

PORTSMOUTH  
**HealthCare**  
 NHS  
 TRUST

QUALITY REPORT

QUARTER ENDING 30 JUNE 1998

**1. Patient's Charter**

◆ *Waiting Times in Outpatient Clinics*

Table 12

	This Quarter	Q4 1997/98	Q3 1997/98	Q2 1997/98	Q1 1997/98
% patients seen within 30 minutes	99.3%	99.4%	96.7%	98%	97.3%

Performance remains consistently high. Consideration is currently being given to reducing monitoring to annually, in consultation with the Health Authority.

◆ *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 June 1998, based on next available appointment were:

<i>Adult Mental Health</i>	<i>15 weeks (1 out of 17 clinics)</i>
<i>Child and Family Therapy</i>	<i>31-66 weeks</i>
<i>Community Paediatrics</i>	<i>11-12 weeks</i>
<i>Dental (children)</i>	<i>10 - 14 weeks (5 out of 13 clinics)</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>Physiotherapy - (Portchester) - (Gosport) - (Hill Park) - (Petersfield)</i>	<i>14 weeks 14 weeks 16 weeks 15 weeks</i>
<i>(4 out of 18 clinics)</i>	
<i>Paediatric physiotherapy</i>	<i>7 &amp; 9 weeks (2 out of four clinics)</i>
<i>Paediatric occupational therapy</i>	<i>8 &amp; 9 weeks (2 out of four clinics)</i>
<i>Paediatric Multidisciplinary clinic</i>	<i>17 weeks</i>
<i>Podiatry - (Havant HC)</i>	<i>14 weeks</i>

- (Hayling HC)	16 weeks
- (Petersfield)	20 weeks
- (Biomechanics)	44 weeks
<hr/>	
Community Dental	
School Nursing - Enuresis clinics	8-9 weeks (4 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.

◆ *Community Nursing visit within two hour time band of appointment*

Table 14

Number of patients visited in quarter	Percentage of patients seen within the specified two hour time band
122602	96.4

Performance remains consistently high. National monitoring for this Patient's Charter standard has been discontinued from this quarter.

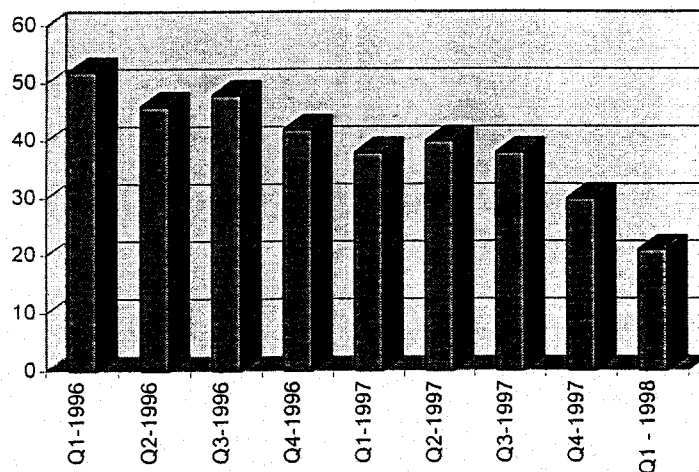
## 2. Complaints

### Local Resolution

◆ *Number of Complaints by Quarter*

Table 15

Complaints by Quarter



◆ *Letters of thanks*

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

◆ *Response Analysis*

Table 16

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

Of the nine complaints not responded to within 20 working days, seven were complex and needed detailed investigation, the remaining two were completed within 25 working days. Whilst gradually fewer formal complaints are being received, more of them seem to be complex (not necessarily serious, but requiring multiple issues to be explored). A summary of all complaints received this quarter has been made available to all trust board members.

