

# Division of Medicine for Older People

Clinical Governance Meeting

*July - September 2008*

## Complaints Summary

**Code A**

Complaints Officer

## Contents

<b>Contents</b>	<b>Page</b>
<b>Complaints</b>	
Objectives, Timescales & Complaints Handling	2
Number of complaints received	3
Number of complaints closed	4
Complaints by severity/complaints by department	5
Complaints by Type and Location	6
Complaints by Detail & Outcome	7-8

## Objective

The purpose of this report is to provide information about complaints, which relate to the Division of Medicine for Older People. It includes the number and nature of complaints received, provides details of outcomes and actions as a result of issues raised and will help departments identify any training/developmental issues. It is hoped that regular reporting will allow departmental managers to identify any trends and will act as a learning tool in improving services offered to patients.

The report concentrates on closed complaints where outcomes/actions are available and will be updated quarterly. This report aims to provide the following information:-

- The number of complaints received
- Triage of complaints
- The number of complaints responded to within **25** working days
- The number of complaints by specialty/hospital/department
- Summary of issues raised and outcomes by specialty

## Timescales

This report concentrates on complaints received during the period April - June 2008.

## Complaints Handling

The Department of Health requires that all complaints are acknowledged within 2 working days, and a full response completed within 25 working days of receipt.

Where complex issues are raised complainants are often invited to attend a resolution meeting with those responsible for their care.

**During this quarter two resolution meetings have taken place.**

## Triage of Complaints

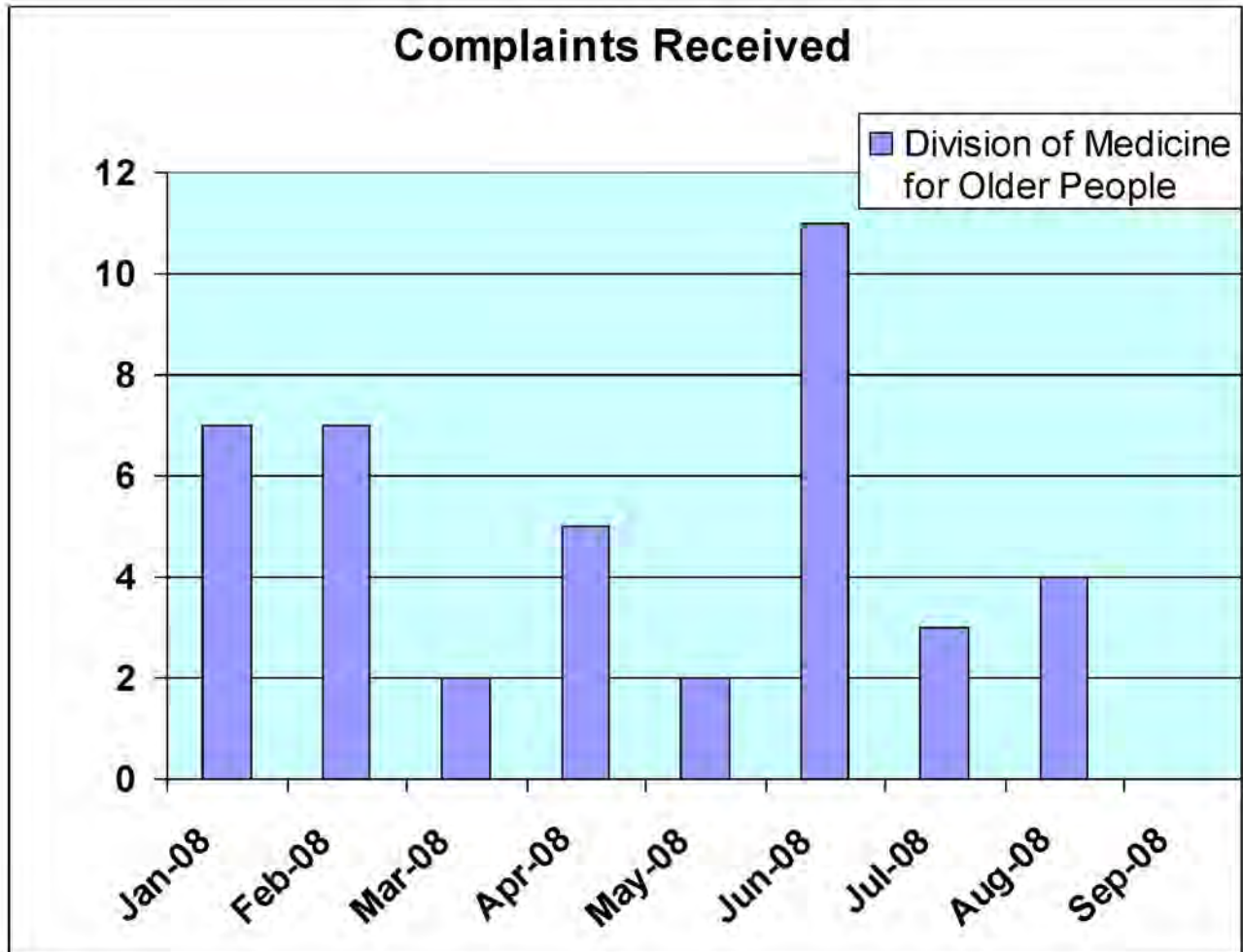
All complaints received by the complaints department are triaged – assessed for complexity. The use of a triage system enables an appropriate 'weighting category' to be applied to each complaint; **Green**, **Amber** and **Red**

