

Complaints – 1st July 2004 to 30th September 2004

Fareham and Gosport Primary Care Trust received 10 written complaints in the quarter 1st July to 30th September 2004. This is in comparison with the seven complaints reported in the last quarter. An increase in the level of complaints relating to the District Nursing Service has been identified. Three complaints were received in relation to District Nursing Services and two in relation to intermediate Care Nursing. All of the complaints raised issues around communication between the nurse and carer. Heavy workloads due to sickness and staff vacancies may have been a contributory factor. The newly appointed District Nursing Modern matron will be working alongside staff in relation to the specific issues identified.

Issues Raised	Actions taken as a result
Concerns regarding proposals for patients transfer from St Christopher's Hospital to a nursing home. Mixed messages and lack of involvement of family (1)	<ul style="list-style-type: none"> ➤ Explanation given that assessment process not complete and family would be fully involved ➤ Continuing Care Assessment Information Leaflet to be developed
Further concerns regarding assessment process and conflicting messages (2)	<ul style="list-style-type: none"> ➤ Agreed patient to settle at GWMH then start assessment process again ➤ Family invited to contribute to formulating "best practice" guidance
Concerns at conduct of Intermediate Care Assessment undertaken in patient's home	<ul style="list-style-type: none"> ➤ Apologies given. Alternative arrangements made for management of patient
Concerns at Intermediate Care Assessment of patient at home. Manner of assessment and disregard of view of family	<ul style="list-style-type: none"> ➤ Apologies given. ➤ Acknowledgement that interaction between nurse and patient/carer was not ideal Complainant visited by District Nursing Manager and Complaints Manager.
Complaint made by GP ref District Nurse alleged refusal to catheterise patient at home. Consequential delay with patient receiving help.	<ul style="list-style-type: none"> ➤ Difficulties in communication between GP and DN Service Identified. ➤ Action Plan developed
Alleged poor standard of care provided by District Nurses in that leg wound not treated in accordance with hospital instructions	<ul style="list-style-type: none"> ➤ Explanation provided and reassurances given ➤ Referred to Leg Ulcer Nurse Specialist ➤ Subsequent letter of thanks received
Concerns with infrequency of District Nurse visits to manage leg wound	<ul style="list-style-type: none"> ➤ Explanation provided and reassurances given ➤ Acknowledgement that improved communication might have led to better understanding of events
Level of care provided to patient on Daedalus Ward	<ul style="list-style-type: none"> ➤ Complainant and patient visited and reassured. Delay in finalising investigation due to annual holidays. ➤ Action Plan under development
Sylvan Phlebotomy Clinic – system overloaded. No tickets in dispensing machine and nobody on reception to provide information	<ul style="list-style-type: none"> ➤ Phlebotomy Service under review ➤ New appointments system wef 1.11.04 ➤ Advice notice displayed
Length of time waiting for a physiotherapy appointment	<ul style="list-style-type: none"> ➤ Apologies given. ➤ Clinical prioritisation explained

Date Received By Complaints	Date Acknowledged (No. of days)	Response Sent (No. of working days)	Reason for Delay
6.7.04	7.7.04 (1)	22.7.04 (12)	
23.9.04	23.9.04	14.10.04 (15)	
13.7.04	15.7.04 (2)	6.8.04 (18)	
19.8.04	19.8.04	16.9.04 (19)	
4.8.04	9.8.04 (3)	17.9.04 (30)	Complainant unwilling to discuss issues with Investigating Officer
10.8.04		17.8.04 (5)	
16.8.04 24.8.04 Consent	17.8.04 (1) 9.9.04	4.10.04 (28)	Background papers sent in error to PC PCT. Complainant kept informed
18.8.04	19.8.04 (1)	24.10.04 (47)	Delay in finalising Investigation due to staff leave. Complainant kept informed
24.8.04	25.8.04 (1)	8.10.04 (32)	Delay in receiving Investigation Report. Annual holidays of staff
30.9.04		4.10.04 (2)	

Verbal Complaints

Seven (7) verbal complaints were reported to the Complaints Department. The issues raised were:

- Waiting list to access physiotherapy services (4)
- Care given to patients on Daedalus Ward (1)
- Attitude and manner of some staff on Dryad Ward (1)
- Attitude of Podiatry Clinic receptionist (1)

The issues of concern raised were investigated. Explanations and apologies were given

Staff Guide

A Complaints Guide for Staff has been produced and distributed to all staff through Information Exchange. Laminated copies have been produced and are being distributed throughout all wards and staff areas.

PALS

SERVICE CONTACT STATISTICS	NARRATIVE
13 contacts overall	These were received via all services access routes
7 direct resolution contacts	These are contacts in receipt of sign-posting, immediate information or less complex responses.

<p>5 of concerns/complex cases</p> <p>0 of protracted cases</p> <p>1 referred to complaints</p>	<p>These involve multi-agency work.</p> <p>These are complex case files involving external variables and can span considerable time</p>
<p>Services Involved</p>	<ul style="list-style-type: none"> • Elderly Medicine • Dentistry • GP Surgery • EMH • LD
<p>Service Intelligence</p> <p>Key indicators from caseload are:</p> <ul style="list-style-type: none"> • Lack of NHS Dentistry Provision, and dissatisfaction about the way some patients find out that they have been de-registered as NHS patients. It has become apparent that some practices are falling short of the recommended good practice guidelines. This situation is exacerbated by some practices not being directly managed services. • Commissioning issues remain active • Funding issues remain an area of discontent with families. However, as personnel become familiar with the new structures they are more proactive thus pre-empting family concerns. • Increased staff interest in PALS due to service promotion through presentations. There is also a gradual understanding of the relevance of PALS and the PPI to their own working practices and how both functions may be incorporated. Presentations at a range of Essence of Care meetings and workshops have also reinforced the PALS feedback role and how trends/ caseload data can inform decisions about Benchmarking work by nurses. • Queries on entitlement to NHS services if returning to live locally from abroad. Plus enquiries about whether certain medications prescribed abroad are funded locally. • PALS acting as a liaison point for families located outside Hampshire who have family in NHS care in Fareham and Gosport 	