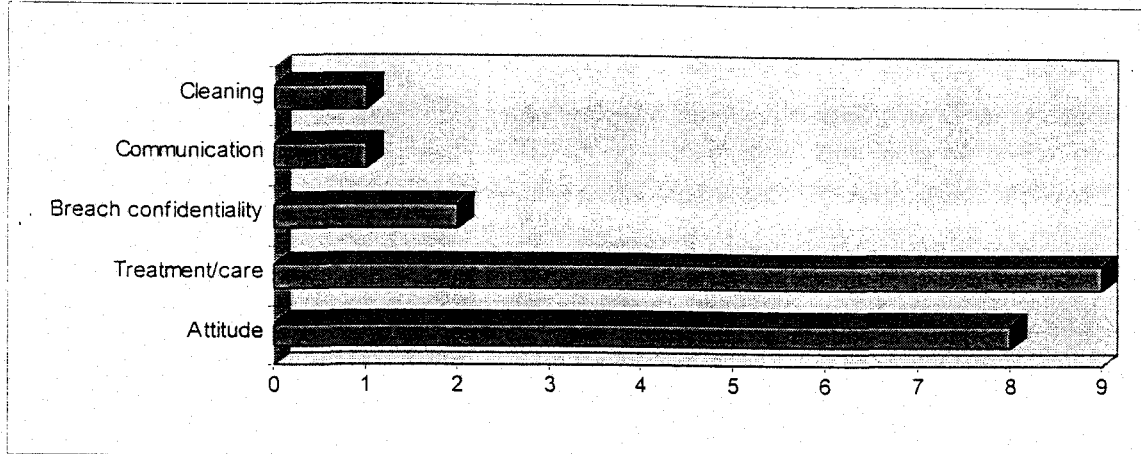
◆ *Complaints by Service*

Table 17

Service	Number Q1/98	Number Q2/97	Number Q3/97	Number Q4/97
Catering	0	0	0	0
Challenging Behaviour	0	0	0	1
Child and Family Therapy	0	0	2	0
Child Health	0	0	0	0
Children with special needs	0	0	1	1
Chiropody	1	1	2	0
Dental	1	1	0	1
District Nursing	1	5	4	2
Elderly Medicine	5	11	6	8
Elderly Mental Health	2	3	6	1
Family Planning	1	2	2	0
Health Visiting	0	1	2	0
Home Loans	0	0	1	0
Learning Disabilities	2	0	1	1
Mental Health	5	7	1	10
Occupational Therapy	0	2	1	0
Outpatients - GWMH	1	0	0	0
Physiotherapy	1	2	1	3
Premises	0	1	0	0
Psychology	0	0	0	0
Substance Misuse	1	0	0	0
Small Hospitals	0	3	5	2
Transport	0	1	3	0
<b>TOTAL</b>	<b>21</b>	<b>40</b>	<b>38</b>	<b>30</b>

◆ *Types of complaint received this quarter*

Table 18



◆ *Action/changes resulting from complaints includes:*

- ◇ Working party established to review incidence of falls in Elderly mental Health Wards
- ◇ None staining hard surface disinfectant to be used to clean podiatry clinical chairs
- ◇ Patient/relative Information leaflet on MRSA has been developed

**Independent Review**

No requests for Independent Review were received this quarter.

**COMPLAINT SUMMARY***Complaints System*

09-Jul-98

**Period:** 01-Apr-98 to 30-Jun-98

REG: A98/001 RECEIVED: 07/04/98 ACK'GED: 07/04/98 REPLY: 06/05/98 TIME: 29

DIVISION CODE: PC

SERVICE CODE: FP

MHA Sectioned?: 

COMPLAINT SUMMARY: Code A wrote to complain about her dissatisfaction with the service she received from the Ella Gordon Unit and in particular about the attitude of the consultant.

SUM REPLY: Consultant surprised and saddened to learn of distress unintentionally caused. Apology given.

ACTION: Ella Gordon Unit staff reminded of importance of making suggestions to patients in appropriate and sensitive manner.

REG: A98/002 RECEIVED: 06/04/98 ACK'GED: 08/04/98 REPLY: 22/05/98 TIME: 46

DIVISION CODE: MH

SERVICE CODE: MH

MHA Sectioned?: 

COMPLAINT SUMMARY: Code A wrote to complain about a breach of confidentiality between professional staff at Cavendish House.

SUM REPLY: Investigation concluded that no breach of confidentiality had occurred. However, Code A could not be given a full explanation of situation as it would have breached others confidentiality.

ACTION: Meeting has been offered, and accepted, to discuss the principles on which this decision was based.

REG: A98/003 RECEIVED: 23/04/98 ACK'GED: 27/04/98 REPLY: 22/05/98 TIME: 29

DIVISION CODE: EH

SERVICE CODE: EH

MHA Sectioned?: 

COMPLAINT SUMMARY: Code A wrote to complain about the attitude of the staff on Victory Ward, Queen Alexandra Hospital, towards her mother, Code A. She was also concerned that promised follow up appointment discussed at discharge did not take place.

