

TRUST PERFORMANCE INDICATORS

APPENDIX FOUR

QUALITY

**QUALITY REPORT:
QUARTER ENDING 30 JUNE 1997**

1. Patient's Charter

◆ *Assessment in Minor Injuries Departments*

Table 12

Hospital	No. Patients	No. Seen within 5 mins	Q4 1996/97	Q3 1996/97	Q2 1996/97	Q1 1996/97
Petersfield	980	91.1	89.7	89.1	90.4	87.0
Victoria Cottage	120	89.2	93.3	91.8	92.0	97.0
Havant War Memorial	73	95.9	97.5	100.0	95.3	100.0
Gosport War Memorial	644	100.0	100.0	100.0	100.0	100.0
TOTAL	1817	94.3	94.0	94.0	90.9	90.9

Performance has been increased and sustained since the same quarter last year despite an overall comparative increase of 700 attendees, across all four hospitals. The largest increases have been experienced in Havant and Gosport.

◆ *Waiting Times in Outpatient Clinics*

Table 13

	This Quarter	Q4 1996/97	Q3 1996/97	Q2 1996/97	Q1 1996/97
% patients seen within 30 minutes	97.3%	98.6%	98.9%	98.8%	98%

Overall performance remains satisfactory, but some services still experience problems in meeting this standard.

◆ *Waiting Times for first Outpatient Appointment*

Exceptions to the Health Authority's standard of 13 weeks for adults and 6 weeks for children at 30 June 1997 were:

<i>Child and Family Therapy</i>	<i>29-74 weeks</i>
<i>Physiotherapy</i>	<i>16 weeks - 2 out of 4 clinics</i>
<i>Speech and Language Therapy</i>	<i>11 weeks - 1 out of 26 clinics</i>
<i>Paediatric physiotherapy and</i>	<i>7-8 weeks - 4 out of 11 clinics/</i>

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<i>occupational therapy</i>	<i>centres</i>
<i>School Nursing</i>	<i>9 weeks - 1 out of 13 clinics/centres</i>
<i>Orthodontics</i>	<i>8 weeks assessment - 1year - 2year 5 months treatment</i>
<i>Community Dental</i>	<i>8 - 15 weeks - 5 out of 14 centres</i>

◆ **Community Nursing Standards**

Only very minor exceptions were reported on achievement against visiting within a two hour time band; 98.7% of visits met this standard.

◆ **National League Tables**

The National League Tables, based on performance during the quarter January to March 1997 were published in July.

Table 14

Trust Performance

	This Year		Last Year	
	%	★	%	★
<i>Patients seen within 30 minutes of outpatient appointment</i>	99	★★★★★	98	★★★★★
<i>Outpatients seen within 13 weeks</i>	84	★★★	83	★★★
<i>Outpatients seen within 26 weeks</i>	90	★★	92	★★
<i>Minor Injuries assessment within 5 minutes</i>	94	★★★★	91	No rating
<i>Patients who did not attend</i>	25	★	---	---

Overall performance was excellent in some areas with room for improvement elsewhere. Recent additional funding for Child and Family Therapy should help to reduce the waiting times for appointments. Each contract group is considering how "did not attends" can be reduced in their specialty. There are, however, some queries as to how some of these figures have been centrally calculated, performance may well be better than reported here.

◆ **Quality Initiatives**

Examples include:

- ◇ Major upgrade programme for Department of Medicine for the Elderly to meet Patient's Charter requirement for single sex accommodation began, completion due in September.
- ◇ Communication aids for the hearing impaired being evaluated by the Department for the Elderly speech and language therapist.
- ◇ A survey of the expectations of the clients who use the Substance Misuse resource centre is being carried out.
- ◇ Many contract groups are developing quality and audit strategies across the Trust.

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- ◇ A Service Users' Charter has been developed for the Adult Mental Health Community and residential services
- ◇ The "Reflective Practice Scheme" practised in Havant War Memorial Hospital was submitted as an entry for the National Society for Quality Through Team Work Award 1997, but was not selected as a finalist.
- ◇ The shape of the Trust wide Quality Forum has been changed to reflect the Trust re-organisation. New quality facilitators have been identified.
- ◇ Two new First Time Mother groups have been established in Gosport.
- ◇ New nursing protocols have been introduced in Family Planning which will allow the service to move forward toward nurse led clinics.

