

TRUST PERFORMANCE INDICATORS

APPENDIX FOUR

QUALITY

QUALITY REPORT:
 QUARTER ENDING 31 MARCH 1998

1. Patient's Charter

♦ *Waiting Times in Outpatient Clinics*

Table 12

	This Quarter	Q3 1997/98	Q2 1997/98	Q1 1997/98	Q4 1996/97
% patients seen within 30 minutes	99.4%	96.7%	98%	97.3%	98.6%

Performance remains consistently high.

♦ *Waiting Times for first Outpatient Appointment*

Exceptions to the Health Authority's standard of 13 weeks for adults and 6 weeks for children at 31 December were:

<i>Child and Family Therapy</i>	<i>39 -58 weeks</i>
<i>Community Paediatrics</i>	<i>7-9 weeks</i>
<i>Elderly Medicine (Gosport War Memorial)</i>	<i>15 weeks</i>
<i>Family Planning (psychosexual) (Genetic Counselling)</i>	<i>16 weeks 17 weeks</i>
<i>Physiotherapy</i>	<i>14-19 weeks</i>
<i>Paediatric physiotherapy (Havant/Petersfield) (Child Development Centre)</i>	<i>9 weeks 13 weeks</i>
<i>Paediatric occupational therapy</i>	<i>9-11 weeks</i>
<i>Podiatry (Hayling Island HC)</i>	<i>14 weeks</i>
<i>Community Dental</i>	<i>7-15 weeks</i>
<i>School Nursing - Enuresis clinics Blackbrook Gosport</i>	<i>8 weeks 7 weeks</i>

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.

TRUST PERFORMANCE INDICATORS

APPENDIX FOUR

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

Table 13

Number of patients visited in quarter	Percentage of patients seen within the specified two hour time band
122344	98%

Performance remains consistently high.

This quarter's performance against these Patient's Charter standards will be reported in the NHS Performance Tables for 1997/98.

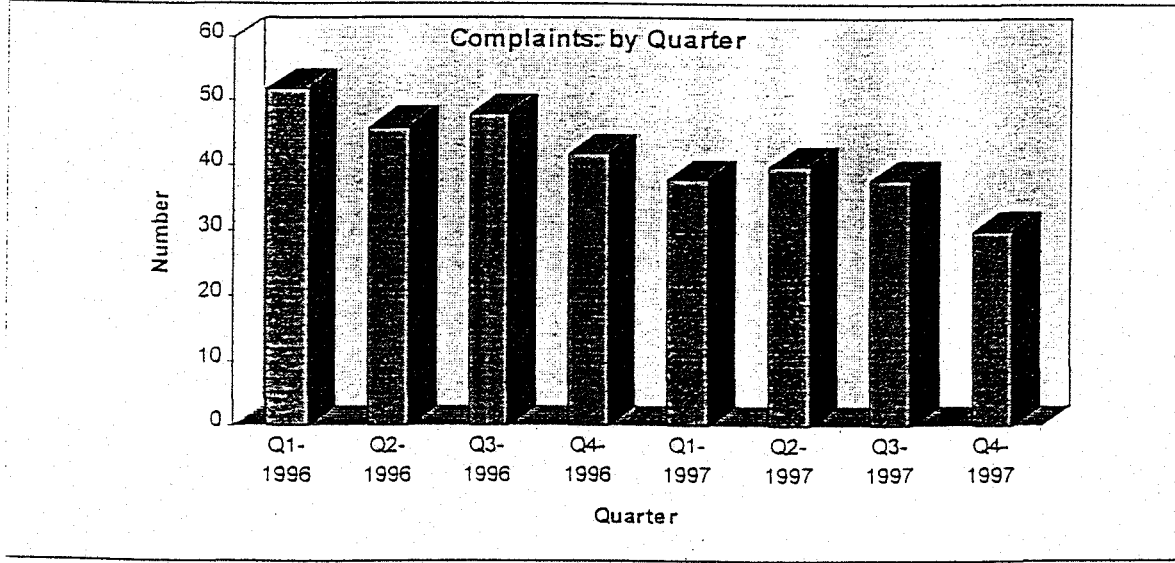
2. Complaints

Complaints Report for Quarter ending 31 March 1998

Local Resolution

♦ *Number of Complaints by Quarter*

Table 14



♦ *Letters of Thanks*

During this same period over 922 expressions of thanks (letters, cards, gifts etc) were received.

