

## Complaints and MP Enquiries Quarter 2 Report 2017/2018

Governing Body meeting

Item 18i

11 January 2018

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<b>Sponsor Director</b>	Mandy Philbin, Acting Chief Nurse
<b>Purpose of Paper</b>	
To provide the Governing Body with complaints and MP enquires comparative data for quarter 2 2017/2018.	
<b>Key Issues</b>	
<ul style="list-style-type: none"> <li>• 15 complaints and 13 MP enquiries were received during quarter 2.</li> <li>• 100% of complaints and MP enquiries were acknowledged within our target of 2 working days.</li> <li>• 20% of complaints and 69% of MP enquiries were responded to within our target of 25 working days.</li> </ul>	
<b>Is your report for Approval / Consideration / Noting</b>	
Noting	
<b>Recommendations / Action Required by Governing Body</b>	
The Governing Body is asked to note the Complaints and MP Enquiries Quarter 2 Report 2017/2018.	
<b>Governing Body Assurance Framework</b>	
<p><b><i>Which of the CCG's objectives does this paper support?</i></b></p> <ul style="list-style-type: none"> <li>• To improve patient experience and access to care</li> <li>• To improve the quality and equality of healthcare in Sheffield</li> </ul>	
<b>Are there any Resource Implications (including Financial, Staffing etc)?</b>	
No	

**Have you carried out an Equality Impact Assessment and is it attached?**

***Please attach if completed. Please explain if not, why not***

No. An Equality Impact Assessment is not required because a new policy, process or strategy is not being considered or proposed

***Have you involved patients, carers and the public in the preparation of the report?***

No

## Complaints and MP Enquiries Quarter 2 Report 2017/2018

**Governing Body meeting**

**8 January 2018**

### 1. Introduction

The CCG handles complaints and MP enquiries about:

- the conduct of NHS Sheffield CCG staff
- services that NHS Sheffield CCG provides, including commissioning decisions.

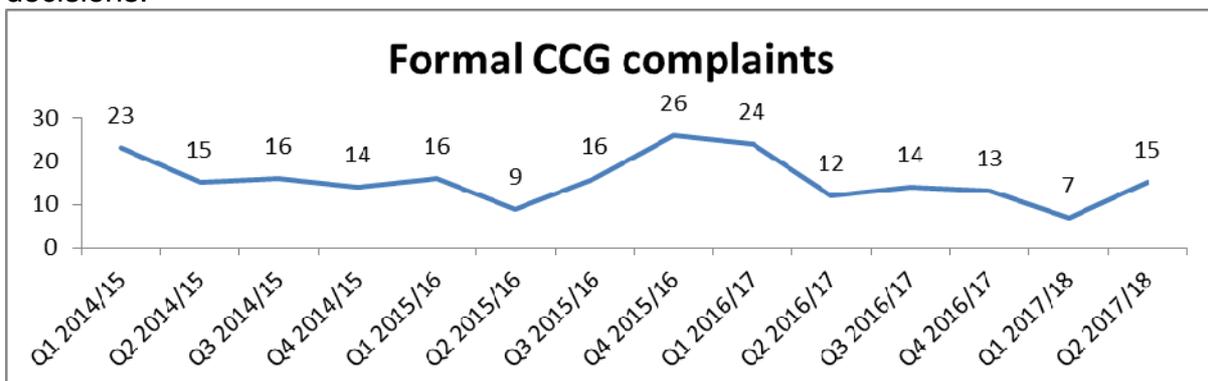
When the CCG receives a complaint relating to services commissioned by the CCG and provided by another organisation, the CCG decides whether it is appropriate for the provider to handle the complaint directly or whether the CCG should handle the complaint<sup>1</sup>. Where the CCG decides to handle the complaint the provider is asked to investigate and provide the CCG with the outcome of their investigation. The CCG then responds to the complainant. Department of Health guidance is that these complaints should be included in provider rather than CCG statistics. Therefore, detailed information about provider complaints is not included in this report.

On 1 August 2017 the complaints service moved from Clinical Quality to Clinical Services.

### 2. Complaints

#### 2.1. Number of complaints received

During quarter two the CCG handled 15 complaints about CCG services and decisions.