SUM REPLY: Apology given for shortfalls in service as described by Code A. With regard to the appointment for a pacemaker check documentation has confirmed that ward staff did contact outpatient department asking for an appointment to be made.

ACTION: Staff reminded of importance of presenting professional attitude at all times, and arrangements for recording nursing care will be reviewed.

REG: A98/004 RECEIVED: 28/04/98 ACK'GED: 30/04/98 REPLY: 22/05/98 TIME: 24

DIVISION CODE: FG

SERVICE CODE: MH

MHA Sectioned?: 

COMPLAINT SUMMARY: Code A wrote to express concern about the fact that her husband was able to walk out of the Meadows even though he was there under section 2 of the Mental Health Act, that no-one told her son (who is legal next-of-kin) that he was missing, and that it took social workers several days to arrange admission to St. James' Hospital.

SUM REPLY: Full explanation of events and apology given to Code A.

ACTION:

REG: A98/005 RECEIVED: 01/05/98 ACK'GED: 01/05/98 REPLY: 19/05/98 TIME: 18  
 DIVISION CODE: SH SERVICE CODE: EM

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the fact that her mother-in-law, whilst a patient at St. James' Hospital, fell and broke her hip, and about the delay in diagnosis.

SUM REPLY: Since complaint Code A mother-in-law has died. Condolences given to family. Investigation showed that the delay was reasonable as Code A did not show any symptoms prior to the day she was transferred to Queen Alexandra Hospital. With regard to the actual fall it is difficult to protect patients from "risky" activities without taking away their dignity and independence.

ACTION: Working party set up to examine whether best nursing practice is being operated or whether there are ways of reducing incidence of falls on wards.

REG: A98/006 RECEIVED: 05/05/98 ACK'GED: 07/05/98 REPLY: 09/06/98 TIME: 35  
 DIVISION CODE: HP SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the treatment being given to his son by a consultant psychiatrist.

SUM REPLY: Investigation showed that the mental health service staff are doing all they can for Code A son.

ACTION: Code A offered opportunity to discuss any further concerns with service manager.

REG: A98/007 RECEIVED: 07/05/98 ACK'GED: 08/05/98 REPLY: 19/06/98 TIME: 43  
 DIVISION CODE: LD SERVICE CODE: LD

MHA Sectioned?:

COMPLAINT SUMMARY: Code A was assaulted by a client at the UCI cinema at Port Solent and she asked several questions about the client and his treatment/care.

SUM REPLY: Code A was given a full background description of the management of learning disability clients in the community, and apologies for the very unfortunate incident and disappointing staff reaction.

ACTION:

REG: A98/008 RECEIVED: 08/05/98 ACK'GED: 08/05/98 REPLY: 01/06/98 TIME: 24  
 DIVISION CODE: FG SERVICE CODE: OP

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the treatment he received from the nurse when he returned to the minor injuries department at Gosport War Memorial Hospital on the advice of his general practitioner's surgery staff.

SUM REPLY: Staff surprised and saddened by Code A perception of their services and apologised for misunderstanding.

ACTION:

REG: A98/009 RECEIVED: 12/05/98 ACK'GED: 12/05/98 REPLY: 26/05/98 TIME: 14  
 DIVISION CODE: PC SERVICE CODE: CR

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the low standard of cleanliness and the state of the decoration at Eastney Health Centre. He also complained about the attitude of the chiropodist.

SUM REPLY: Although chair foot/leg rests and foot tray looked dirty this is on account of residue left after cleaning with disinfectant and staining left by treatment chemicals. Clinic is scheduled for redecoration this year. Chiropodist who saw Code A has now left but no adverse comments had been received about him before. Apology offered on his behalf.

ACTION: A more expensive clear hard surface disinfectant will be used and leg and foot rests covered with bed roll or paper hand towels.

REG: A98/010 RECEIVED: 12/05/98 ACK'GED: 14/05/98 REPLY: 04/06/98 TIME: 23  
 DIVISION CODE: PC SERVICE CODE: PT

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the attitude of the physiotherapist to whom she was referred after major surgery.

SUM REPLY: As [Code A] suffers from asthma she was at risk from breathing problems following surgery and this was why she was moved to a chair on the day after surgery. The physiotherapist was unaware that she had not explained the reasons for the move to [Code A] and apologises for this.

