

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

Date of the meeting	16/09/2020
Author	A James - Business Support Manager
Purpose of Report	To document the management of complaints from 01 April 2019 to 31 March 2020
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	N/A

Monitoring and Assurance Summary

This report links to the following Strategic Objectives	<ul style="list-style-type: none"> Leading and Working Differently 		
	Yes	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

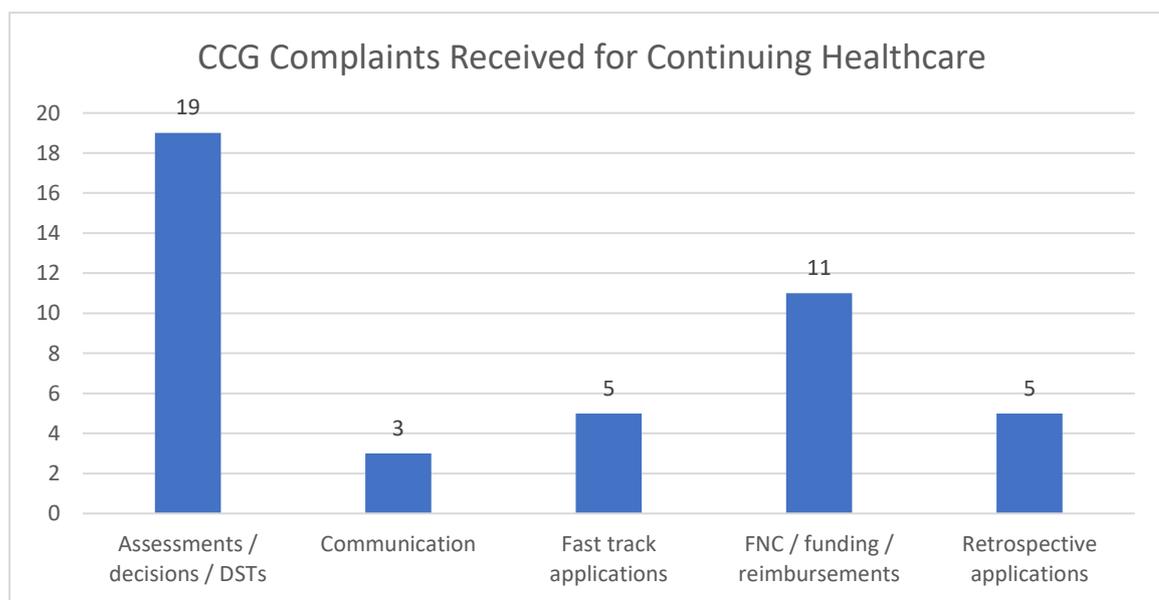
1.1 This report provides an outline of the complaints, comments and concerns received by NHS Dorset Clinical Commissioning Group (CCG) during 2019/20.

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

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

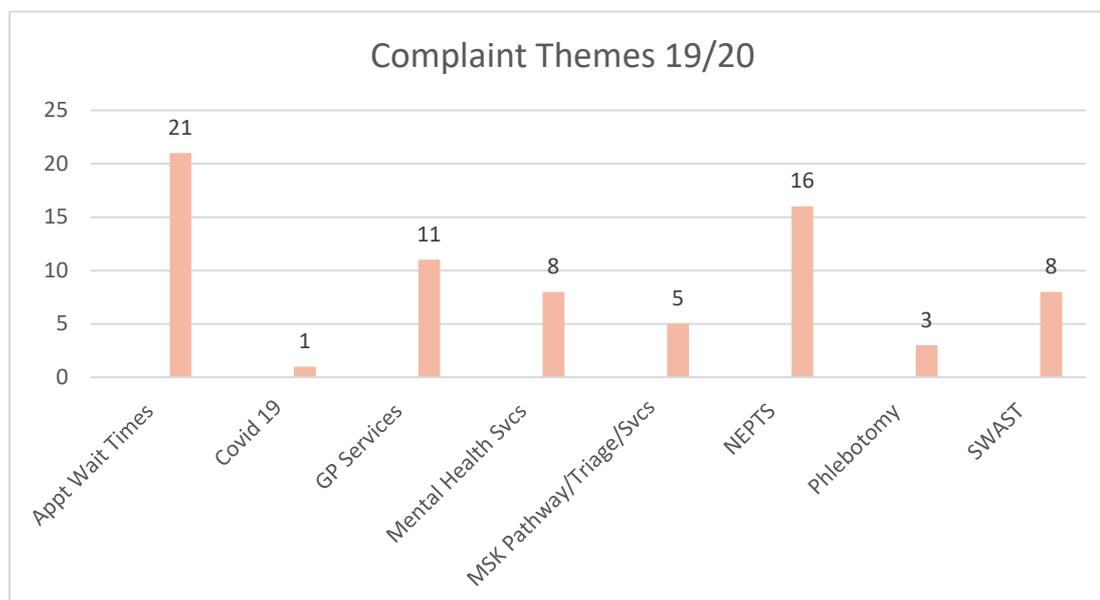
Complaint Received by the CCG Year on Year	2016/17	2017/18	2018/19	2019/20
Total no. of complaints received	183	161	166	198
No. of complaints responded to	104	83	106	92
No. of complaints forwarded to providers for direct response	79	78	60	106

2.2 **Table 2** provides an overview of complaints received which are CCG responsibility and solely relate to Continuing Healthcare for 19/20. The large majority of these complaints relate to delays in assessments and the resulting outcome decision.

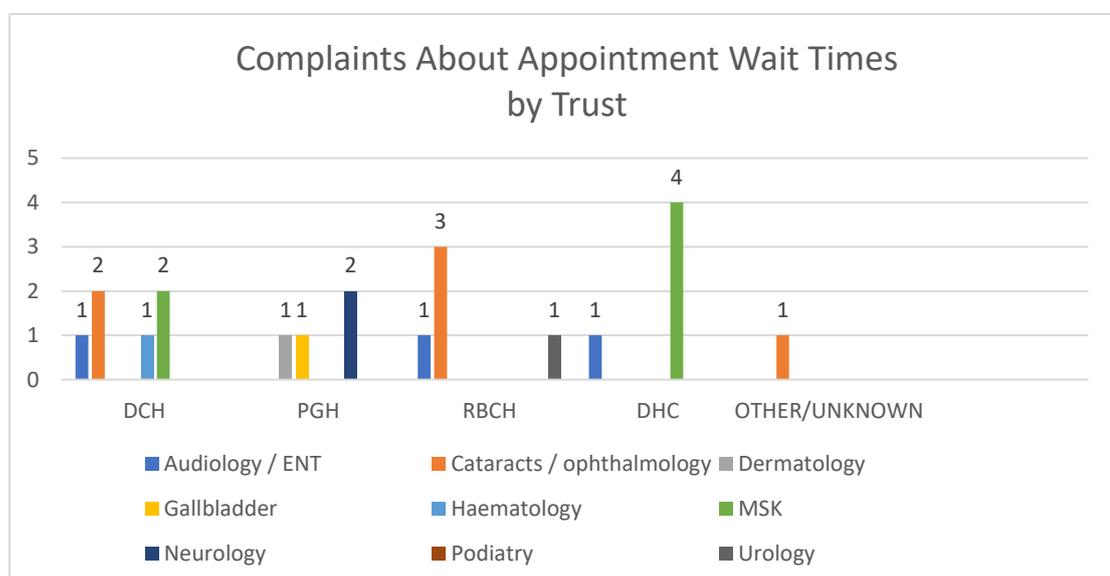


2.3 **Table 3** provides an overview of the recurring themes of provider complaints received during 19/20 with appointment wait time being the highest, see Table 4 for a further breakdown of these areas. The significant number of complaints received regarding Non-Emergency Patient Transport (NEPTS) is

attributable to the change in the CCG's process for accessing the service in the last financial year.