Graph 1: Number of complaints about CCG services and decisions

<sup>1</sup> Factors that are taken into account include the subject and severity of the complaint, contractual breaches, pre-existing concerns relating to the provider, and the extent to which feedback from the complaint might inform commissioning decisions. The complainant must consent to their complaint being redirected to the provider to handle. The CCG considers it appropriate that, except in very exceptional circumstances, complaints relating to Sheffield Teaching Hospitals NHS Foundation Trust, Sheffield Health and Social Care NHS Foundation Trust and Sheffield Children's NHS Foundation Trust should be handled directly by the Trusts. The Trusts have a statutory responsibility to investigate complaints effectively, and the CCG has robust processes in place for monitoring the Trusts' compliance with complaints regulations.

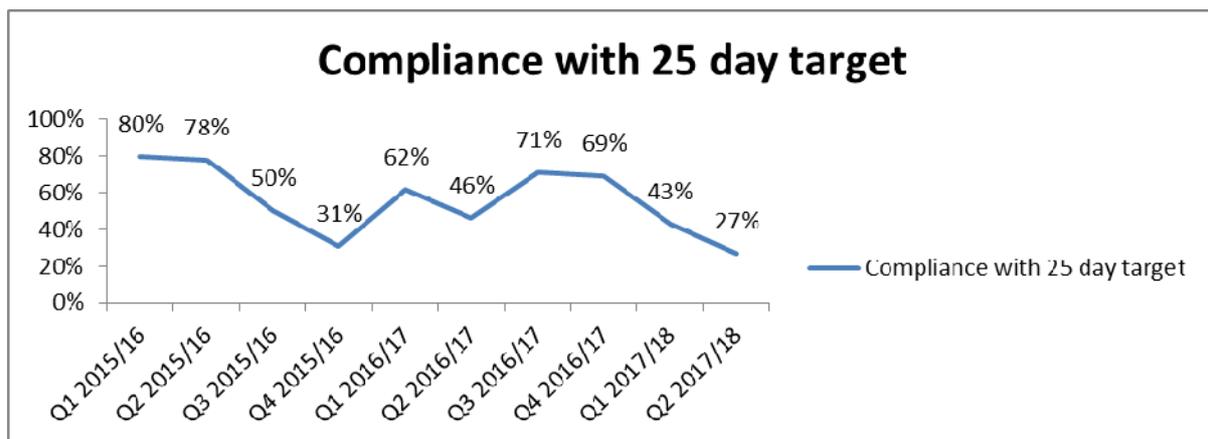
## 2.2. Timeliness of response

We aim to acknowledge complaints within two working days and respond within 25 working days. This timeframe can be negotiated and amended with the agreement of the complainant.

Of the 15 complaints about CCG services and decisions:

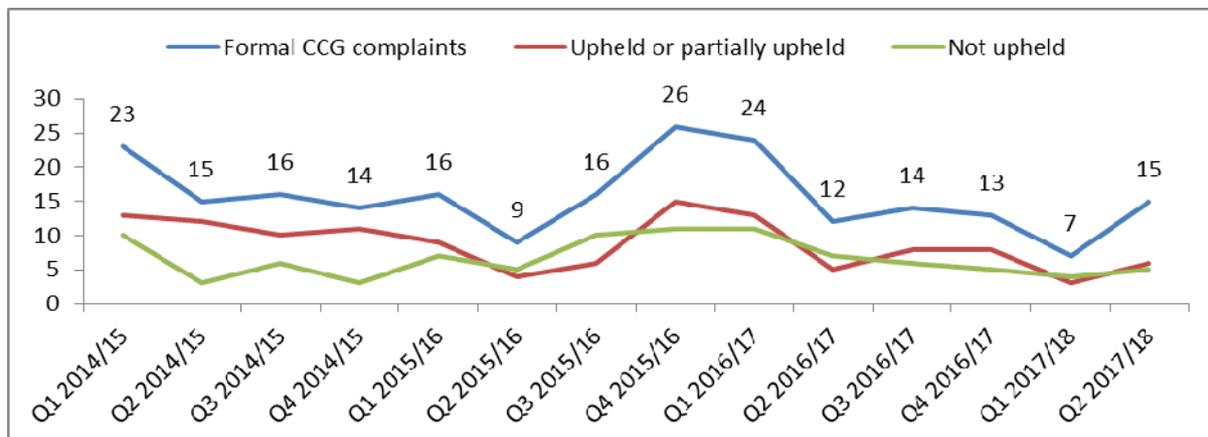
- 100% were acknowledged within two working days
- 27% received a response with 25 working days.

