

EXECUTIVE SUMMARY**REPORT TO THE BOARD OF DIRECTORS****HELD ON 18TH JULY 2012**

Subject	Complaints and Feedback Report April 2012
Supporting TEG Member	Professor Hilary Chapman, Chief Nurse / Chief operating Officer
Author	Patient Partnership Department
Status¹	N

PURPOSE OF THE REPORT

To present information on complaints and feedback received in April 2012 and to provide performance monitoring information complaints closed in April 2012.

KEY POINTS

- 99 new complaints were received by the Trust in April.
- Ward Osborn 1 received more complaints than expected and the reasons for this are being investigated by the Nurse Director.
- 4 departments (Cardiology, Neurology, Ophthalmology and Orthopaedics) had peaks in the numbers of complaints received. These have been investigated and no specific themes or trends have been identified.
- The Trust responded to 87% of complaints within 25 working days during April.
- The charts on page 7 of the report linking the numbers of complaints received to weighted clinical activity indicate that the Directorate receiving higher numbers of complaints over the past 12 months is General Surgery. General Surgery Complaints received in 2011/12 are being reviewed in detail and the findings of this review will be reported to PEC in June 2012.
- The development of an alternative process for responding to minor Patient Services Team enquiries as soon as possible is briefly described. 90 such enquiries were handled in this way in April 2012.

IMPLICATIONS²

AIM OF THE STHFT CORPORATE STRATEGY 2012-2017		TICK AS APPROPRIATE
1	Deliver the Best Clinical Outcomes	
2	Provide Patient Centred Services	✓
3	Employ Caring and Cared for Staff	
4	Spend Public Money Wisely	
5	Deliver Excellent Research, Education & Innovation	

RECOMMENDATIONS

The Board of Directors is asked to discuss and note the contents of the report.

APPROVAL PROCESS

Meeting	Date	Approved Y/N

¹ Status: A = Approval
A* = Approval & Requiring Board Approval
D = Debate
N = Note

² Against the five aims of the STHFT Corporate Strategy 2012-2017