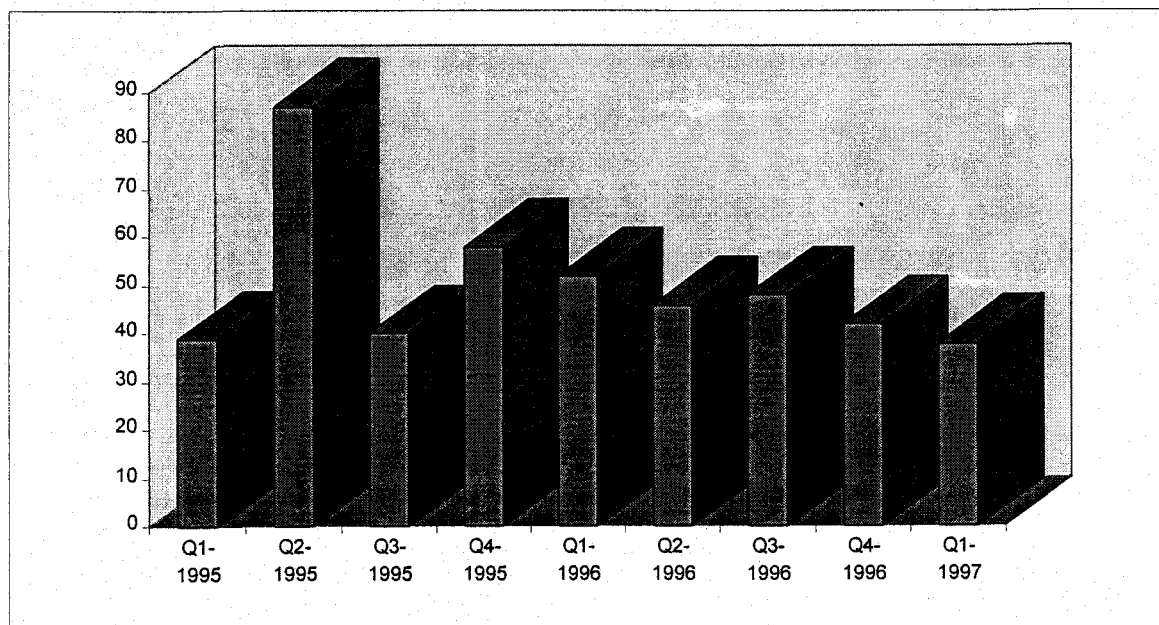
2. Complaints

The Summary of Complaints for the quarter is attached (Attachment 1).

Local Resolution

The number of complaints received remains fairly consistent; 38 this quarter compared to 42 the previous quarter. A summary of all complaints received this quarter is attached.

◆ *Number of Complaints by Quarter*



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◆ *Response Analysis*

Table 15

	Total Number of Complaints	Acknowledged within 2 working days	Response within 20 working days	Response within 25 working days
Q1/97	38	92%	74%	87%
Q4/96	42	91%	84%	92% (28 WD)

Of the 38 complaints received only three were not acknowledged within two working days; on two of these occasions the letters of complaint were directly received within the division concerned, on the third occasion it was unclear which NHS services the complaint specifically referred to and delay occurred whilst unsuccessful attempts were made to contact the complainant by telephone at their home in Scotland.

Ten complaints were not responded to within 20 working days, for a variety of reasons including; complex issues requiring complex investigation and response, difficulties scheduling meetings with complainants and delays at the request of complainants.

Action/changes resulting from complaints included:

- Updating GP practice staff on the services offered by district nursing
- Copies of patient care plans now held on Solent Unit, to ensure the relevant details are at hand should patients or relatives telephone or visit for advice.
- Use of specified agency nursing staff discontinued.
- New signs for disabled car parking spaces on St James' site and staff reminded not to park in these spaces.

Independent Review

Two requests for Independent Review were received; one was returned for further action at local resolution and one is still outstanding because of difficulty in obtaining Independent Clinical advice through the regional NHSE office. It is proving very difficult to meet the 20 working daytime scale for convening, mainly because of initial delay in appointment of a lay chairperson by the regional NHSE, who are receiving more such requests than they can respond to.

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◆ *Complaints by Service*

Table 16

Service	Number received
Catering - Redclyffe House	1
Child and Family Therapy	2
Child Health	1
Children's Special Needs	1
Chiropody	3
District Nursing	3
Elderly Medicine	9
Elderly Mental Health	2
Family Planning	3
Mental Health	7
Outpatients - GWMH	1
Physiotherapy	1
Premises - SJH car parking	1
Psychology	1
Substance Misuse	1
Small Hospitals	1
TOTAL	38

◆ *Letters of Thanks/Commendation*

687 letters of thanks or expressions of commendation were received.

Table 17

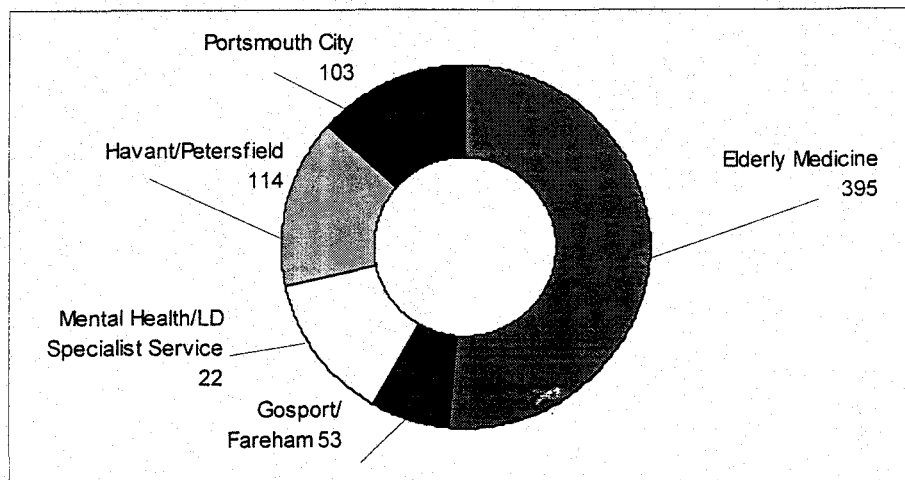
◆ *Risk Events*

Table 18

Service	Accidents to Patients	Accidents to Staff
Elderly Medicine	358	13

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Portsmouth City	3	5
Gosport/Fareham	186	19
Mental Health/LD S Services	677 (in total)	
Havant/Petersfield	177	47

