

COMPLAINTS, LITIGATION, INCIDENTS, PALS (CLIP)

EXECUTIVE SUMMARY

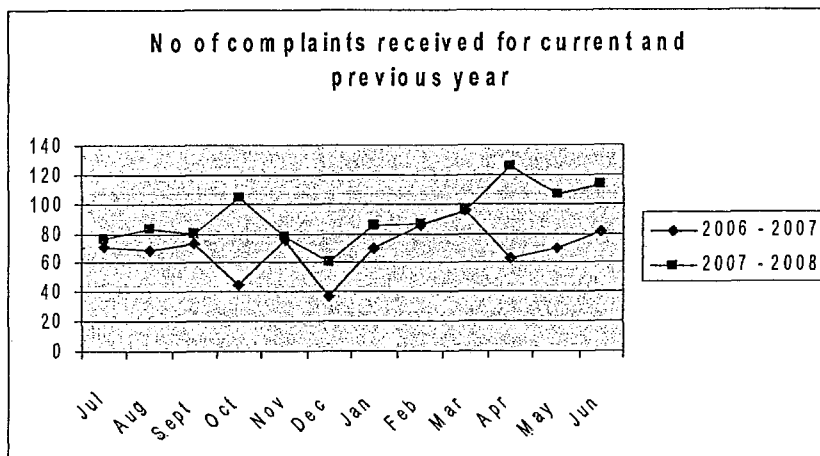
This is the executive summary relating to the twelfth Complaints, Litigation, Incidents and PALS (CLIP) report to Trust Board. Whilst the CLIP report relates to the quarter April to June 2008 where possible, comparative information on previous quarters has also been provided: this summary also provides a full year comparison for each main element of the report.

Highlights of this report will also be presented to the Trust's Governance & Quality Committee in September 2008, so that the Divisional Clinical Governance Leads can ensure discussion at the Divisional Clinical Governance Team meetings.

COMPLAINTS

- For the quarter April - June 2008, the Trust received 345 complaints compared to 213 in the corresponding quarter last year: an increase of 62%.
- For the quarter April - June 2008, the average response within the 25 working day target was 80% compared to 82% in the corresponding quarter last year.

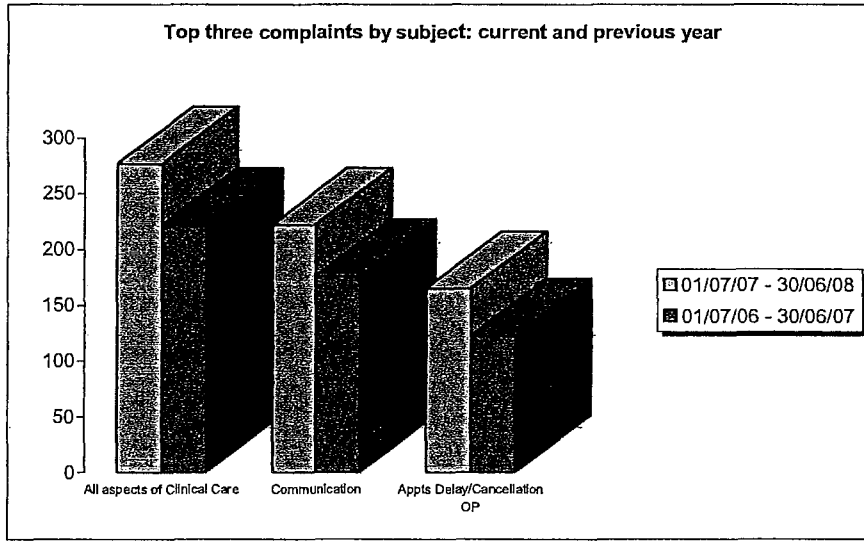
Complaints analysis - by quarter								
	Jul - Sept 07		Oct - Dec 07		Jan - Mar 08		Apr - Jun 08	
	No	%	No	%	No	%	No	%
Complaints received	239		241		266		345	
Total Closed within 25 working days	192	80	207	86	216	81	278	80



The number of complaints received ranges from 60 per month to 126, with an average of 91 per month for the year 2007 - 2008, compared to 69 per month for the year 2006 - 2007

- There has been a significant increase in the number of complaints. For the year July 06 - June 07 total complaints received was 832. For the similar period July 07 - June 08 the total number of complaints received was 1091: an increase of 31%.
- Of the top 6 complaints by subject identified in the main report, the top three remain the same: all aspects of clinical care; communication; and appointment delay/cancellation, outpatients. There has also been a considerable year on year increase in each category.