TRUST PERFORMANCE INDICATORS

APPENDIX FOUR

♦ *Response Analysis*

Table 15

	Total Number of Complaints	Acknowledged within 2 working days	Response within 20 working days
Q4/97	30	100%	60%
Q3/97	38	94%	70%
Q2/97	40	92%	77%
Q1/97	38	92%	74%
Total 97/98	146	95%	70%

168

Three complaints were completed within five working days and two complaints were not concluded at the time of report. Of the remaining 25 complaints, 10 were not completed within 20 working days; three of these took almost two months to complete because of the complexity of the complaint or because staff sickness delayed the investigation, the other seven were completed within 23 working days (six of these seven were all received within the space of eight working days). A summary of all complaints received this quarter has been made available to board members, but for reasons of confidentiality is not enclosed here.

♦ *Complaints by Service*

Table 16

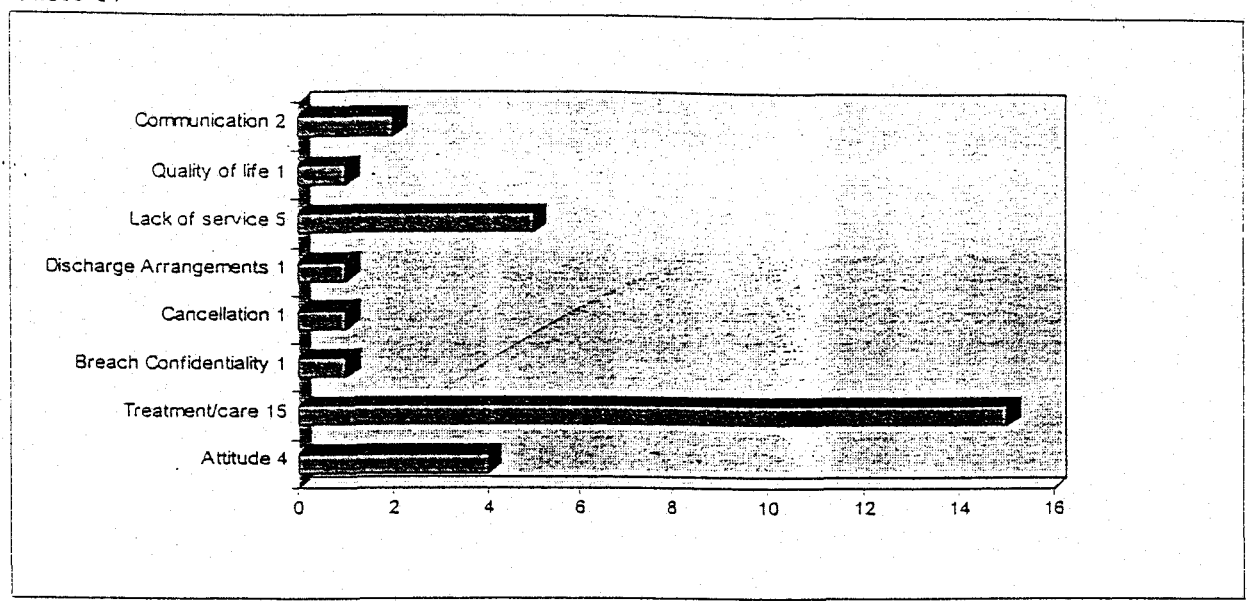
Service	Number Q1/97	Number Q2/97	Number Q3/97	Number Q4/97	Total 97/98
Catering	1	0	0	0	1
Challenging Behaviour	0	0	0	1	1
Child and Family Therapy	2	0	2	0	4
Child Health	1	0	0	0	1
Children with special needs	1	0	1	1	3
Chiropody	3	1	2	0	6
Dental	0	1	0	1	2
District Nursing	3	5	4	2	14
Elderly Medicine	9	11	6	8	34
Elderly Mental Health	2	3	6	1	12
Family Planning	3	2	2	0	7
Health Visiting	0	1	2	0	3
Home Loans	0	0	1	0	1
Learning Disabilities	0	0	1	1	2
Mental Health	7	7	1	10	25
Occupational Therapy	0	2	1	0	3
Outpatients - GWMH	1	0	0	0	1
Physiotherapy	1	2	1	3	7
Premises	1	1	0	0	2
Psychology	1	0	0	0	1
Substance Misuse	1	0	0	0	1
Small Hospitals	1	3	5	2	11
Transport	0	1	3	0	4
TOTAL	38	40	38	30	146