The use of a triage system should ensure that, at a very minimum, 70% of complaints (triage categories green and amber) are responded to within the target time of 25 working days.

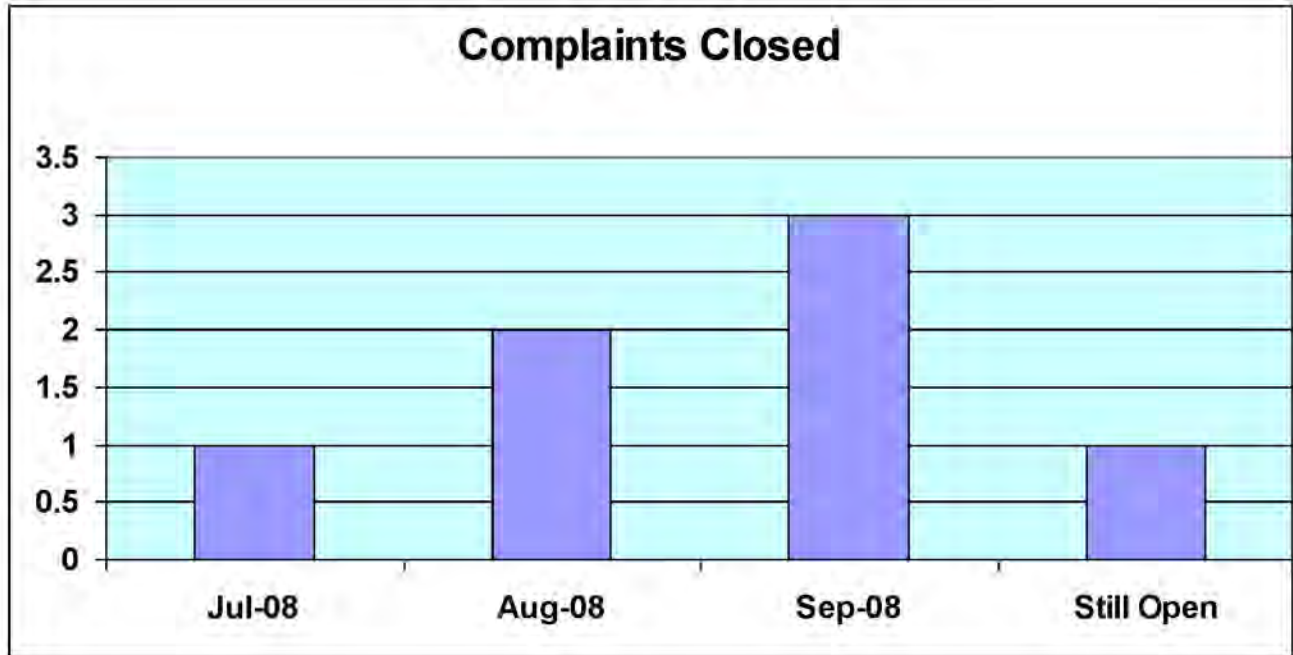
It should be noted that the severity of issues raised can only be substantiated following a thorough investigation.

