems she was experiencing with her gutter frame it was not meant as a criticism. Unreserved apology extended to Code A for offence they felt had been caused.

ACTION :

REG: B98/048 RECEIVED: 01/09/98 ACK'GED: 03/09/98 REPLY: 01/10/98 TIME: 30
 DIVISION CODE: SH SERVICE CODE: EM

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the fact that a consultant psychiatrist entered her home without permission and she was then admitted to St. James' Hospital under a section.

SUM REPLY: Code A cleaner had alerted the CPN as she was extremely concerned about Code A well being. CPN visited, assessed that Code A needed urgent hospital treatment but was unable to persuade her to agree. She asked consultant to call. Code A continued to refuse to go to hospital, and general practitioner and approved social worker were called to compulsorily admit Code A under section.

ACTION :

REG: B98/049 RECEIVED: 02/09/98 ACK'GED: 14/09/98 REPLY: 14/09/98 TIME: 12
 DIVISION CODE: LD SERVICE CODE: LD

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the noise and abusive language from the property next door which is occupied by clients from the learning disability service.

SUM REPLY: Code A updated on proposed arrangements for relocation of clients.

ACTION : Code A will be kept updated of future plans.

REG: B98/050 RECEIVED: 10/09/98 ACK'GED: 11/09/98 REPLY: 06/10/98 TIME: 26
 DIVISION CODE: LD SERVICE CODE: LD

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about access being denied to his daughter.

SUM REPLY: Access has been denied under grounds outlined in the Mental Health Act guidelines. The situation will be reviewed in December.

ACTION : Code A offered opportunity to meet with Chief Executive.

REG: B98/051 RECEIVED: 14/09/98 ACK'GED: 15/09/98 REPLY: 16/10/98 TIME: 32
 DIVISION CODE: FG SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the way his wife was discharged from The Meadows.

SUM REPLY: The investigation showed that with hindsight Code A should not have been discharged despite her insistence on leaving. Apology given.

ACTION : Management arrangements for patients on Lithium therapy, and documentation in Unit reviewed.

REG: B98/052 RECEIVED: 04/09/98 ACK'GED: 07/09/98 REPLY: 05/10/98 TIME: 31

DIVISION CODE: PC

SERVICE CODE: FP

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the fact that she was given incorrect advice by the family planning service and now needed a termination of pregnancy.

SUM REPLY: Sincere and unconditional apology offered. The nurse at the clinic made a basic error in calculating Code A dates.

ACTION: Nurse will be working strictly under supervision until her competency is reassessed at a future date.

REG: B98/053 RECEIVED: 18/09/98 ACK'GED: 18/09/98 REPLY: 09/10/98 TIME: 21

DIVISION CODE: PC

SERVICE CODE: EM

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the treatment his mother received at St. James' Hospital.

SUM REPLY: Response sent by consultant following a her meeting with Code A his sister and the social worker. Apology given for misunderstandings.

ACTION:

REG: B98/054 RECEIVED: 17/09/98 ACK'GED: 21/09/98 REPLY: TIME:

DIVISION CODE: HP

SERVICE CODE: CH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the health visiting service.

SUM REPLY:

ACTION:

REG: B98/055 RECEIVED: 23/09/98 ACK'GED: 24/09/98 REPLY: 15/10/98 TIME: 22

DIVISION CODE: EH

SERVICE CODE: EM

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the attitude of the sister of Victory ward towards her on the day her husband was discharged.

SUM REPLY: Investigation failed to ascertain which member of staff had spoken to Code A although both staff on duty felt they would not use words described by Code A in her letter. Apology given for distress caused.

ACTION: