

## COMPLAINTS, LITIGATION, INCIDENTS, PALS (CLIP)

### EXECUTIVE SUMMARY

This is the executive summary relating to the eighth Complaints, Litigation, Incidents and PALS (CLIP) report to Trust Board. Whilst the CLIP report relates to the quarter April to June 2007 and 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 were also presented to the Trust's Governance & Quality Committee on 26 September 2007, so that the Divisional Clinical Governance Leads could ensure discussion at the Divisional Clinical Governance Team meetings.

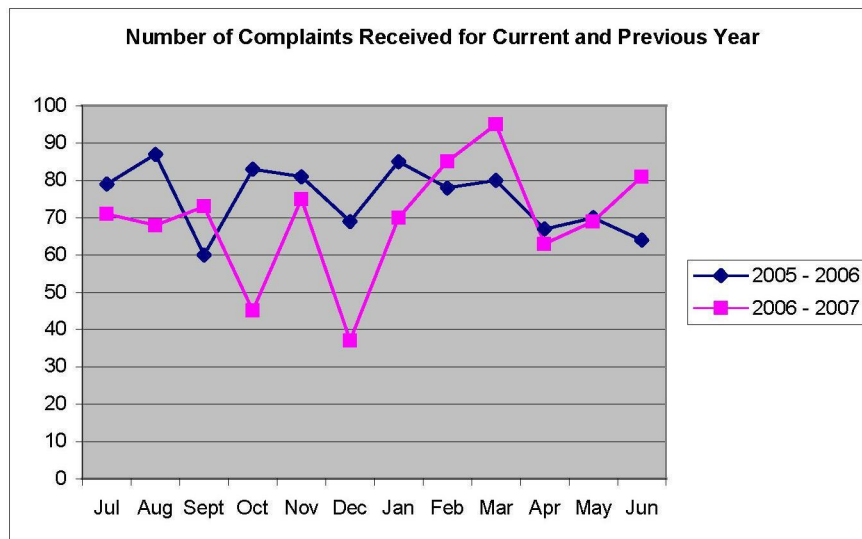
### COMPLAINTS

- ∞ For the quarter April to June 2007, the Trust received 213 complaints compared to 201 in the corresponding quarter last year: an increase of 6%.
- ∞ For the quarter April to June 2007, the average response within the 25 working day target was 82% compared to 76% in the corresponding quarter last year.

#### Complaints analysis – by quarter

	July – Sept 06		Oct – Dec 06		Jan – Mar 07		Apr – Jun 07	
	No	%	No	%	No	%	No	%
Complaints received	212		157		250		213	
Total Closed within 20 working days	178	<b>84</b>	114	<b>73</b>	195	<b>78</b>	175	<b>82</b>

#### Comparison of complaints received for the current and previous year



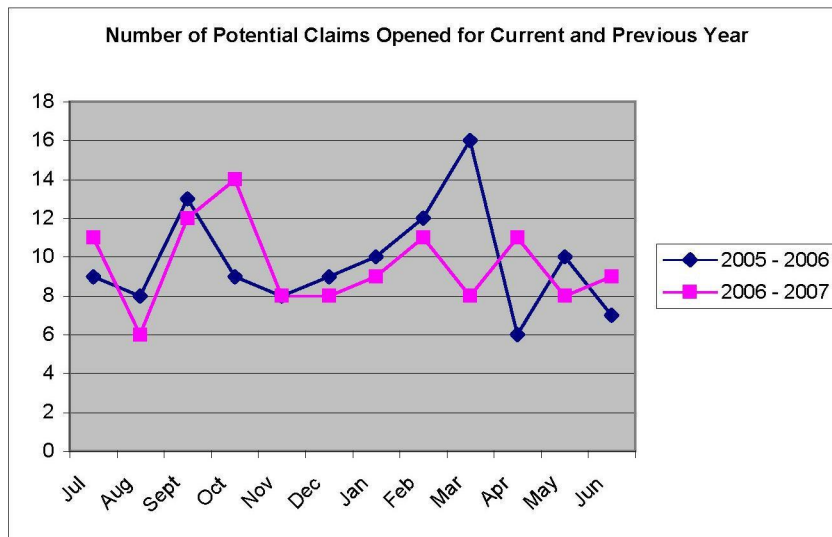
Concerns were raised about the increase in the number of complaints received in February / March 2007. As this graph demonstrates, the number of complaints received fluctuates throughout the year(s). The average per month for the year 2006/07 is 69, compared to an average of 75 per month for the previous year

