

		<b>THE HEALTH SCRUTINY COMMITTEE FOR LINCOLNSHIRE</b>	
Boston Borough Council	East Lindsey District Council	City of Lincoln Council	Lincolnshire County Council
North Kesteven District Council	South Holland District Council	South Kesteven District Council	West Lindsey District Council

Open Report on behalf of Richard Wills, the Director Responsible for Democratic Services

Report to	<b>Health Scrutiny Committee for Lincolnshire</b>
Date:	<b>17 September 2014</b>
Subject:	<b>Overview of Complaints</b>

**Summary:**

The Committee has committed to receiving an overview of health complaints in Lincolnshire. This meets with one of the recommendations in the Francis Report and the Secretary of State for Health's Guidance for Local Authority Health Scrutiny. This report provides the Health Scrutiny Committee with an overview of the complaints received in the local NHS in the last year. It also indicates how provider trusts are monitoring their complaints through their governance arrangements. Since March 2014 Healthwatch Lincolnshire has produced information on the number of complaints and compliments, which it has received. The headline results of this information are also shared with the Committee.

**Actions Required:**

To consider and comment on the information in the attached report, which provides an overview of health-related complaints in Lincolnshire during the last year, and to identify any areas that the Committee would like to look at in more detail.

## 1. Introduction

The Department of Health's guidance on Local Authority Health scrutiny urges health scrutiny committees to take an overview of health complaints, so they can use information to get an impression of services overall and to question commissioners and providers about patterns and trends. This information should include the number and type of complaints and the actions taken to address them. The guidance reflects a recommendation in the Francis Report. This report draws on information from a number of sources and aims to provide the Committee with an overview of complaints.

## 2. National Complaints Monitoring Information

### Health and Social Care Information Centre – Annual Complaints Report

Each year the Health and Social Care Information Centre (HSCIC) produces national statistics on the number of health complaints. On 28 August 2014, the HSCIC published *Data on Written Complaints in the NHS 2013-14*, its annual report on health complaints. Set out below are the main findings of the 2013-14 report, which applies to all England:

***"Total complaints (Hospital and Community Health Services and Family Health Services)***

*Total number of all reported written complaints in 2013-14 exceeded 175,000 the equivalent of more than 3,300 written complaints a week and equivalent to 479.1 per day.*

***Hospital and Community Health Services (HCHS)***

*Total number of all HCHS written complaints has increased by 4,990 (4.6%) from 109,000 in 2012-13 to 114,000 in 2013-14.*

*By profession, Ambulance crews (including paramedics) has seen an increase of 28.5% from 4,440 in 2012-13 to 5,700 in 2013-14*

*The number of complaints for the subject area Transport (ambulance and other) has increased by 1,190 (43.4%) from 2,740 in 2012-13 to 3,940 in 2013-14*

*The biggest proportion of HCHS written complaints by profession were for the Medical profession (which includes hospital doctors and surgeons) with 45.6% (52,100) of all HCHS written complaints. Nursing, Midwifery and Health Visiting accounted for the second biggest at 21.7% (24,800). For 2012-13 the proportions were 47.1% and 22.1% respectively.*

*45.6% (52,300) of all HCHS written complaints reported are for the subject area All aspects of clinical treatment. This is a slightly lower proportion than last year's figure of 46.2% (51,100).*

*The service area with the highest number of complaints was 'inpatient hospital acute services', with 34,400 (30.1%), a decrease of 450 (1.3%) from 2012-13 (34,900)."*

### Local Information on Providers

The HSCIC also publishes information each year on the number of complaints received by provider organisations. Figures for the last three years are included in the table below. They do not show any significant trends and provide an overview of the total number of complaints. It should also be recognised that the size of the organisation needs to be taken into account. For example, United Lincolnshire Hospitals NHS Trust is one of the largest acute hospital trusts in England, treating more than 145,000 accident and emergency patients, nearly 500,000 outpatients and almost 100,000 in-patients each year.

Provider	Number of Complaints		
	2011-12	2012-13	2013-14
East Midlands Ambulance Service NHS Trust	253	229	177
Lincolnshire Community Health Services NHS Trust	141	182	193
Lincolnshire Partnership NHS Foundation Trust	383	286	194
Northern Lincolnshire & Goole NHS Foundation Trust	305	391	537
Peterborough & Stamford Hospitals NHS Foundation Trust	445	511	502
United Lincolnshire Hospitals NHS Trust	704	710	712

For 2013-14, the HSCIC has continued to produce additional "experimental statistics" on the number and percentage of complaints upheld, either by the organisation itself or by NHS England. For local providers these figures are set out below. However, the HSCIC advises that care should be taken when comparing statistical information between organisations, for example organisations may record partially upheld complaints in different ways.

Provider	2013-14		
	Number of Complaints	Number of Complaints Upheld	Percentage of Complaints Upheld
East Midlands Ambulance Service NHS Trust	177	97	54.8%
Lincolnshire Community Health Services NHS Trust	193	48	24.9%
Lincolnshire Partnership NHS Foundation Trust	194	36	18.6%
Northern Lincolnshire & Goole NHS Foundation Trust	537	82	15.3%
Peterborough & Stamford Hospitals NHS Foundation Trust	502	147	29.3%
United Lincolnshire Hospitals NHS Trust	712	198	27.8%

#### Clinical Commissioning Group Complaints

Clinical Commissioning Groups 2013-14 were formally established on 1 April 2013. Thus 2013-2014 was the first full year of their existence and the HSCIC has published information on the overall number of complaints received by them, together with an experimental statistic on the number and percentage of complaints upheld.

Clinical Commissioning Group	2013-14		
	Number of Complaints	Number of Complaints Upheld	Percentage of Complaints Upheld
Lincolnshire East	32	3	9.4%
Lincolnshire West	13	6	46.2%

Clinical Commissioning Group	2013-14		
	Number of Complaints	Number of Complaints Upheld	Percentage of Complaints Upheld
South Lincolnshire	5	1	20.0%
South West Lincolnshire	9	0	0%

### 3. Provider Trust Monitoring of Complaints

It should be noted that each provider trust holds monthly board meetings in public and complaints are usually reported as part of the published agenda for these meetings. Provider trusts are also required to produce a Quality Account and an Annual Report. Both of these documents, but the Annual Report more so, are likely to include information on complaints.

*East Midlands Ambulance Service NHS Trust (EMAS)* – The Trust Board meets monthly. Each agenda contains an Integrated Performance Report, which includes information on the number of complaints, as well as the complaint resolutions. For example, the most recent Board paper reported that for the period April – July 2014, 39 complaints were received by EMAS for the whole of its region.

The EMAS Quality Account identified 52 complaints during 2013-2014 relating to the Lincolnshire Division. The Quality Account also identified general themes in the complaints, such as delayed response to category green (non-urgent) calls; staff attitude; care management; and call management.

*Lincolnshire Community Services NHS Trust (LCHS)* – The Trust Board meets monthly. The Board receives information on the number of complaints and whether there are any identifiable trends as part of its monthly Integrated Performance Report and its monthly Quality and Risk Reports. The Trust also has a Quality and Risk Committee which meets regularly and monitors complaints in detail. The minutes of the Committee are reported to the Board.

*Lincolnshire Partnership NHS Foundation Trust* – The Board of Directors meets monthly. The Board considers a monthly Performance Report, which provides information on the number of complaints. The Trust also has a Quality Committee, whose remit includes complaints. Their minutes are reported to the Board of Directors.

*Northern Lincolnshire and Goole NHS Foundation Trust* – The Board of Directors meets monthly and receives a Monthly Quality Report. This report explores complaints in detail. In addition to identifying the number of complaints received during the month in question, it produces statistics on the number of "open" complaints. The Trust has identified the theme of communication from its complaints, and has set itself a target of reducing the number of communication-related complaints by 50%, one of its priorities in its Quality Account for the current year.

*Peterborough and Stamford Hospitals NHS Foundation Trust* – The Board of Directors meets monthly and receives a Quality Report each month. This report provides detailed information on the number of complaints received and the number of

complaints "closed". Trends are available for comparison and the report details themes within complaints. The Trust has also established a Complaints Review Group to further improve the time taken to respond to complaints.

*United Lincolnshire Hospitals NHS Trust (ULHT)* – The Trust Board meets monthly and receives a detailed Quality Report, which outlines the number of complaints received on a monthly basis. The complaints are broken down into topic areas, such as communication, dignity, and medical care; and also by staff type, such as consultant, nurse and midwife. The Trust Board also considers an Integrated Performance Report at each meeting, which provide information on complaints numbers for performance management purposes. Responses to complaints are signed off at Director level.

ULHT has included "Learning from Patient Feedback and Complaints" as one of its five priorities in its Quality Account for 2014-2015. The Trust Board's Patient Experience Committee and the Quality Governance Committee have roles in overseeing the progress with this priority and ensuring the Trust's complaints policy is being implemented.

#### 4. Healthwatch Information

Since March 2014, Healthwatch Lincolnshire has produced information on complaints and compliments relating to health (and care) services in Lincolnshire. From May 2014 Healthwatch has identified the top medical themes and the top subject themes. These are set out in the table below: -

	Top Medical Themes	Top Subject Themes
May	<ul style="list-style-type: none"> <li>1) Mental Health</li> <li>2) Hospitals</li> <li>3) GPs</li> <li>4) Dementia</li> </ul>	<ul style="list-style-type: none"> <li>1) Appointments</li> <li>2) Healthcare – Positive Comments</li> <li>3) Access to Services</li> <li>4) Communication</li> </ul>
June	<ul style="list-style-type: none"> <li>1) GPs</li> <li>2) Hospitals</li> <li>3) Mental Health</li> <li>4) Dentistry</li> </ul>	<ul style="list-style-type: none"> <li>1) Appointments</li> <li>2) Quality of care- Positive</li> <li>3) Access to services</li> <li>4) Quality of care- negative</li> <li>5) Communication</li> </ul>
July	<ul style="list-style-type: none"> <li>1) Hospitals</li> <li>2) GPs</li> <li>3) Dentistry</li> <li>4) Mental Health</li> <li>5) Cancer</li> </ul>	<ul style="list-style-type: none"> <li>1) Communication</li> <li>2) Appointments</li> <li>3) Access to services</li> <li>4) Quality of Care-negative</li> <li>5) Quality of service- negative</li> </ul>

#### 5. Conclusion

The Committee is invited to consider and comment on the information in the attached report, which provides an overview of health-related complaints in Lincolnshire during the last year, and to identify any areas that the Committee would like to look at in more detail.

**6. Consultation**

This is not a consultation item.

**7. Background Papers** – The following background paper was used in the compilation of this report:

(1) Data on Written Complaints in the NHS 2013-14, *published by the Health and Social Care Information Centre, 28 August 2014.*

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