TRUST PERFORMANCE INDICATORS

APPENDIX FOUR

♦ *Types of complaint received this quarter*

Table 17



♦ Independent Review

♦ *Requests received*

Table 18

	Requests	Refused	Further action at Local Resolution	Panels held
Q4/97	1		1	
Q3/97	0			
Q2/97	2	1		1
Q1/97	2	1	1	
Total	5	2	2	1

The one request received this quarter was resolved through further action at local resolution.

COMPLAINT SUMMARY*Complaints System*

15-Apr-98

Period: 01-Jan-98 to 31-Mar-98

REG: D97/117 RECEIVED: 05/01/98 ACK'GED: 07/01/98 REPLY: 02/02/98 TIME: 28
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the care given to her late husband in Philip Ward, Queen Alexandra Hospital.

SUM REPLY: Investigation showed that there were staffing problems at the time of [Code A] admission. Apology given to [Code A] for shortfalls in service provided.

ACTION:

REG: D97/118 RECEIVED: 05/01/98 ACK'GED: 06/01/98 REPLY: 05/03/98 TIME: 59
 DIVISION CODE: FG SERVICE CODE: DN

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote on behalf of her daughter to complain about the delay in treatment given to her daughter, a paraplegic. As a result of the delay her daughter has spent fifty weeks in Haslar Hospital with bed sores.

SUM REPLY: Full investigation undertaken and details given to [Code A] reflecting joint responsibility - the daughter had not wanted help that was offered, but with hindsight it is clear that the staff should have been more proactive.

ACTION:

REG: D97/119 RECEIVED: 07/01/98 ACK'GED: 08/01/98 REPLY: 27/01/98 TIME: 20
 DIVISION CODE: HP SERVICE CODE: SH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to express her concerns about the care given to her late father, [Code A] at Petersfield Hospital. In particular she was concerned about the lack of help with eating, the prevention/treatment of bedsores and about the accuracy of information given to her about these issues.

SUM REPLY: Investigation showed there were inexplicable errors in information given about [Code A] father's pressure sores - apology given for this. With regard to his eating staff were aware that he did not always finish his meals but refused staff help so he was given a food supplement whenever appropriate.

ACTION: Formal approach to way in which nursing staff involve relatives/carers in patient care will be introduced.

REG: D97/120 RECEIVED: 15/01/98 ACK'GED: 16/01/98 REPLY: 16/02/98 TIME: 32
 DIVISION CODE: SH SERVICE CODE: LS

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] a client on Cheriton House, St. James' Hospital, wrote to complain about another client on the Unit. [Code A] alleges he assaulted her.

SUM REPLY: Investigation undertaken and recommendations made to solve problems identified and reduce risk of other problems arising in future. Apology given for distress caused.

ACTION:

REG: D97/121 RECEIVED: 16/01/98 ACK'GED: 16/01/98 REPLY: 12/02/98 TIME: 27
 DIVISION CODE: SH SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about an alleged breach of confidentiality by a unknown staff member of the Meadows.

SUM REPLY: Investigation could not prove allegation of breach of confidentiality. Apology given for distress and difficulties experienced.

ACTION: Staff reminded of importance of maintaining confidentiality.

REG: D97/122 RECEIVED: 20/01/98 ACK'GED: 21/01/98 REPLY: 16/02/98 TIME: 27
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the fact that his grandfather, [Code A] was discharged from Anne Ward, Queen Alexandra Hospital without his medication for a heart complaint and that when [Code A] queried this with the ward she was told he no longer needed to take it. She queried this with [Code A] who asked ward to look into matter and found that medication had been overlooked. Fortunately [Code A] did not suffer any ill effects from not taking the medication for a week.