A new risk events reporting system was introduced in April. Serious problems with its implementation has curtailed our ability to produce detailed information. The new risk adviser is giving top priority to reviewing and revising the system.

◆ ***Critical Incidents***

During this quarter 49 critical incidents were recorded, ranging in type and severity from theft of property to client suicide. Analytical reporting of these events will be developed over the next few months.

4. Legal Summary

A legal summary is attached. (Attachment 2)

AMH/gc/g:\trust_hq\projects\trustpi\1997-98\q1-9798.doc\22 September, 1997

COMPLAINT SUMMARY

Complaints System

19-Aug-96

Period: 01-Apr-96 to 30-Jun-96

REG: A96/001 RECEIVED: 02/04/96 ACK'GED: 02/04/96 REPLY: 24/04/96 TIME: 22

DIVISION CODE: FG

SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the treatment provided by staff on Daedalus Ward, Gosport War Memorial Hospital for her mother, [Code A] and about the fact that it seemed to her that it was planned to discharge her mother to a private nursing home to save money.

SUM REPLY: When [Code A] was admitted she was very dependent on assistance. However, during her stay her condition improved and she was able to walk with a frame. [Code A] reassured that proposed transfer was not being made for financial reasons. Apology given if process seemed rushed.

ACTION: [Code A] visited by consultant, sister and hospital manager to fully discuss her concerns. It is not proposed to keep Mrs. P. on ward if she continues to improve but [Code A] will be kept informed.

REG: A96/002 RECEIVED: 04/04/96 ACK'GED: 04/04/96 REPLY: 15/05/96 TIME: 41

DIVISION CODE: HP

SERVICE CODE: SM

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the treatment he has received from the Orion Centre, in particular about the reduction in his dosage of methadone and the attitude of the doctor.

SUM REPLY: [Code A] had a series of missed appointments which contravened the contract he had signed and although his programme was recommenced he again missed appointments. He was reluctant to accept reduction programme but refused to be referred to Highclere for a detoxification programme.

ACTION: [Code A] has continued his reduction programme.

REG: A96/003 RECEIVED: 10/04/96 ACK'GED: 10/04/96 REPLY: 16/04/96 TIME: 6

DIVISION CODE: FG

SERVICE CODE: CR

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the fact that when she made an appointment for her son at the nail clinic to have a section of infected ingrowing toe nail removed she was not told that a referral from a chiropodist was not acceptable and that she should have a letter from a doctor.

SUM REPLY: Although complainant's son was referred by an unregistered private chiropodist it is accepted that he should have been seen. Apology given.

ACTION: In future all written referrals will be screened by a senior podiatrist and urgent telephone requests will only be accepted from general practitioners.

REG: A96/004 RECEIVED: 09/04/96 ACK'GED: 10/04/96 REPLY: 16/04/96 TIME: 7

DIVISION CODE: LS

SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] complained about the fact that although the conditions of her section allow her to walk in the grounds of the hospital and Locksway Road with one member of staff as an escort on the bank holiday she was not allowed out without two escorts.

SUM REPLY: [Code A] seen by senior nurse manager and now accepts that the decision for her to have two escorts was in her own best interests.

ACTION: None.

REG: A96/005 RECEIVED: 09/04/96 ACK'GED: 09/04/96 REPLY: 19/04/96 TIME: 10
 DIVISION CODE: FG SERVICE CODE: EM

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the care and attention given to her father by the nursing staff of Botley Ward, Knowle Hospital, in particular about the fact that bedsores were a contributory factor to his death.

SUM REPLY: [Code A] father was a difficult patient to manage who was unpredictable, agitated and/or aggressive. It was difficult to determine the level of pain he was in but his medication was regularly reviewed. Every effort was made to prevent bedsores.

ACTION: Need for staff to be updated on pain control and for pressure care training will be reviewed.

REG: A96/006 RECEIVED: 10/04/96 ACK'GED: 10/04/96 REPLY: 16/04/96 TIME: 6
 DIVISION CODE: FG SERVICE CODE: US

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] whose mother is a patient on Mulberry Ward, Gosport War Memorial Hospital, wrote to complain about the laundry arrangements on the ward.

SUM REPLY: A laundry service is not provided for patients on acute wards, only for those on continuing care wards. Unfortunately the laundry is already receiving more than it can cope with and ward staff have been asked to ensure that clothing is only sent if patient has no relative or friend who can do their washing. As [Code A] lives some distance from the hospital arrangements could be made for her mother to be offered hospital clothes.

ACTION: A letter will be sent to all future patients admitted to Mulberry Ward explaining that laundry service is limited and if they have particular problems to raise them with ward staff at the earliest opportunity.

REG: A96/007 RECEIVED: 01/04/96 ACK'GED: 03/04/96 REPLY: 24/04/96 TIME: 23
 DIVISION CODE: PC SERVICE CODE: SN

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] telephoned to complain about the eye test carried out on her daughter by the school nurse and about the standard letter she received.

SUM REPLY: Matter investigated. Member of staff competent to perform procedure; no explanation as to why [Code A] daughter failed colour test at school but passed at opticians.

ACTION: Standard letter will be considered at stationery review.

REG: A96/008 RECEIVED: 04/04/96 ACK'GED: 04/04/96 REPLY: 26/04/96 TIME: 22
 DIVISION CODE: PC SERVICE CODE: SN

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the fact that the school nurse told her daughter she ought to see an optician but when she did so there was no problem with her sight. His is angry that his daughter was upset and worried.

SUM REPLY: Nurse followed normal procedure and it is our philosophy to share information with young people themselves. Apology given for distress caused.

ACTION: As requested [Code A] daughter has been withdrawn from the school surveillance programme.

REG: A96/009 RECEIVED: 02/04/96 ACK'GED: 11/04/96 REPLY: 29/04/96 TIME: 27
 DIVISION CODE: EM SERVICE CODE: EM

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the care given to [Code A] mother, [Code A], by the staff of Goddard Assessment Ward, St. James' Hospital.

SUM REPLY: [Code A] met with consultant and general manager and concerns fully discussed. Main concern was about failure to detect infection in [Code A] hip but they were reassured that all staff acted professionally.

ACTION : None.

REG: A96/010 RECEIVED: 17/04/96 ACK'GED: 17/04/96 REPLY: 21/05/96 TIME: 34
 DIVISION CODE: HP SERVICE CODE: EM

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the attitude of one member of the night staff towards his wife who is a patient on Ellen Cook ward.

SUM REPLY: [Code A] had a meeting with service manager, senior nurse of ward and nurse involved to fully discuss his concerns.

ACTION : Relationships restored; no further problems.

REG: A96/011 RECEIVED: 23/04/96 ACK'GED: 24/04/96 REPLY: 14/05/96 TIME: 21
 DIVISION CODE: PC SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the care given to his wife by the staff of the Solent Unit, St. James' Hospital and about the attitude of one particular staff nurse.

SUM REPLY: It is accepted that treatment and care [Code A] received fell below usual standard. Apology given.

ACTION : Staff counselled.

REG: A96/012 RECEIVED: 11/04/96 ACK'GED: 11/04/96 REPLY: 30/04/96 TIME: 19
 DIVISION CODE: HP SERVICE CODE: PR

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the arrangements in the blood taking clinic at Petersfield Hospital.

SUM REPLY: [Code A] informed of improvements which will take place to alleviate problems he highlighted. Apology given.

ACTION : Amount of seating available will be increased outside phlebotomy suite and in corridor.

REG: A96/013 RECEIVED: 22/04/96 ACK'GED: 22/04/96 REPLY: 10/05/96 TIME: 18
 DIVISION CODE: HP SERVICE CODE: SH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] visited the hospital manager at Petersfield Hospital to express his concern about the treatment of his nephew following his attendance at the minor injuries department, in particular that he was not seen by a doctor and the fact that his sister had to make her own way to Queen Alexandra Hospital.

SUM REPLY: [Code A] met with hospital manager to discuss concerns. Nurse examined [Code A] nephew and consulted with general practitioner on telephone (which is normal procedure). The general practitioner recommended child be taken to Queen Alexandra Hospital for an x-ray. It was not considered necessary to call an emergency ambulance and [Code A] was asked if she could make her own way to Queen Alexandra Hospital. She indicated that she could and used telephone to arrange this.

ACTION : None.

REG: A96/014 RECEIVED: 23/04/96 ACK'GED: 25/04/96 REPLY: 24/05/96 TIME: 31
 DIVISION CODE: HP SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about breach of confidentiality by one of the nurses on King Villa where she is a patient.

SUM REPLY: Investigation showed that a member of staff did divulge personal information to Code A's mother on the telephone. Apology given.

ACTION: All staff will be reminded of importance of respecting confidentiality at all times.

REG: A96/015 RECEIVED: 19/04/96 ACK'GED: 19/04/96 REPLY: 29/04/96 TIME: 10
 DIVISION CODE: PC SERVICE CODE: SN

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the fact that her son was given a vaccination against diphtheria, tetanus and polio despite the fact that the consent card showed that her son had been given the vaccine by his general practitioner last year.

SUM REPLY: Code A reassured by both school nurse co-ordinator and general practitioner that second vaccination would not be harmful to her son's health. Apology given.

ACTION: School nurses reminded of importance of checking consent cards.

