

**EXECUTIVE SUMMARY****REPORT TO THE COUNCIL OF GOVERNORS****TUESDAY 1<sup>ST</sup> DECEMBER**

<b>Subject</b>	Quarterly Complaints and Feedback Report
<b>Supporting TEG Member</b>	Professor Hilary Chapman, Chief Nurse
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<b>Status<sup>1</sup></b>	N

**PURPOSE OF THE REPORT**

To bring together information from a variety of sources to provide an overview of patient experience between April and June 2015 and the actions being taken to improve services.

**KEY POINTS**

- At the end of June 2015, LEGION had the highest number of complaints that remain open and beyond the 25 working day target (11). Throughout the next quarter (July to September 2015), daily monitoring will be undertaken on all complaints due to be closed during the month to ensure that complaints are closed on time. Any complaints identified as likely to become overdue will be escalated to ensure the necessary information is available to respond to the complaint within the appropriate timescales.
- Over the past quarter, 317 formal complaints have been closed, an increase from 301 between January and March 2015. 14% (21) of all open complaints remain overdue, an improvement from 24% (36) of all open complaints being overdue at the end of March 2015.
- Emergency Care have reduced the number of overdue complaints from 9 at the end of March 2015 to 3 at the end of June 2015, and Surgical Services have reduced the number of overdue complaints from 12 at the end of March 2015 to 1 at the end of June 2015.
- Following a review by the Parliamentary Health Services Ombudsman this quarter, the Trust was informed that 1 of the complaints that had been reviewed was partially upheld. This is outlined within the report.
- During this quarter, there was a fall in the Friends and Family Test (FFT) response rate for inpatients from 45% between January and March 2015 to 29% between April and June 2015. This was expected as there had been focused work on achieving a higher response rate from January to March 2015; response rates increased at a rate which we were aware would not be sustained. In addition, from the 1<sup>st</sup> April 2015, in line with national guidance, day case data was merged with inpatient data. In the past it was too complex to separate out day case patients who were on inpatient wards and therefore the inpatient response rate was inflated as day case patients were not counted as 'eligible' inpatients. Further detail is provided within the report.
- In the 2014 National Inpatient Survey, the Trust scored significantly better on 1 question compared to the 2013 survey, and significantly worse on 4 questions. It was acknowledged previously that the Trust achieved some very high scores during 2013 which would be difficult to replicate. Compared to the other 10 trusts in the Shelford Group, the Trust received the second highest score (8.4 out of 10) to the question relating to patients who felt they had a good experience.

**IMPLICATIONS<sup>2</sup>**

	<b>AIM OF THE STHFT CORPORATE STRATEGY 2012-2017</b>	<b>TICK AS APPROPRIATE</b>
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 Council of Governors is asked to note the contents of this report.

## APPROVAL PROCESS

Meeting	Date	Approved Y/N
TEG	09.09.15	
Healthcare Governance Committee	28.09.15	

<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 201-2013