## Number of Complaints Received

Between July and September 2008, the Division of Medicine for Older People have received 7 complaints, (an average of 2 per month).



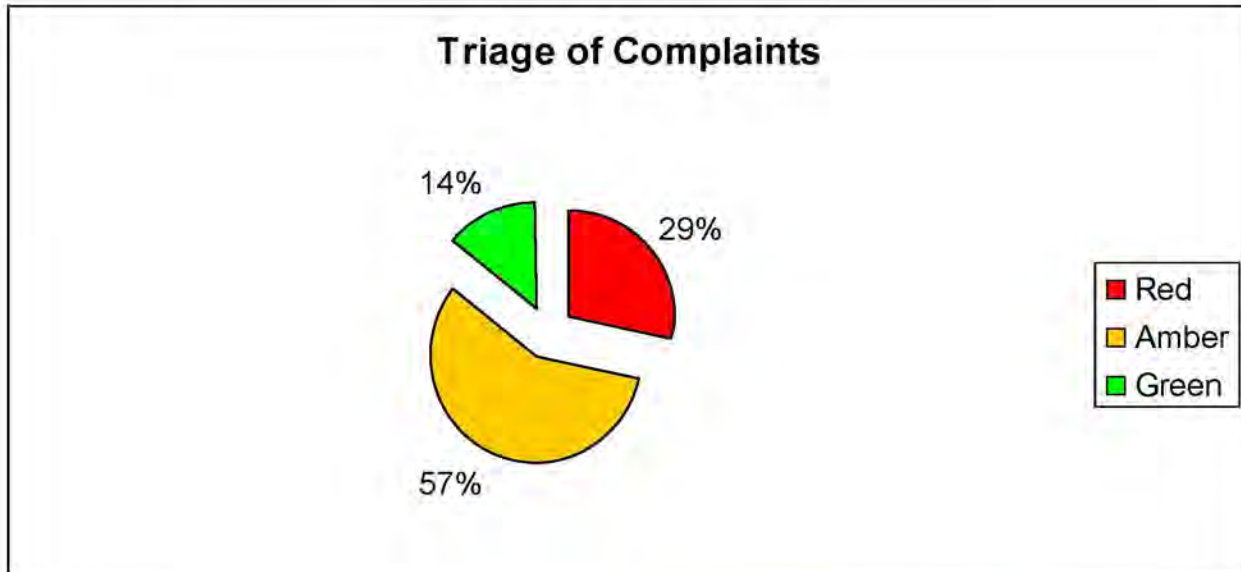
The charts below show the number of complaints received this quarter (Jul 08 – Sep 08), which have been closed.



In summary, 7 complaints were received during the second quarter. 1 complaint remains outstanding, but all 6 closed complaints met the 25 day target (86%). The Trust target, based upon D.O.H guidelines is 89%.

