

**EXECUTIVE SUMMARY**  
**REPORT TO THE HEALTHCARE GOVERNANCE COMMITTEE -**  
**22 JULY 2013**

<b>Subject</b>	Annual Complaints Report 2012/13
<b>Supporting TEG Member</b>	Professor Hilary Chapman, Chief Nurse/Chief Operating Officer
<b>Author</b>	Ms Anna Firth, Patient Partnership Manager
<b>Status<sup>1</sup></b>	A

### PURPOSE OF THE REPORT

To report on Complaints received by the Trust between 1 April 2012 and 31 March 2013.

### KEY POINTS

- The Trust received 1444 complaints during 2012/13. This reflects a slight increase on the 1352 complaints received in 2011/12. The increase occurred mainly in the latter months of the year.
- All trends in relation to both numbers of complaints received and issues raised by complainants have been investigated throughout the year. The report illustrates some of the findings of the specific investigations undertaken.
- The main issues of concern raised by complainants in 2012/13 were about staff attitude, the appropriateness of care that had been received and issues regarding communication.
- The report highlights some of the improvements made to services as a result of complaints and reports on progress made against the priorities of the complaints handling service in 2012/13. In total 134 specific actions were agreed by Directorates and departments as a result of learning from complaints.
- The Trust achieved its complaints handling performance targets overall although some Care Groups including Surgical Services, Emergency Care and OSCCA and did not manage to respond to 85% of complaints within 25 working days.
- The report states that priorities for the complaints handling service for 2013/14 will include reviewing the Trust complaints policy in light of the recommendations of the current review of NHS Complaints Handling that is being led by Ann Clwyd, MP.

### IMPLICATIONS<sup>2</sup>

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 approve the report for publication and consideration by the Trust's Auditors as part of the Quality Account sign off process.

### APPROVAL PROCESS

Meeting	Date	Approved Y/N
TEG	22.5.13	
HGC	22.7.13	

<sup>1</sup> Status: A = Approval

A\* = Approval & Requiring Board Approval

D = Debate

N = Note<sup>2</sup> Against the five aims of the STHFT Corporate Strategy 2012-2017