

**NHS DORSET CLINICAL COMMISSIONING GROUP
GOVERNING BODY MEETING
CUSTOMER CARE ANNUAL REPORT**

Date of the meeting	17/07/2019
Author	A James - Business Support Manager
Sponsoring Board member	Dr S Yule, Locality Chair for North Dorset
Purpose of Report	To document the management of complaints from 01 April to 31 March 2019.
Recommendation	The Governing Body is asked to note the report.
Stakeholder Engagement	Patients/members of the public are involved in the management of complaints.
Previous GB / Committee/s, Dates	Audit and Quality Committee; 03 July 2019

Monitoring and Assurance Summary

This report links to the following Strategic Objectives	<ul style="list-style-type: none"> • Prevention at Scale • Integrated Community and Primary Care Services • One Acute Network • Digitally Enabled Dorset • Leading and Working Differently 		
	Yes [e.g. ✓]	Any action required?	
		Yes Detail in report	No
All three Domains of Quality (Safety, Quality, Patient Experience)	✓	✓	
Board Assurance Framework Risk Register	✓		✓
Budgetary Impact	✓		✓
Legal/Regulatory	✓		✓
People/Staff	✓		✓
Financial/Value for Money/Sustainability	✓		✓
Information Management & Technology	✓		✓
Equality Impact Assessment	✓		✓
Freedom of Information	✓		✓
I confirm that I have considered the implications of this report on each of the matters above, as indicated	✓		

Initials : AJ

1. Introduction

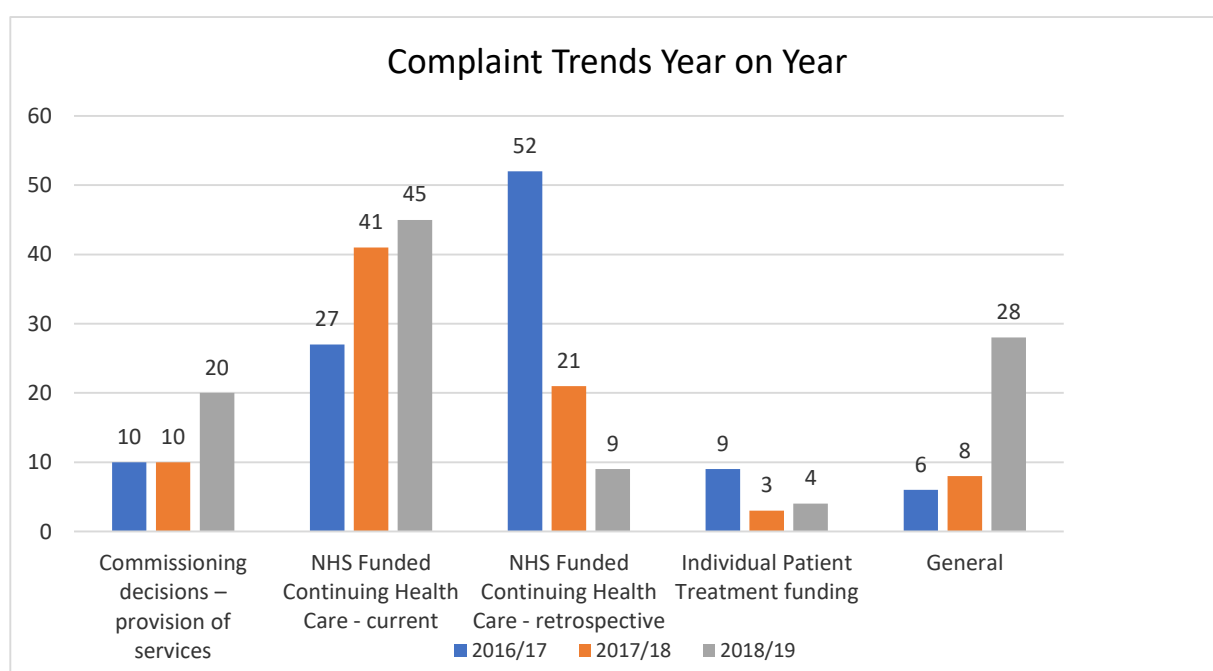
1.1 This report provides an outline of the complaints, comments and concerns received by NHS Dorset Clinical Commissioning Group (CCG) during 2018/19.

2. Complaints Reported to Dorset Clinical Commissioning Group (includes those relating to the CCG plus Providers)

2.1 **Table 1** demonstrates the number of complaints received each financial year for the last three years broken down into CCG and Provider responsibility.

Complaint Received by the CCG Year on Year	2016/17	2017/18	2018/19
Total no. of complaints received	183	161	166
No. of complaints responded to	104	83	106
No. of complaints forwarded to providers for direct response	79	78	60

2.2 **Table 2** Complaints received relating to the CCG only. Although an upward trend of CHC complaints, which remain predominantly around the length of time an assessment takes and subsequent funding decisions, concerns regarding CHC retrospective claims have decreased significantly. It should also be noted that 2018/19 saw a significant increase in complaints related to commissioning and general issues.



- 2.3 Provider complaints and complaints handling is assured and monitored through established contractual requirements.

3. Compliments

- 3.1 Dorset CCG received 4 compliments in 2018/19. All compliments focused on customer service delivered by staff.

4. CCG Feedback, Involve and Miscellaneous Contacts

- 4.1 828 enquiries received in the CCG Feedback and Involve inboxes were dealt with during the year 2018/19. The enquiries cover a large number of issues, including
- contact details;
 - raising complaints;
 - invitations and flyers;
 - health involvement network queries

5. MP Letters

- 5.1 78 MP letters were received during 2018/19. Topics included CHC, access to freestyle libre, and Paediatric and Maternity services at DCH. This represents an increase on the previous two years, shown below.

MP Letters Received Year on Year	2016/17	2017/18	2018/19
Total no. of complaints received	65	59	78

6. Parliamentary and Health Service Ombudsman (PHSO)

- 6.1 The PHSO has requested information for 14 cases however none progressed to full investigation.

7. Priorities for 2019/20

- 7.1 Review and update Customer Care Policy.

Authors names and Titles: Abigail James, Business Support Manager
Date: 25 June 2019
Telephone Numbers: 01305 368943