SUM REPLY: Unfortunately prescription chart was not completed on [Code A] admission as [Code A] did not know what medication her husband was taking. When she brought drugs in later duty nurse did not inform doctor prescription chart could be completed and this mistake was not rectified. Following confusion after discharge the ward doctor contacted [Code A] general practitioner immediately after [Code A] call and mistake was rectified. Apology given.

ACTION: System established to prevent recurrence of events.

REG: D97/123 RECEIVED: 26/01/98 ACK'GED: 26/01/98 REPLY: 23/02/98 TIME: 28
 DIVISION CODE: FG SERVICE CODE: CD

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the level of physiotherapy her son was receiving at St. Francis School, Fareham.

SUM REPLY: Changes have been made to way physiotherapy is provided at schools and is now allocated to individual children and not schools and investigation has shown that [Code A] son does not receive less treatment as a result of this change. Local education authority are currently reviewing his statement of need.

ACTION:

REG: D97/124 RECEIVED: 29/01/98 ACK'GED: 29/01/98 REPLY: 16/02/98 TIME: 18
 DIVISION CODE: HP SERVICE CODE: PT

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the fact that although he was told he would be called back to the physiotherapy department at Queen Alexandra Hospital and despite having made eight telephone calls he had had no response from the department. He is also concerned about the fact that with no further advice the exercises he is doing might cause his back problem to worsen rather than improve.

SUM REPLY: [Code A] was unable to attend review meeting at end of course of treatment and communications problems arose after this. He spoke to physiotherapist who said she would discuss treatment plan and continued symptoms with original therapist and contact [Code A] but was unsuccessful in making contact. She then went sick and unfortunately arrangements were not made for [Code A] to be contacted in her absence. Apology given for this. [Code A] will be contacted with another appointment date.

ACTION: Systems for covering leave and taking messages will be reviewed and revised.

REG: D97/125 RECEIVED: 29/01/98 ACK'GED: 29/01/98 REPLY: 26/02/98 TIME: 28
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the care and attention given to her husband on Dickens Ward, Queen Alexandra Hospital and Guernsey Ward, St. Mary's Hospital, and about the attitude of the physiotherapist at the Trevor Howell Day Hospital.

SUM REPLY: Explanation of [Code A] treatment given to [Code A]. With regard to physiotherapist member of staff has assured her superintendent that she did not make alleged remarks. [Code A] has now discussed her husband's physiotherapy needs and has agreed points of contact within service.

ACTION : Points of contact for future concerns agreed with [Code A]

REG: D97/126 RECEIVED: 08/02/98 ACK'GED: 10/02/98 REPLY: 09/03/98 TIME: 29
 DIVISION CODE: FG SERVICE CODE: SH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the fact that his father-in-law, [Code A] was given the wrong medication whilst an inpatient on Mulberry Ward, Gosport War Memorial Hospital, and about the fact that his upper dentures, his razor and pyjamas were missing when he was discharged.

SUM REPLY: Investigation showed proper procedures were not carried out; apology given. Offer made to reimburse cost of replacement dentures.

ACTION : Staff reminded that every patient should have an identity bracelet which should be checked every drug round.

REG: D97/127 RECEIVED: 11/02/98 ACK'GED: 12/02/98 REPLY: 03/04/98 TIME: 51
 DIVISION CODE: EM SERVICE CODE: EM

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the care and attention given to his late mother, [Code A] on Goddard Assessment Ward, St. James' Hospital.

SUM REPLY: Full investigation carried out by an independent member of staff who, as part of investigation, interviewed [Code A] his father, and members of nursing and medical staff.

ACTION : Meeting proposed to further discuss concerns.

REG: D97/128 RECEIVED: 11/02/98 ACK'GED: 12/02/98 REPLY: 06/04/98 TIME: 54
 DIVISION CODE: HP SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the treatment she received whilst an inpatient on King Villa, St. James' Hospital in December 1997.

SUM REPLY: Full detailed reply sent to [Code A] covering all her concerns.