In view of the drop in performance for 25 day response times, action plans for recovery have been requested to support improvements in delivery.



Graph 2: Compliance with 25 working day target

## 2.3. Complaints by outcome



Graph 3: Complaints by outcome

Graph three, above shows the number of formal complaints received, the number that were not upheld and the number that were either upheld or partially upheld (combined). See the table overleaf for a full breakdown. At the time of writing this report six of the complaints received during quarter two were unresolved and therefore the outcome was unknown.

Outcome of complaint	Q2 16/17	Q3 16/17	Q4 16/17	Q1 17/18	Q2 17/18
Upheld: The complainant's primary concerns were found to be correct.	3	5	5	1	4
Partially upheld: The complainant's primary concerns were not found to be correct, but our investigation identified some problems with the service provided.	2	3	3	2	2
Not upheld: The complainant's concerns were not found to be correct. <sup>2</sup>	7	6	5	4	5
Complaint is still open.					4

Table 1: Complaint outcomes and open cases

## 2.4. Parliamentary and Health Service Ombudsman (PHSO)

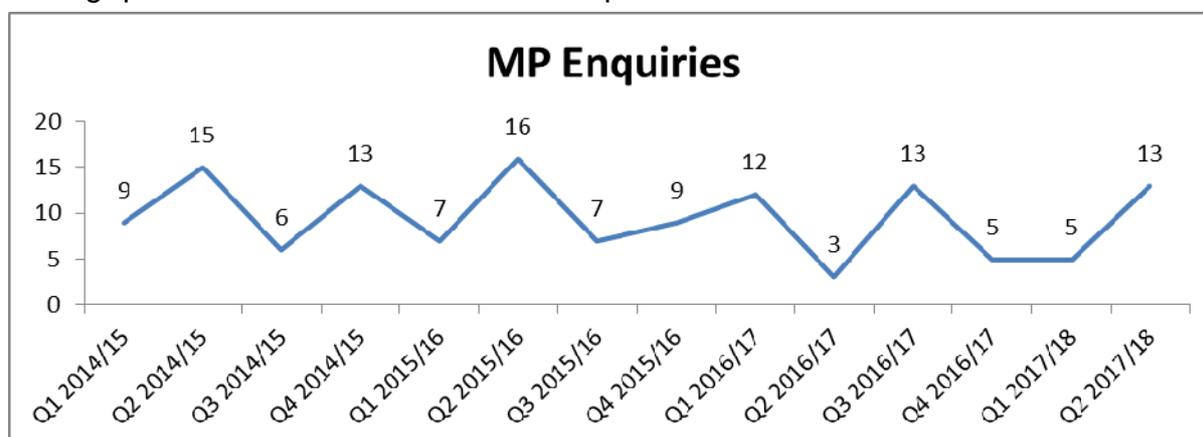
There were no PHSO decisions during quarter two.

## 3. MP enquiries

When an MP raises a complaint on behalf of a constituent, this is classified as a formal complaint. The CCG also responds to queries from MPs that do not meet the criteria of a formal complaint. These are classified as MP enquiries<sup>3</sup>.

### 3.1. Number of MP enquiries received

During quarter two we handled 13 MP enquiries.



Graph 4: Number of MP enquiries about CCG services and decisions

<sup>2</sup> Where a complaint is not upheld, we still seek to learn from the complaint, and consider what we could do differently to improve the complainant's experience.

<sup>3</sup> MP enquiries usually relate to decisions or responsibilities of the CCG as they relate generally to the population, rather than to the care received by an individual constituent. Sometimes an MP requests information about a complaint that their constituent has already lodged directly with the CCG. In these cases the issue has already been logged as a complaint; it would be inappropriate to record the contact from the MP as another complaint, and so these contacts are also recorded as MP enquiries.

### **3.2. Timeliness of response**

We aim to acknowledge MP enquiries within two working days and respond within 25 working days.

Of the 13 MP enquiries handled during quarter two:

- 100% were acknowledged within two working days
- 69% received a response with 25 working days.

### **4. Recommendations**

The Governing body is asked to note the Complaints and MP Enquiries Quarter 2 2017/18 report.

Paper prepared by: Sarah Neil, Quality Manager Patient Experience  
for Liz Waterfall, Complaints Manager

On behalf of: Mandy Philbin, Acting Chief Nurse

January 2018