- The main increase relates to outpatient appointments and this may be attributable to early problems with the Choose and Book system.



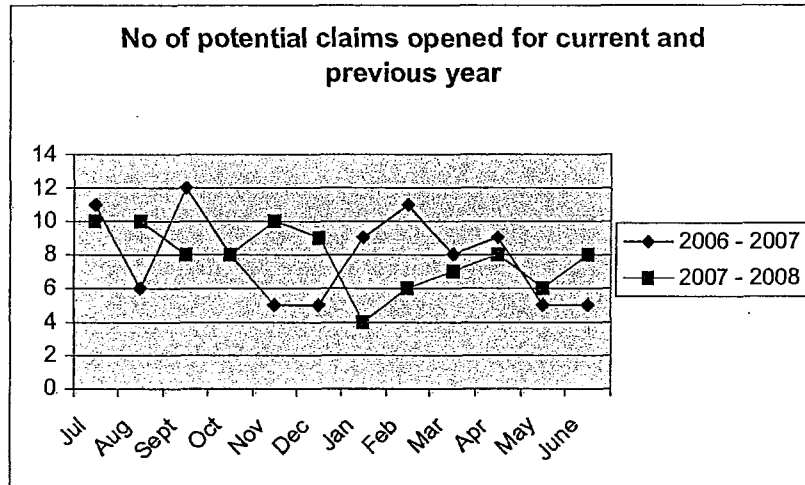
Year of Year Increase	
All aspects of clinical care	+ 25%
Communication	+ 26%
Appointments: delay / cancellation outpatients	+ 34%

LITIGATION

It should be remembered that not all claims proceed to litigation (successful or otherwise) and for the level of Trust activity, the number of claims received compares favourably with similar organisations.

- For the quarter April – June 2008, the number of potential clinical negligence claims was 21 compared to 26 in the corresponding quarter last year: a 19% decrease
- For the quarter April – June 2008, the number of Coroner’s requests for reports was 21 compared to 51 in the corresponding quarter last year: a 59% decrease

Claims analysis – by quarter				
	Jul – Sept 07	Oct – Dec 07	Jan – Mar 08	Apr – Jun 08
	No	No	No	No
Potential Clinical Negligence claims	28	25	17	22
Number of Coroner’s requests for reports	43	41	23	21

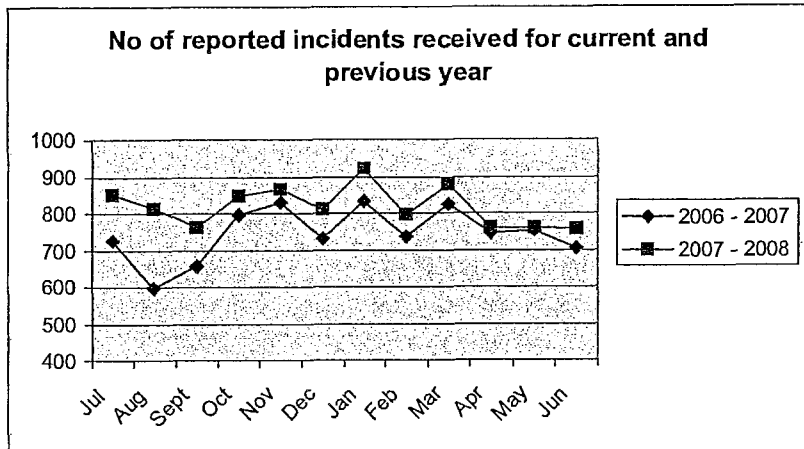


The number of potential claims received fluctuates across a 12 month period. However, the total remains similar, being 94 for July 07 to June 08 compared to 94 for the similar period 06/07

INCIDENTS

- For the quarter April to June 2008 the total number of reported incidents was 2273 compared to 2153 in the corresponding quarter last year: an increase of 5%. Slips/trips/falls and medication incidents remain two of the three most reported incidents.