ACTION :

REG: A98/011 RECEIVED: 01/06/98 ACK'GED: 02/06/98 REPLY: 09/07/98 TIME: 38  
 DIVISION CODE: SH SERVICE CODE: EM

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] telephoned to express her concerns about the nursing care her mother, [Code A], received on Beaton Assessment Ward and in particular about the attitude of her "named nurse".

SUM REPLY: Investigation found there were communication problems and did not uphold any of the serious criticisms [Code A] lodged.

ACTION :

REG: A98/012 RECEIVED: 14/05/98 ACK'GED: 18/05/98 REPLY: 12/06/98 TIME: 29  
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] mother, [Code A], had a fall in September 1997 and was admitted to Anne Ward from the Accident and Emergency department. Although she complained of back pain throughout her two week stay she was assured this was due to bruising. She has recently been to her general practitioner who referred her for further x-rays. These showed that her back had been broken and had healed trapping several nerves.

SUM REPLY: x-rays and records reviewed, no signs or symptoms of spinal fractures evident during hospital stay.

ACTION :

REG: A98/013 RECEIVED: 08/06/98 ACK'GED: 10/06/98 REPLY: 03/07/98 TIME: 25  
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the care given to her uncle, [Code A] whilst an inpatient on Philip, George and Dickens Wards at Queen Alexandra Hospital. She also suggested NHS should fund nursing home costs.

SUM REPLY: Explanation given on difference between acute and non-acute wards, especially in relation to MRSA precautions. Assurance given that care provided was appropriate at all times; apology given for previous lack of explanation and distress caused. Funding request refused.

ACTION :

REG: A98/014 RECEIVED: 09/06/98 ACK'GED: 09/06/98 REPLY: TIME:  
 DIVISION CODE: PC SERVICE CODE: DN

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about a breach of confidentiality on the part of a district nurse regarding her husband.

SUM REPLY:

ACTION :

REG: A98/015 RECEIVED: 10/06/98 ACK'GED: 12/06/98 REPLY: 07/07/98 TIME: 27  
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the attitude of the consultant on Victory Ward, Queen Alexandra Hospital.

SUM REPLY: Consultant has apologised for giving Code A the wrong impression by not explaining things more carefully.

ACTION :

REG: A98/016 RECEIVED: 12/06/98 ACK'GED: 12/06/98 REPLY: TIME:  
 DIVISION CODE: FG SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the treatment given and the lack of diagnosis made for her late mother, Code A at Gosport War Memorial Hospital.

SUM REPLY:

ACTION :

REG: A98/017 RECEIVED: 09/06/98 ACK'GED: 09/06/98 REPLY: 06/07/98 TIME: 27  
 DIVISION CODE: FG SERVICE CODE: DE

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the treatment and care given to her two sons by the dentist and about her attitude, and stating that she would be using a different dentist in future.

SUM REPLY: Dentist concerned feels she treated Code A sons caring and with respect but apologises for anything said or done to cause offence.

ACTION :

REG: A98/018 RECEIVED: 16/06/98 ACK'GED: 16/06/98 REPLY: TIME:  
 DIVISION CODE: HP SERVICE CODE: SM

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the treatment she received by one member of staff in the Nelson Unit, St. James' Hospital.

SUM REPLY:

ACTION :

REG: A98/019 RECEIVED: 25/06/98 ACK'GED: 26/06/98 REPLY: TIME:  
 DIVISION CODE: LD SERVICE CODE: LD

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the attitude of the respite care co-ordinator at Avenue House towards her son. As a result she has stopped sending him there and has been deprived of the respite care she desperately needs.

SUM REPLY:

ACTION :



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REG: A98/020 RECEIVED: 25/06/98 ACK'GED: 26/06/98 REPLY: 03/07/98 TIME: 8  
DIVISION CODE: SH SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY:  Code A wrote to complain about the fact that letters she had written to the mental health service had been ignored.

SUM REPLY: Many of the letters were irrelevant to her health care but consultant did reply once. Appointments were also made for her to see the community psychiatric nurse but she was out when the nurse called. Miss D. given weekend and evening number to call in a crisis and offer made for a further appointment with consultant if she wishes.

ACTION :

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REG: A98/021 RECEIVED: 29/06/98 ACK'GED: 29/06/98 REPLY: TIME:  
DIVISION CODE: SH SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY:  Code A telephoned to complain about the attitude of the staff on Solent towards her partner,  Code A

SUM REPLY:

ACTION :