ACTION :

REG: D97/129 RECEIVED: 04/02/98 ACK'GED: 11/02/98 REPLY: 11/02/98 TIME: 7
 DIVISION CODE: SH SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: Five clients on the Solent Unit, St. James' Hospital wrote to complain about the shortage of beds which meant that they were having to sleep on other wards in the hospital.

SUM REPLY: Operational Manager for Unit personally explained plans which are in hand to resolve position.

ACTION : Additional beds opened on St. James' Hospital site with Health Authority funding.

REG: D97/130 RECEIVED: 18/02/98 ACK'GED: 19/02/98 REPLY: 20/03/98 TIME: 30
 DIVISION CODE: HP SERVICE CODE: PT

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the service her mother, [Code A] received from the physiotherapy department at Queen Alexandra Hospital.

SUM REPLY: Investigation showed that [Code A] was given the appropriate treatment and records do not indicate that exercises were causing her problems. Apology given for distress apparently caused.

ACTION :

REG: D97/131 RECEIVED: 20/02/98 ACK'GED: 20/02/98 REPLY: 20/03/98 TIME: 28
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the care and treatment given to her mother on Anne Ward, Queen Alexandra Hospital, in particular that she fell out of bed on two occasions, and the lack of a correct diagnosis of her condition.

SUM REPLY: It is accepted that cotsides should have been provided after first fall and that [Code A] should have been kept fully informed. Apology given. With regard to diagnosis consultant accepts that with hindsight she should have organised an ultrasound to check for thrombosis and apologises unreservedly for not doing so.

ACTION : Staff reminded to assess for risk of falls. System for locating cotsides at night to be developed.

REG: D97/132 RECEIVED: 19/02/98 ACK'GED: 23/02/98 REPLY: 20/03/98 TIME: 29
 DIVISION CODE: FG SERVICE CODE: PT

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the fact that he had been refused treatment by the physiotherapy department at Gosport War Memorial Hospital.

SUM REPLY: There is no record of Mr. W. being refused treatment. Explanation given as to why he had seen 4 different therapists over 2 courses of treatment. [Code A] assured he will be given further treatment if necessary.

ACTION :

REG: D97/133 RECEIVED: 20/02/98 ACK'GED: 24/02/98 REPLY: 20/03/98 TIME: 28
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the care and attention given to his father on Kingsclere Rehabilitation Unit.

SUM REPLY: Records show that [Code A] had pressure blisters on both heels on admission which despite being treated continued to develop. Pain control was prescribed and there is nothing to indicate he was not given medication when requested.

ACTION :

REG: D97/134 RECEIVED: 23/02/98 ACK'GED: 24/02/98 REPLY: 26/03/98 TIME: 31
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote on behalf of herself and three sisters to complain about the care and attention given to their late mother, [Code A] by staff on Mary Ward, Queen Alexandra Hospital.

SUM REPLY: Investigation showed that although [Code A] was not medically assessed for four to five hours after admission she was monitored throughout this period. Prior to her fatal cardiac arrest there were no symptoms to suggest that her condition was immediately life threatening and when deterioration in her condition began appropriate action was taken by nursing and medical staff.

ACTION :

REG: D97/135 RECEIVED: 23/02/98 ACK'GED: 23/02/98 REPLY: 26/03/98 TIME: 31
DIVISION CODE: FG SERVICE CODE: DE

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the attitude of the dentist at Gosport Health Centre towards their daughter.

SUM REPLY: Dentist involved, who has now left the Trust, apologised for any distress caused.

ACTION :

REG: D97/136 RECEIVED: 02/03/98 ACK'GED: 02/03/98 REPLY: 02/04/98 TIME: 31
DIVISION CODE: HP SERVICE CODE: DN

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the lack of support from the district nursing service and about the attitude of one district nursing sister whilst caring for her late husband.

SUM REPLY: Full details given in response to Code A concerns. Apology given for shortfall in service provided.

ACTION :

REG: D97/137 RECEIVED: 27/02/98 ACK'GED: 03/03/98 REPLY: 30/03/98 TIME: 31
DIVISION CODE: SH SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the way her son, Code A was treated by a nursing assistant when he was admitted to Rivendale.