## LITIGATION

- ∞ For the quarter April to June 2007, the number of potential clinical negligence claims was 26 compared to 23 in the corresponding quarter last year: a increase of 11%.
- ∞ For the quarter April to June 2007, the number of Coroner's requests for reports was 51 compared to 50 in the corresponding quarter last year

	July – Sept 06	Oct – Dec 06	Jan – Mar 07	Apr – Jun 07
	No	No	No	No
Potential Clinical Negligence claims	29	30	28	26
Number of Coroner's requests for reports	32	43	42	51

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

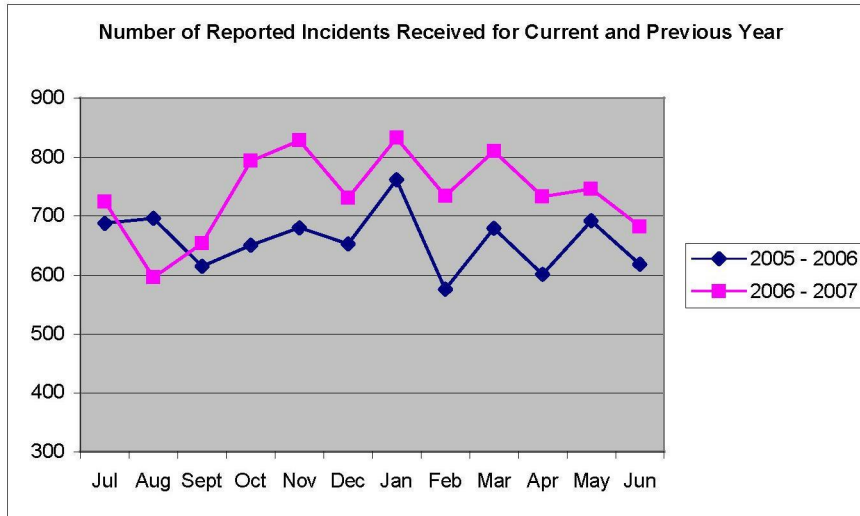


As with complaints, the number of potential claims received fluctuates throughout the year(s) but the total for the year 2006/07 was 115 compared to 117 for the previous year.

## INCIDENTS

- ∞ For the quarter April to June 2007 the total number of reported incidents was 2153 compared to 1857 in the corresponding quarter last year: an increase of 16%. Slips/trips/falls and medication incidents remain two of the three most reported incidents.
- ∞ For the quarter April to June 2007, 27 serious (red) incidents were reported compared to 2 in the corresponding quarter last year. Of these 27 red incidents 21 were specifically related to MRSA; the remaining 6 were:
  - ∞ Alleged assault by staff on patient
  - ∞ Patient died following a fall
  - ∞ Misfiling of ECG -> cardiac arrest -> died
  - ∞ Unsafe transfer of respiratory patient
  - ∞ Inappropriate treatment for oncology patient
  - ∞ Patient dies following right total hip replacement

	July – Sept 06	Oct – Dec 06	Jan – Mar 07	Apr – Jun 07
	No	No	No	No
Total Number of Reported Incidents	1937	2316	2239	2153
Total Number of Serious (red) Incidents	14	23	42	27



As with complaints and potential claims the number of reported incidents fluctuates throughout the year(s). However, there has been a 12% increase on the number reported in 2006/07 (8864) compared to the previous year (7911)

#### **PATIENT ADVICE AND LIASION SERVICES (PALS)**

- ∞ For the quarter April to June 2007 a total of 279 concerns were brought to the attention of PALS compared to 262 in the corresponding quarter last year: a decrease of 6%.
- ∞ For the quarter April to June 2007 the Health Information Centres (HIC) had a total of 522 contacts compared to 688 in the corresponding quarter last year: an decrease of 24%

	<b>July – Sept 06</b>	<b>Oct – Dec 06</b>	<b>Jan – Mar 07</b>	<b>Apr – Jun 07</b>
	No	No	No	No
Total Number of Reported Concerns	392	392	392	279
Total Number of Contacts with HIC	607	522	551	522

#### **PLAUDITS**

The inclusion of plaudits in this report continues to provide the Board with a more balanced representation of patient opinion on the services provided and it is unfortunate that not all specialties have the resources to capture the number of plaudits received. However it is clear, even 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 but for the quarter April to June 2007 they number 1,668: over seven times as many as the number of complaints received

#### **ORGANISATIONAL LEARNING**

An overview of changes made or recommended following complaints, incidents can be found on page 16 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.