REG: A96/016 RECEIVED: 28/04/96 ACK'GED: 02/05/96 REPLY: 02/05/96 TIME: 4
 DIVISION CODE: PC SERVICE CODE: CH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote about the difficulty he experienced in exchanging tokens for dried milk. The only places which will accept them are health clinics but they do not stock the follow on milk which he wanted.

SUM REPLY: Nationally, pharmacists and retailers will not exchange vouchers. Health service is restricted, again nationally, by what it can supply. Apology given.

ACTION: Code A offered Department of Health guidance if he wished.

REG: A96/017 RECEIVED: 07/05/96 ACK'GED: 08/05/96 REPLY: 04/06/96 TIME: 28
 DIVISION CODE: FG SERVICE CODE: OR

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the fact that her daughter who has already been on the waiting list for orthodontic treatment for two years has now been advised that there will be a further one year wait. As she is in pain Code A feels that this is totally unacceptable.

SUM REPLY: Delay caused by orthodontist being on long term sick leave and inability to recruit other personnel. Code A's daughter has now commenced her treatment. Apology given.

ACTION: Health Authority has identified additional non-recurring resources to fund an extra post to relieve the waiting list position.

REG: A96/018 RECEIVED: 09/05/96 ACK'GED: 09/05/96 REPLY: 08/07/96 TIME: 60
 DIVISION CODE: PC SERVICE CODE: SN

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the fact that her son was given five times the appropriate dosage of a diphtheria immunisation and as a result suffered flu-like symptoms and was unable to attend school for two days.

SUM REPLY: General and service managers visited Code A to share with them findings of investigation.

ACTION: Follow up with pharmacy staff and Health Authority to implement enquiry report recommendations.

REG: A96/019 RECEIVED: 07/05/96 ACK'GED: 07/05/96 REPLY: 13/05/96 TIME: 6
 DIVISION CODE: PC SERVICE CODE: CR

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the attitude of the chiropodist who treated her mother, [Code A] who was in a great deal of pain from an abscess.

SUM REPLY: Chiropodist had no intention of doing anything other than emphasise with [Code A] about the pain the abscess must be causing her. Apology given for misunderstanding.

ACTION: None.

REG: A96/020 RECEIVED: 10/05/96 ACK'GED: 10/05/96 REPLY: 03/06/96 TIME: 24
 DIVISION CODE: SH SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: Cllr S. wrote on behalf of three residents of Brasted House who had complained about children playing outside the social club and about an incident in which a client was forcibly restrained in the hospital grounds by several members of staff.

SUM REPLY: The secretary of the social club has reminded all members of the need for consideration towards local community. With regard to the incident with the client he was very confused at the time and the nursing staff had to implement a section of the Mental Health Act for his own safety which was managed within the policies and guidelines laid down.

ACTION: Opportunity offered for residents to meet with hospital staff if they would find it helpful. This has not been taken up.

REG: A96/021 RECEIVED: 13/05/96 ACK'GED: 13/05/96 REPLY: 07/06/96 TIME: 25
 DIVISION CODE: HP SERVICE CODE: ST

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the poor service she was receiving from the speech therapy service and in particular communication problems regarding her son's appointments.

SUM REPLY: Apology given for apparent insensitivity on part of therapist. Assessment appointment made to clarify whether [Code A] son need further help.

ACTION: Standard appointment letter being reviewed.

REG: A96/022 RECEIVED: 15/05/96 ACK'GED: 15/05/96 REPLY: 23/07/96 TIME: 69
 DIVISION CODE: FG SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the actions of a consultant psychiatrist during a domiciliary visit to her late brother [Code A]

SUM REPLY: Details of full investigation carried out given to [Code A]

ACTION: Review by second consultant. Meeting offered.

REG: A96/023 RECEIVED: 15/05/96 ACK'GED: 16/05/96 REPLY: 16/05/96 TIME: 1
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about mixed sex wards at Queen Alexandra Hospital.

SUM REPLY: Reasons for introduction of mixed sex wards explained to [Code A]

ACTION: Policy being reviewed with Health Authority.

REG: A96/024 RECEIVED: 10/05/96 ACK'GED: 14/05/96 REPLY: 10/06/96 TIME: 31
 DIVISION CODE: HP SERVICE CODE: PR

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the dandelions in grass around Waterlooville Health Centre, the seeds of which blow into his and other residents' gardens.

SUM REPLY: Trust policy is not to use herbicides. Apology given.

ACTION: Estates department asked to identify a safer option.

REG: A96/025 RECEIVED: 13/05/96 ACK'GED: 13/05/96 REPLY: 03/06/96 TIME: 21
 DIVISION CODE: SH SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: The residents of Nelson Unit wrote to complain about the level of noise from the Social Club, St. James' Hospital on Saturday, 4th May, 1996.

SUM REPLY: Apology given. Members have been made aware of need to behave with consideration towards hospital patients and local community.

ACTION: As above.

REG: A96/026 RECEIVED: 16/05/96 ACK'GED: 16/05/96 REPLY: 16/05/96 TIME: 0
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the lack of radios and television sets on Dickens Ward, Queen Alexandra Hospital where his mother was a patient.

