

### Complaints – 1<sup>st</sup> April 2004 to 30<sup>th</sup> June 2004

Fareham and Gosport Primary Care Trust received 7 written complaints in the quarter 1<sup>st</sup> April to 30<sup>th</sup> June 2004. This is in comparison with the five complaints reported in the last quarter. No trends were evident.

Issues Raised	Actions taken as a result
Discharge process from Dryad Ward to nursing home	<ul style="list-style-type: none"> <li>➤ Check list designed to be incorporated in discharge process</li> <li>➤ Handover sheet formulated</li> </ul>
Attitude of District Nurse	<ul style="list-style-type: none"> <li>➤ Patient visited and reassured</li> <li>➤ Alternative arrangements made for future care</li> </ul>
Difficulty accessing District Nursing service out of hours (associated with changes to Primecare service)	<ul style="list-style-type: none"> <li>➤ Out of hours contact number provided to appropriate service</li> </ul>
Access to phlebotomy services provided at Sylvan	<ul style="list-style-type: none"> <li>➤ Apology given</li> <li>➤ Review of phlebotomy services underway</li> </ul>
Alleged lack of care provided to patient with catheter (also issues relating to Portsmouth Hospitals NHS Trust)	<ul style="list-style-type: none"> <li>➤ Investigation still underway</li> <li>➤ District Nurse visit to give advice/care</li> <li>➤ Allocated to new GP</li> </ul>
Concerns following enema given in patient's home	<ul style="list-style-type: none"> <li>➤ Investigation undertaken</li> <li>➤ Report awaited</li> </ul>
Communication issues between ward staff and GPs on Sultan relating to care of terminally ill patient	<ul style="list-style-type: none"> <li>➤ Training sessions to be provided to staff by Clinical Pharmacist</li> <li>➤ System relating to filing of nursing notes to be designed.</li> </ul>

Date Received By Complaints	Date Acknowledged (No. of days)	Response Sent (No. of working days)	Reason for Delay
20.4.04	21.4.04 (1)	27.5.04 (26)	Delay in receiving information from Primecare
19.4.04 26.5.04	21.4.04 (2) 26.5.04	5.5.04 (11) 11.6.04 (12)	Further information requested from complainant. Complex case
13.5.04		26.5.04 (9)	
17.5.04	18.5.04 (1)	27.5.04 (8)	
8.6.04		16.6.04 (6)	
15.6.04	15.6.04	7.7.04 (16)	
28.6.04	28.6.04		Response due 23.7.04

Of the seven complaints, five were responded to within 20 working days, one is due for response by 23<sup>rd</sup> July and the remaining complaint was responded to outside the target response of 20 working days, because of difficulties in obtaining information from another agency.

No requests for Independent Review were received in the quarter.

Eight (8) verbal complaints were reported to the Complaints Department. The issues raised were:

- Access to Phlebotomy Service at Sylvan (4)
- Long wait associated with Phlebotomy Service at Gosport War Memorial Hospital (2).
- Concern that District Nurse visits had ceased
- Communication issues between client and District Nurse

A separate report was produced highlighting the concerns expressed about the Phlebotomy Service. As a result a meeting has taken place with key staff from the Phlebotomy Service. There is clearly a marked increase in the demand for this service. This impacts on the ability of the phlebotomists to cope with this level of demand (NICE guidance suggests that 12 – 15 patients should be seen in an hour) and the capacity within Sylvan Clinic to provide waiting areas.

As a result a number of actions were agreed:

- Scope the conversion of a room currently used for storage into a clinical room for the phlebotomists.
- Explore with Portsmouth Hospitals NHS Trust the possibility of an increase in service
- Discuss whether an extra collection round could be considered to alleviate the necessity for clinics finishing early in order for the phlebotomists to take bloods back to QAH
- Consider the introduction of an appointment system
- Design an information leaflet to be sent to GP surgeries and given out with phlebotomy request form.

Written queries were dealt with requesting information about:

- Referral for surgery on varicose veins
- Proposed closure of Saint Christopher's hospital
- Update on provision of digital hearing aids
- Funding for care of patient at out of area facility
- Update on PCT position relating to Peri-acetabular Osteotomy (PAO) surgery
- Mental Health Advocacy Service funding
- Costs associated with receiving chemotherapy treatment at home
- Reassurance of GPs involvement in client's care
- Diabetes NSF
- Access to treatment for patients with lymphoedema
- Funding of anti-TNF drugs (Rheumatology patients)
- Facilities available for treatment and care of sufferers from Sickle Cell Anaemia

### **Family Health Service Practitioner (FHS) Complaints**

During this period only two letters were received about Family Health Service (FHS) practices. Both related to concerns about General Medical Practices. In line with the NHS complaints procedure, correspondence was forwarded to the appropriate practice to be dealt with in accordance with in-house complaints procedures.

No requests for Independent Review were received relating to complaints about FHS practices. The two requests received and reported in the last quarter were both turned down on the basis that nothing further would be gained by holding an independent review panel. Both complaints were advised of their right to contact the Health Service Ombudsman should they remain dissatisfied.

Verbal queries were dealt with raising issues about local medical and dental practices. Issues raised were:

- Appointments system at GP practice (2)
- Access to NHS dentistry
- Enquiry how to complain about a dentist
- Enquiry how to complain about a GP
- Difficulty trying to contact GP surgery to make an appointment

### **Compliments / Thanks**

In contrast to the number of complaints, the PCT receive many more compliments and thanks. These letters praise the kindness of staff, the care and help given both to patients and to their relatives or carers.

A breakdown of compliments reported centrally will be given in the second quarter's report.

### **Reform of NHS Complaints Procedure**

As has been previously reported, the Department of Health have been working towards implementing a reformed NHS Complaints procedure from 1<sup>st</sup> June this year. However, the Solicitor to the Shipman Inquiry has written to the Department of Health to express concern about this date because it is expected that the Inquiry's Fifth Report, due later in 2004, will deal, in some detail, with the NHS complaints process.

In consultation with the Healthcare Commission (CHAI), Ministers have now decided that the local resolution stage will remain unchanged until they have been able to consider the Shipman Inquiry's report.

However, the Healthcare Commission will take over the independent review stage of the NHS Complaints Procedure from 1 August 2004. The Healthcare Commission have stressed that resolving concerns and complaints at a local level remains the aim of the NHS complaints procedure and is their preferred option.

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9<sup>th</sup> July 2004