Incident analysis – by quarter				
	Jul - Sept	Oct - Dec	Jan – Mar 08	Apr – Jun 08
	No	No	No	No
Total Number of Reported Incidents	2334	2432	2494	2273
Total Number of Serious (red) Incidents	18	20	30	25



As with potential claims the number of reported incidents fluctuates throughout a 12 month period. For the year July 07 – June 08 the number of reported incidents was 9810, compared to 8919 for the similar period 06/07: an increase of 10%

For the quarter April to June 2008, 24 potentially serious (red) incidents were reported compared to 27 in the corresponding quarter last year. Of these 24 red incidents 8 were specifically related to MRSA and 7 to Clostridium Difficile; the remaining 9 were:

- Body of patient left out of mortuary fridge over weekend
- 2 bodies of patients not reconstructed before moving from mortuary to funeral home
- Pt fall -> fractured skull
- Pt died 15 minutes post arrival at SMH
- Suspected medication error: further investigation indicates not as serious as originally expected
- Pt found dead in bed
- 2 pts died within 2 days of having total knee replacements
- Alleged breach of patient confidentiality: actually refers to PCT who are investigating

Recently reported potentially serious (red) incidents	
July	August
Clinical Support	
<ul style="list-style-type: none"> • Alleged tampering with cytology slides 	
DMoPs	
<ul style="list-style-type: none"> • Patient found dead in bed shortly after being placed on air-driver nebuliser. Physio had previously changed driver to oxygen but that was subsequently reversed by a member of the ward night staff 	<ul style="list-style-type: none"> • None at the date of reporting

Medical	
<ul style="list-style-type: none"> Confused patient approached nurses' station requesting to use telephone as he believed he was being killed. Became violent and threw 2 computer monitors, a printer and a hard drive at staff. No physical harm to staff 	<ul style="list-style-type: none"> None at the date of reporting
Surgical	
<ul style="list-style-type: none"> Patient developed MRSA infection following knee procedure, Jan 08 at RHH. Subsequently admitted to hospital out of area and required ITU support for 9 days. This was initially the subject of a complaint 	<ul style="list-style-type: none"> None at the date of reporting
<ul style="list-style-type: none"> Patient (medical outlier) discharged from HNU on 21 July without normal cardiac medication. Readmitted 29 July and died 	
<ul style="list-style-type: none"> Patient wrongly diagnosed with renal colic. Sent from ED to Urology. CT scan performed. Correct diagnosis of AAA made. Patient for transfer back to QAH theatres. However, ambulance took patient to SUT. Patient died 	

PATIENT ADVICE AND LIAISON SERVICES (PALS)

- For the quarter April – June 2008 a total of 486 concerns were brought to the attention of PALS compared to 279 in the corresponding quarter last year: an increase of 74%.

PALS analysis – by quarter				
	Jul – Sept 07	Oct – Dec 07	Jan – Mar 08	Apr – Jun 08
	No	No	No	No
Total Number of Reported Concerns	362	418	528	486

PLAUDITS

The inclusion of plaudits in the full report continues to provide the Board with a more balanced representation of patient opinion on the services provided and it is clear from those collected that positive comments from service users continues to far outweigh the number of complaints received.

A detailed breakdown of the plaudits collected is on page 15 of the full report but for the quarter April - June 2008 they number 2222: over seven times as many as the number of complaints received

ORGANISATIONAL LEARNING/RECENT FUTURE DEVELOPMENTS

An overview of changes made or recommended following complaints, incidents and some recent and future developments can be found on page 16 of the full report and demonstrates that the Trust takes action, further develops practice and is working to ensure cross-organisational learning following feedback received through the complaints and incidents.