SUM REPLY: Service manager was able to borrow a television set for [Code A]

ACTION: Need for additional portable sets will be assessed and ward Trust funds will be used to purchase them.

REG: A96/027 RECEIVED: 22/05/96 ACK'GED: 22/05/96 REPLY: 11/06/96 TIME: 20
 DIVISION CODE: PC SERVICE CODE: CD

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the fact that when they attended the Child Development Centre for their son's appointment there was no record of him, they were redirected to Queen Alexandra Hospital and the appointment was, in fact, at Saint Mary's Hospital but they were not able to be seen as they were too late.

SUM REPLY: When Dr. and [Code A] arrived at St. James' Hospital the newly appointed premises manager did try to trace appointment through computer system but was unable to do so as it had been raised by neo-natal unit. Apology given for confusion which in turn caused delay in appointment.

ACTION: New staff at Child Development Centre to be informed of clinic arrangements.

REG: A96/028 RECEIVED: 14/05/96 ACK'GED: 17/05/96 REPLY: 12/06/96 TIME: 29
 DIVISION CODE: HP SERVICE CODE: PT

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the deterioration in the physiotherapy service. She is an MS sufferer and has attended physiotherapy at Petersfield Hospital for the last ten years and the service she has received during the last year has been very poor compared to the previous nine.

SUM REPLY: [Code A] treatment programme has been assessed on several occasions and regular sessional physiotherapy is not considered necessary at present time.

ACTION: [Code A] offered opportunity to see neurological specialist physiotherapist if she wished.

REG: A96/029 RECEIVED: 20/05/96 ACK'GED: 20/05/96 REPLY: 28/05/96 TIME: 8
 DIVISION CODE: HP SERVICE CODE: CR

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] telephoned to complain about the attitude of the podiatrist when her husband attended Waterloo Health Centre for his appointment.

SUM REPLY: Apology given. Unfortunately due to a clerical error time on [Code A] appointment card did not correspond with details given to podiatrist and she thought that [Code A] was late.

ACTION: None.

REG: A96/030 RECEIVED: 22/05/96 ACK'GED: 29/05/96 REPLY: 07/06/96 TIME: 16
 DIVISION CODE: SH SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] complained about the fact that whilst she was a patient on Fernhurst Assessment ward she had to spend one night on Beaton Assessment ward owing to an emergency admission. She had agreed to this move but was upset as the ward was a locked one and she was not allowed to leave early in the morning. She was also unable to sleep as the lights were left on.

SUM REPLY: Apology given for distress caused by transfer to Beaton Assessment Ward.

ACTION: Problems reviewed with staff to ensure others do not have a similar experience.

REG: A96/031 RECEIVED: 23/05/96 ACK'GED: 23/05/96 REPLY: 04/06/96 TIME: 12
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] from a residential nursing home wrote to express her concern about the care of and discharge arrangements from Edith Keen ward of [Code A].

SUM REPLY: Investigation showed that on this occasion standard of care was not as high as normally provided. Apology given.

ACTION: Linked with 034. Review of internal arrangements.

REG: A96/032 RECEIVED: 28/05/96 ACK'GED: 30/05/96 REPLY: 10/06/96 TIME: 13
 DIVISION CODE: SH SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to express concern about the future placement of his son following the closure of Foxleigh, St. James' Hospital.

SUM REPLY: [Code A] had meeting with General Manager to clarify his concerns. Note placed in his son's casenotes to ensure [Code A] is involved in talks about future placement.

ACTION: Staff reminded of need to keep relatives fully involved in the planning process.

REG: A96/033 RECEIVED: 03/06/96 ACK'GED: 03/06/96 REPLY: 05/07/96 TIME: 32
 DIVISION CODE: HP SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the lack of supervision arrangements on King Villa which has resulted in their son being able to abscond on several occasions. Care worker also complained.

SUM REPLY: Following a review [Code A] son has been transferred to Fair Oak House. Apology given.

ACTION: Supervision procedure to be reviewed. Discussion with social services regarding care boundaries organised for 25th July.

REG: A96/034 RECEIVED: 03/06/96 ACK'GED: 04/06/96 REPLY: 26/06/96 TIME: 23

DIVISION CODE: EH

SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the care and treatment of her late father, [Code A] on Edith Keen Ward, Queen Alexandra Hospital and about the discharge arrangements.

SUM REPLY: Investigation carried out and full response given to [Code A] on all points raised. Apology given for shortcomings of service.

ACTION : Linked with 031. Review of internal arrangements.

REG: A96/035 RECEIVED: 24/05/96 ACK'GED: 24/05/96 REPLY: 21/06/96 TIME: 28

DIVISION CODE: PC

SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the short notice given to him to attend Solent in connection with a section of the Mental Health Act on one of his patients, [Code A]

SUM REPLY: Apology given. Messages from Dr. O. requesting that he be involved were not recorded.

ACTION : Manager to review arrangements for general practitioner involvement.

REG: A96/036 RECEIVED: 03/06/96 ACK'GED: 04/06/96 REPLY: 05/07/96 TIME: 32

DIVISION CODE: EH

SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the care and treatment her mother received on Dickens Ward, Queen Alexandra Hospital.