SUM REPLY: Member of staff interviewed. She admits she made comment but meant it in a light hearted way. She now realises it was totally inappropriate, is sorry for upset caused and apologises unreservedly.

ACTION :

REG: D97/138 RECEIVED: 06/03/98 ACK'GED: 06/03/98 REPLY: 19/03/98 TIME: 13
DIVISION CODE: FG SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the attitude of the staff on Briarwood Ward, St. Christopher's Hospital, and about the deterioration in her mother's condition since she had been transferred to that ward from the Kingsclere Unit.

SUM REPLY: Investigation showed that several aspects of service did not reach high standards aimed for and apology given.

ACTION :

REG: D97/139 RECEIVED: 06/03/98 ACK'GED: 06/03/98 REPLY: 31/03/98 TIME: 25
DIVISION CODE: SH SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the lack of communication from the locum consultant about her brother who is a patient on Solent Unit, St. James' Hospital.

SUM REPLY: Investigation could not be completed owing to sudden death of consultant concerned. As Code A brother is still an inpatient a suggested named person has been allocated as appropriate contact point for any member of his family.

ACTION :

REG: D97/140 RECEIVED: 11/03/98 ACK'GED: 12/03/98 REPLY: 07/04/98 TIME: 27
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the fact that the junior doctor refused to return to Dickens Ward to sign a prescription to allow her father, [Code A] to be discharged with the appropriate medication. As a result her parents had a long wait.

SUM REPLY: Apology given for fact that original prescription had been lost and when replacement was written pharmacy was not open. Apology given for fact that [Code A] left without medication.

ACTION :

REG: D97/141 RECEIVED: 04/03/98 ACK'GED: 12/03/98 REPLY: TIME:
 DIVISION CODE: SH SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to express her concerns about lack of treatment by the mental health service for her daughter.

SUM REPLY: Still under investigation; meeting being held with [Code A] her daughter and appropriate staff.

ACTION :

REG: D97/142 RECEIVED: 13/03/98 ACK'GED: 13/03/98 REPLY: TIME:
 DIVISION CODE: SH SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the fact that although her late mother, [Code A] was being treated by the mental health service she was, in fact, suffering from cancer and this was not diagnosed until she was too weak for an operation.

SUM REPLY: Still under investigation

ACTION :

REG: D97/143 RECEIVED: 13/03/98 ACK'GED: 13/03/98 REPLY: 31/03/98 TIME: 18
 DIVISION CODE: SH SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the care and attention given to her late mother, [Code A], by the medical staff of Beaton Day Unit, St. James' Hospital.

SUM REPLY: Appointment arranged for [Code A] with consultant and clinical manager to fully discuss all her concerns.

ACTION :

REG: D97/144 RECEIVED: 18/03/98 ACK'GED: 19/03/98 REPLY: 14/04/98 TIME: 27
 DIVISION CODE: SH SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the treatment given to his grandson by the Meadows.

SUM REPLY: [Code A] met with clinical manager to discuss his complaints fully. Detailed response sent answering all points raised.

ACTION :

REG: D97/145 RECEIVED: 19/03/98 ACK'GED: 24/03/98 REPLY: 24/03/98 TIME: 5
DIVISION CODE: PC SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote on behalf of the Self Advocacy Group to complain about the shortage of beds on the Solent Unit, St. James' Hospital.

SUM REPLY: Code A advised that the matter has been raised with the Health Authority and it is hoped that funds will be provided to open additional beds.

ACTION: General Manager will discuss concerns with Group if they wish.

REG: D97/146 RECEIVED: 20/03/98 ACK'GED: 27/03/98 REPLY: 27/03/98 TIME: 7
DIVISION CODE: SH SERVICE CODE: LD

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the fact that on 18th March he received notification that the respite care booked for his son for period 2nd to 6th April had been cancelled and as a result if no alternative could be offered he would have to cancel his own holiday.

SUM REPLY: Unfortunately an emergency admission to Avenue House and a similar one to another respite house had caused several respite bookings to be cancelled as it has proved impossible to find alternative suitable accommodation. As soon as problem is resolved those clients whose respite visits were cancelled will be admitted as soon as possible. Apology given.

ACTION: