

EXECUTIVE SUMMARY**REPORT TO THE HEALTHCARE GOVERNANCE COMMITTEE****HELD ON 18 MAY 2015**

Subject	Quarterly Complaints and Feedback Report
Supporting TEG Member	Professor Hilary Chapman, Chief Nurse
Author	Patient Partnership Department
Status¹	N

PURPOSE OF THE REPORT

To bring together information from a variety of sources to provide an overview of patient experience between October and December 2014 and the actions being taken to improve services.

KEY POINTS

- At the end of December 2014, Emergency Care (22) and Surgical Services (14) have the highest number of complaints that remain open and beyond the 25 working day target. There is significant work ongoing to improve complaints performance overall; this includes a review of the existing complaints process and a pilot in Urology and General Surgery to trial new ways of working and improve complaint responses.
- The number of open and overdue complaints for Surgical Services has reduced from 26 at the end of September 2014 to 14 at the end of December 2014; this has contributed to the overall complaints backlog reducing from 83 open and overdue complaints at the end of September 2014 to 50 at the end of December 2014.
- Of all website feedback and comment cards received this quarter, 66% have been positive, a reduction compared to 74% last quarter. This fall in positive feedback will be monitored to assess whether it is a sustained trend.
- FFT Inpatient and A&E response rates have remained consistent this quarter, whilst response rates in Maternity Services have fallen significantly (October 14 – 25%; November 14 – 9.9%; December 14 – 9.2%). During November 2014, Maternity Services reverted back to using postcards rather than SMS texting and Interactive Voice Messaging, and as a result, a number of FFT post boxes in Maternity Services were not emptied during December 2014 as they were not recorded on the master list of post boxes. This has now been addressed and the postcards that were not collected in December 2014 will be reported with the January 2015 data.
- The Trust score against the CQUIN measures of essential care (support at mealtimes, help getting to the toilet/bathroom, treated with dignity and response, pain control) this quarter was 86.5%, below the 91.6% target. Compared to last quarter, there has been an improvement across all 4 questions, however, patients getting support at mealtimes remains the lowest scoring measure, achieving 84.1% this quarter. The Voluntary Services Team are continuing to prioritise those wards receiving low scores for mealtime support.

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 Healthcare Governance Committee is asked to note the contents of this report.

APPROVAL PROCESS

Meeting	Date	Approved Y/N
TEG	06.05.15	
Healthcare Governance Committee	18.05.15	

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

² Against the five aims of the SHFT Corporate Strategy 2012-2013