SUM REPLY: All details raised replied to. [Code A] had been asked to supply further details of specific incidents to nurse manager if she wanted further clarification. Apology given for any deficiencies in care.

ACTION : [Code A] offered opportunity to discuss situation with Nurse Manager if she wished.

REG: A96/037 RECEIVED: 03/06/96 ACK'GED: 04/06/96 REPLY: 30/07/96 TIME: 57

DIVISION CODE: PC

SERVICE CODE: PT

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the fact that his physiotherapy treatment was stopped.

SUM REPLY: Apology given for delay in responding. [Code A] will be attending Horizon Centre for three weeks and it is hoped he will be able to be helped by Creative Advances once question of insurance cover is sorted out.

ACTION : Review progress in one month's time.

REG: A96/038 RECEIVED: 06/06/96 ACK'GED: 06/06/96 REPLY: 17/07/96 TIME: 41
 DIVISION CODE: PC SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] and her two daughters met with Chief Executive to express their concern about the care of [Code A] son on Solent Unit, St. James' Hospital. Particular areas of concern were failure to follow procedures in sectioning him under the Mental Health Act, failure to notify next of kin about a serious incident of self-harm, levels of medication and communication with the consultant.

SUM REPLY: Investigation showed that correct procedures were followed. Delay was caused by next of kin being shown as [Code A] father and staff were unable to contact him. It was agreed with hindsight that [Code A] should have been advised of her son's attempt to harm himself at the time rather than waiting until she next visited. Apology given for this as well as communication problems regarding appointment with consultant.

ACTION: Admission procedure has been tightened up to double check name and address of next of kin. Advice/support offered being reviewed.

REG: A96/039 RECEIVED: 30/05/96 ACK'GED: 06/06/96 REPLY: 02/07/96 TIME: 33
 DIVISION CODE: PC SERVICE CODE: TR

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the length of time she has to wait for mainline transport to take her to and from her chiropody clinics. On one particular occasion transport did not arrive and she had to pay for a taxi.

SUM REPLY: Apology given.

ACTION: [Code A] reimbursed cost of taxi fare.

REG: A96/040 RECEIVED: 13/06/96 ACK'GED: 13/06/96 REPLY: 16/07/96 TIME: 33
 DIVISION CODE: SH SERVICE CODE: LD

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the level of his son's medication and about his concerns regarding his son's safety at Thomas Parr House.

SUM REPLY: [Code A] advised that there has been considerable progress in reducing his son's medication levels. He was also given details of measures taken to improve security at Thomas Parr House.

ACTION: Operational and management arrangements for communications with the family agreed. Estates department will be undertaking alterations and improvements to fences and doors to improve security.

REG: A96/041 RECEIVED: 11/06/96 ACK'GED: 11/06/96 REPLY: 20/06/96 TIME: 9
 DIVISION CODE: HP SERVICE CODE:

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the attitude of a nurse when she reported the loss of her brother's pyjama top and towel.

SUM REPLY: Towel was found and sent to Miss P. and she was asked to let hospital know of replacement cost of pyjamas so reimbursement could be made. With regard to staff attitude apology given for distress caused.

ACTION: Local service manager met with [Code A]

REG: A96/042 RECEIVED: 03/06/96 ACK'GED: 03/06/96 REPLY: 10/06/96 TIME: 7
 DIVISION CODE: FG SERVICE CODE: SN

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about her son being examined by the school nurse without her consent. She had requested in writing that she attend but no attempt was made to inform her of date of examination.

SUM REPLY: Apology given. Letter was held at school and not processed through school nursing service so her wishes were not known.

ACTION: Arrangements reviewed to prevent recurrence.

REG: A96/043 RECEIVED: 14/06/96 ACK'GED: 17/06/96 REPLY: 26/06/96 TIME: 12
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A telephoned to complain about the fact that the transport arranged to take her mother to Amulree Day Hospital arrived late, she had a long wait to see the doctor and the test she was supposed to have was not done. As her mother is due to attend again on 21st June she would like reassurance that a repetition will not occur.

SUM REPLY: Apology given to Code A the patient.

ACTION: Arrangements made for test to be done following week.

REG: A96/044 RECEIVED: 08/06/96 ACK'GED: 17/06/96 REPLY: 08/07/96 TIME: 30
 DIVISION CODE: SH SERVICE CODE: LD

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote on behalf of the Rotary Club of Southampton to complain about the state a holiday flat was left in by residents of Coldeat Hospital after a week's stay. The Committee had decided to withdraw the offer of a further week in late September/early October.

SUM REPLY: Investigation found that one client was taken ill on last night of holiday and staff decided to take clients back to Coldeat and return to the flat to clean up. They did not realise there was a time at which they should vacate and when they returned they found someone already clearing up. Their offer of help was refused. Apology given.

ACTION: Offer made for compensation to be paid.

REG: A96/045 RECEIVED: 19/06/96 ACK'GED: 20/06/96 REPLY: 05/07/96 TIME: 16
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the fact that his wife (who suffered a stroke and has been in hospital for five months) was upset at the removal of her clothes for marking and the subsequent loss of one dress and two vests.