2.4 **Table 4** further indicates those providers which are receiving complaints for delayed appointment times:



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

3. Learning

3.1 Learning from complaints received regarding the CCG remains ongoing. In particular, during the transformation of Personal Health Commissioning function, a review of previous themes and trends from complaints received

indicated that there was a need for improvements in the way the CCG communicate, a clearer explanation of our processes and transparent and honest setting of expectations and timescales. Training has now been delivered to support Investigating Officers in addressing complaints in a clear and concise way.

4. Compliments

- 4.1 Dorset CCG received 16 compliments in 2019/20. All compliments focused on customer service delivered by staff.

5. CCG Enquires, Feedback and Miscellaneous Contacts

- 5.1 496 enquiries and feedback emails to the CCG Feedback inbox were dealt with during the year 2019/20 covering a wide selection of issues and general queries.

6. MP Letters

- 6.1 77 MP letters were received during 2019/20. Topics included CHC, long appointment time waits, patient transport and CCG policies.

MP Letters Received Year on Year	2016/17	2017/18	2018/19	2019/20
Total no. of complaints received	65	59	78	77

7. Parliamentary and Health Service Ombudsman (PHSO)

- 7.1 The PHSO has requested information for 12 cases however none progressed to full investigation (noting that the PHSO paused all activities on 26/03/20 due to the COVID 19 outbreak).

8. Themes and Trends from Providers

- 8.1 Complaints processes in the Dorset Trusts and Primary Care have been scaled back or suspended in line with the guidance issued by NHS E/I in March 2020 as part of the Covid-19 response. The information given in this section is in relation to information available for the year to date (Quarter 3) 2019/20.
- 8.2 All complaints received continue to be screened by Trust teams to determine whether they identify a patient safety incident or safeguarding concern and these cases will continue to be managed. All other cases are acknowledged and then paused. The CCG aim is to continue to investigate and respond to concerns, however in line with other providers and primary care people are advised that this may not be within usual timescales.

8.3 Poole General Hospital

At Poole in the year to date there had been a small reduction in overall numbers of complaints received which was related to the focus on informal resolution where possible. Performance against statutory acknowledgement timescales was maintained and there was good compliance with the internally set timescale; 75% of complaints are answered within the 35-day target. The key themes noted were in clinical care with delays in assessment, diagnosis, and care delivery featured.

8.4 Royal Bournemouth and Christchurch Hospital

Despite the gradual increase in overall numbers of complaints received in the year to date, RBCH had improved and sustained performance in meeting timescales for acknowledgement, investigation and response. The Trust aligned its internal target with that of Poole and was reporting 78% of responses being within the 35 days expected. Care Group B, non-elective and emergency care, received the most concerns with care delivery, access to treatment and communication the key themes across the Trust.

8.5 Dorset County Hospital

In the year to date the Trust maintained statutory acknowledgement timeframes and was sustaining achievement in meeting agreed timescales in the majority of formal and complex complaints. Numbers of complaints have remained relatively consistent across the year and currently there is a focus on resolving existing complaints raised prior to Covid-19. Similar themes were noted in relation to care delivery and delays for patients in accessing and receiving treatments.

8.6 Dorset Healthcare

Throughout the year the Trusts have seen a reduction in numbers of complaints received each month compared with the previous year and are meeting the statutory acknowledgement timescale. The Trust also reported meeting agreed timescales for response to around 86% cases and recognise patient experience as an important aspect of personalising care. In the year to date information available the service seeing the highest number of complaints were Older Peoples Mental Health services both community and in-patient. The key themes are reported as clinical care, access to treatment, communications and behaviours of staff.

8.7 SWAST

98% of all comments, concerns and complaint feedback were acknowledged within the statutory timeframe of three working days following the date of receipt.

The median number of working days to close a complaint across all Trust services is 26 days.

Principle themes relate to delays in attending due to demand. A significant amount of these delays involves patients who have suffered falls at home. In terms of ambulance attendances, the most common theme relates to poor staff attitude, other themes included the management of fractures, the management of patients who are short of breath, non-conveyance and patients being asked to walk to the ambulance.

9. Priorities for 2020/21

- 9.1 Focus on making the CCG Complaints process more accessible to all e.g. a patient leaflet and 'Easy Read' versions.

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Date: 13 August 2020

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