### Complaints by Severity

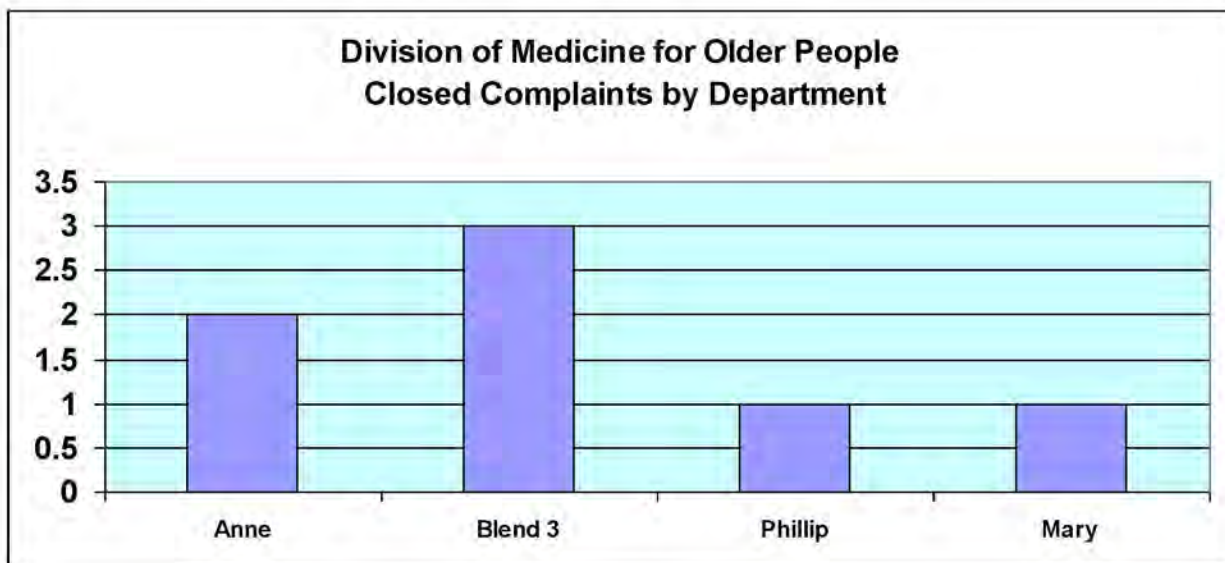
The chart below shows the number of complaints by severity.



During this quarter 14% were graded green, 57% amber and 29% red

### Complaints by Department

The chart below shows the number of complaints received by department.



Detailed below is a summary of complaints by specialty, type and location. Please see **pages 7-10** for specific details of complaints along with outcomes and actions.

<b>Ward</b>	<b>July - September 2008</b>	<b>No.</b>
Anne	Nursing issues ; Medical issues.	2
Blendworth 3	Nursing issues ; Medical issues ; Staff attitude ; Ward cleanliness.	3
Phillip	Nursing issues.	1
Mary	Nursing issues.	1

### Division of Medicine for Older People – Complaints by Hospital, Location, Type, Issues and Outcomes.

Triage	C/No	Ward	Issue	Complaint	Outcome	In Time
	648/08	Anne	Nursing issues	Family concerned with poor nursing staff.	No consent received.	Y
	653/08	Blendworth 3/Head and Neck Unit	Nursing issues; medical issues; staff attitude.	Husband raises concerns regarding nursing issues, staff attitude, poor record keeping. Also question how wife contracted salmonella and the number of falls wife had whilst on the ward.	Meeting to be arranged.	N
	696/08	Anne	Nursing issues; medical issues.	Family concerned about the treatment and care mother received after she was admitted following a severe stroke.	In depth letter answering all questions. Explanation provided regarding stroke care and apologies offered.	Y
	721/08	Blendworth 3	Nursing issues; ward issues.	Family concerned about the level of nursing on the ward. Also concerned about the misleading documentation and level of cleanliness on the ward.	A lot of staff sickness at the time. Apologies offered for level of nursing experienced.	Y
	744/08	Phillip Ward/MAU	Nursing issues.	2 <sup>nd</sup> bite. Family raise concerns about the failure to inform next of kin, the failure of staff to safeguard personal possessions and failure to treat head wound.	Meeting arranged to address all issues raised.	Y
	754/08	Mary	Nursing issues.	Family concerned that father went missing for three hours whilst a patient on Mary ward.	DGM met with family to offer apologies and provide explanation.	Y
	783/08	Blendworth 3	Nursing issues.	Family concerned about the treatment and care father received whilst a patient on Blendworth 3. In particular raise concern about the delay in prescribing clexane; care inadequate to protect him from falls; pain relief; handover system.	All issues addressed and apologies offered.	Y

**Code A**  
Complaints Officer