SUM REPLY: Apology given.

ACTION: Compensation will be paid for lost items.

REG: A96/046 RECEIVED: 07/06/96 ACK'GED: 10/06/96 REPLY: 01/08/96 TIME: 55
 DIVISION CODE: PC SERVICE CODE: DN

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] suffers from leg ulcers and has to have them dressed twice weekly. She was asked to attend the Health Centre once a week which she does not have the mobility nor financial resources to do. When she raised the matter she was told she was considered ambulant and that financial problems were not the concern of the health service. She contacted social services about the latter but they were unable to help. Following a period of non treatment she had to register with another general practitioner so that her legs could be dressed elsewhere.

SUM REPLY: Investigation was unable to reach conclusion about reason for situation. It would appear there was a communication problem but [Code A] was assured that withdrawal of treatment was not because she had complained about a particular nurse.

ACTION: [Code A] advised to contact the Health Authority in respect of her complaint about the general practitioner and the practice.

REG: A96/047 RECEIVED: 24/06/96 ACK'GED: 24/06/96 REPLY: 12/07/96 TIME: 18
 DIVISION CODE: HP SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] telephoned to complained that King Villa, St. James' Hospital ran out of anti-epileptic medication for her husband on both Saturday and Sunday, 22nd and 23rd June, 1996 and that she had to send supplies in by taxi at a cost of £7 on each occasion.

SUM REPLY: Investigation showed that ward did run out of medication but advised [Code A] that supplies could be obtained. He was specifically advised not to call a taxi. However it is recognised that he did that because he was anxious and fare has been refunded. Apology given.

ACTION: [Code A] will contact ward staff direct if further problems arise. Ward procedures have been improved.

REG: A96/048 RECEIVED: 24/06/96 ACK'GED: 27/06/96 REPLY: 23/07/96 TIME: 29
 DIVISION CODE: HP SERVICE CODE: CR

MHA Sectioned?:

COMPLAINT SUMMARY: Mr. W. (M.P.) wrote on behalf of one of his constituents who has complained about the fact that although she is diabetic she was not able to get a chiropody appointment for two weeks and had had to make arrangements to see a private chiropodist.

SUM REPLY: Investigation showed that [Code A] had chosen to see a private chiropodist following loss of confidence in the NHS. This followed confusion earlier in the year when the owner of the rest home at which Mrs. W. is resident tried to make an appointment but was unable to do so for ten days. Diabetic patients are normally seen as a matter of urgency but home owner cannot recall whether she indicated that [Code A] was diabetic. Service is hard pressed but overachieving its contracts. Apology given.

ACTION: None.

REG: A96/049 RECEIVED: 27/06/96 ACK'GED: 27/06/96 REPLY: TIME:
 DIVISION CODE: PC SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] husband of a client of adult mental health service, telephoned to complain about attitude of his wife towards him since a visit she received from a counsellor at which he was not present.

SUM REPLY:

ACTION:

Still under investigation.

REG: A96/050 RECEIVED: 21/06/96 ACK'GED: 28/06/96 REPLY: 28/06/96 TIME: 7
DIVISION CODE: FG SERVICE CODE: DE

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] and nine others wrote to complain about the waiting area in the dental clinic at Fareham Health Centre being hot and airless on the afternoon of 19th June, 1996.

SUM REPLY: Apology given. Room has caused problems in past and extractor fans and skylight extractor have been installed. Unfortunately on hot days this is still insufficient.

ACTION: Possibility of installation of small air conditioning unit being investigated with Estates department.

REG: A96/051 RECEIVED: 05/06/96 ACK'GED: 01/07/96 REPLY: 01/07/96 TIME: 26
DIVISION CODE: EM SERVICE CODE: TR

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the fact that the transport service does not return her mother, [Code A], to her flat door on her return from Goddard Day Unit, St. James' Hospital. As Mrs. S. suffers from Alzheimer's disease [Code A] is concerned for her safety.

SUM REPLY: [Code A] has apparently asked the transport staff to escort her to the ground floor only so that she can meet her friends in the foyer. Apology given for anxiety caused.

ACTION: Staff will, in future, endeavour to persuade [Code A] to allow them to escort her to her own flat.

REG: A96/052 RECEIVED: 24/06/96 ACK'GED: 01/07/96 REPLY: 24/07/96 TIME: 30
DIVISION CODE: FG SERVICE CODE: TR

MHA Sectioned?:

COMPLAINT SUMMARY: The proprietor of Mainline Taxi service complained about an incident concerning one of his drivers. The driver concerned had to pick up a client and take her to Coldeast Hospital and she attempted and succeeded in getting out of the car twice. When the driver finally arrived at Coldeast Hospital and told staff of his difficulties and that he felt she should have had an escort the member of staff was extremely abrupt and offhand.

SUM REPLY: No indication was made by client's partner that she was unwell. It would appear that her distress was caused by the route the driver took which made her think she was going to Royal South Hants Hospital and not The Meadows. Staff member did not mean to appear offhand. Apology given.

ACTION: None.