

EXECUTIVE SUMMARY**REPORT TO THE COUNCIL OF GOVERNORS****HELD ON****25TH SEPTEMBER 2018**

Subject	Annual Complaints and Feedback Report 2017/18
Supporting TEG Member	Mrs Karen Jessop, Interim Chief Nurse
Author	Andrew Timms, Reporting and Improvement Manager David Heap, Patient Complaints Manager Kerry Fenton-Coopland, Clinical Effectiveness Co-ordinator – Patient Experience
Status¹	D & A

PURPOSE OF THE REPORT

To report on complaints and feedback received by the Trust between 1 April 2017 and 31 March 2018.

KEY POINTS

- During 2016/17, the Trust received 1451 formal complaints, a decrease from the 1522 complaints received in 2016/17. The Trust responded to 1402 formal complaints during 2017/18 and 1718 informal concerns.
- All trends in relation to both numbers of complaints received and issues raised by complainants have been investigated throughout the year. The most commonly raised issues of concern by complainants in 2017/18 were about communication with patient, staff attitude and appropriateness of medical treatment.
- During 2017/18, the Trust responded to 93% of complaints within the timescale agreed with the complainant, achieving the 85% target for the third consecutive year. The 93% achieved during 2017/18 is an increase on the 89% achieved in 2016/17.
- Due to the consistent high performance over the past 3 years, from the 1st April 2018 the target for responding to complaints within the agreed timescale has been increased from 85% to 90%.
- During 2017/18, the Trust participated in the 2017 National Inpatient Survey and the 2017 National Maternity Survey. In addition, during 2017/18 the CQC published results for the 2016 National Inpatient Survey, 2016 National A&E Survey, 2016 National Cancer Survey and the 2017 National Maternity Survey. The Trust performed well in all 4 surveys, results and actions relating to areas of improvement are outlined in the report.
- Throughout 2017/18, the Trust continued to participate in the Friends and Family Test (FFT) and again achieved a greater response rate than the national average on all elements of the survey.
- Inpatients (96%), A&E (87%), and outpatients (94%) all achieved the same or higher positive FFT score than the national average during 2017/18, the positive score for maternity (95%) was lower than the maternity national average (96%). Community (1.6% higher) achieved a higher negative FFT score than the national average, however this is an improvement on 2016/17 (2.1% higher). Work has been ongoing during 2017/18 to continually improve FFT performance and this is outlined in the report.
- During 2017/18, the Trust continued to run a programme of local patient satisfaction surveys. Results from the local inpatient, outpatient, and community satisfaction surveys are outlined in the report. In addition, the Trust undertook 2 topic specific surveys during 2017/18. Results for the End of Life Survey and the Carers and Young Carers Survey are featured in the report.
- The report provides updates on key priorities for complaints and feedback during 2016/17 and outlines the key the priorities for 2017/18.

IMPLICATIONS²

AIM OF THE STHFT CORPORATE STRATEGY 2017-2020		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 Council of Governors is asked to note the report.

APPROVAL PROCESS

Meeting	Date	Approved Y/N
TEG	05.09.18	
Healthcare Governance Committee	17.09.18	
COG	25.09.18	

Status: A = Approval
A* = Approval & Requiring Board Approval
D = Debate
N = Note² Against the five aims of the STHFT Corporate Strategy 2017-20