

Complaints and MP Enquiries Quarter 1 Report 2015/2016

Governing Body meeting

Item 17m

1 October 2015

Author(s)	Sarah Neil, Complaints Manager and Patient Experience Lead
Sponsor	Kevin Clifford, Chief Nurse
Is your report for Approval / Consideration / Noting	
Noting	
Are there any Resource Implications (including Financial, Staffing etc)?	
No	
Audit Requirement	
<u>CCG Objectives</u>	
<i>Which of the CCG's objectives does this paper support?</i>	
Assurance Framework Number: AF reference 2.1 The report provides assurance that complaints that the CCG receives relating to providers are handled appropriately.	
<u>Equality impact assessment</u>	
<i>Have you carried out an Equality Impact Assessment and is it attached?</i> No	
<i>If not, why not?</i> Not relevant as this is not a new policy, process or strategy.	
<u>PPE Activity</u>	
<i>How does your paper support involving patients, carers and the public?</i>	
Provides assurance that feedback through complaints is acted upon.	
Recommendations	
The Governing Body is asked to note the Complaints and MP Enquiries Quarter 1 Report 2015/2016.	

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1. Introduction

NHS Sheffield Clinical Commissioning Group (CCG) receives complaints and MP enquiries about the services that it commissions and about services provided by the Yorkshire and Humber Commissioning Support on behalf of the CCG. Complaints relating to Sheffield Teaching Hospitals NHS Foundation Trust, Sheffield Children's NHS Foundation Trust and Sheffield Health and Social Care NHS Foundation Trust are redirected to the Trusts to handle. The remainder are handled by NHS Sheffield CCG. Since 1 April 2013, complaints about GPs, dentists, opticians and pharmacies are handled by NHS England.

2. Number of complaints and MP enquiries

15 formal complaints were received during quarter 1 2015/16, a decrease of 35% on the number received in during quarter 1 2014/15 (23). In addition, we contributed to two multiagency complaints for which another organisation was taking the lead.

Five informal complaints and concerns regarding CCG services were dealt with by the complaints team during quarter 1.

Seven MP enquiries were received during quarter 1, a decrease of 22% on the number received in 2014/15 (9).

The complaints team also dealt with 35 complaints, concerns and MP enquiries which were redirected to another organisation to respond to, sometimes after an initial CCG investigation had been conducted.

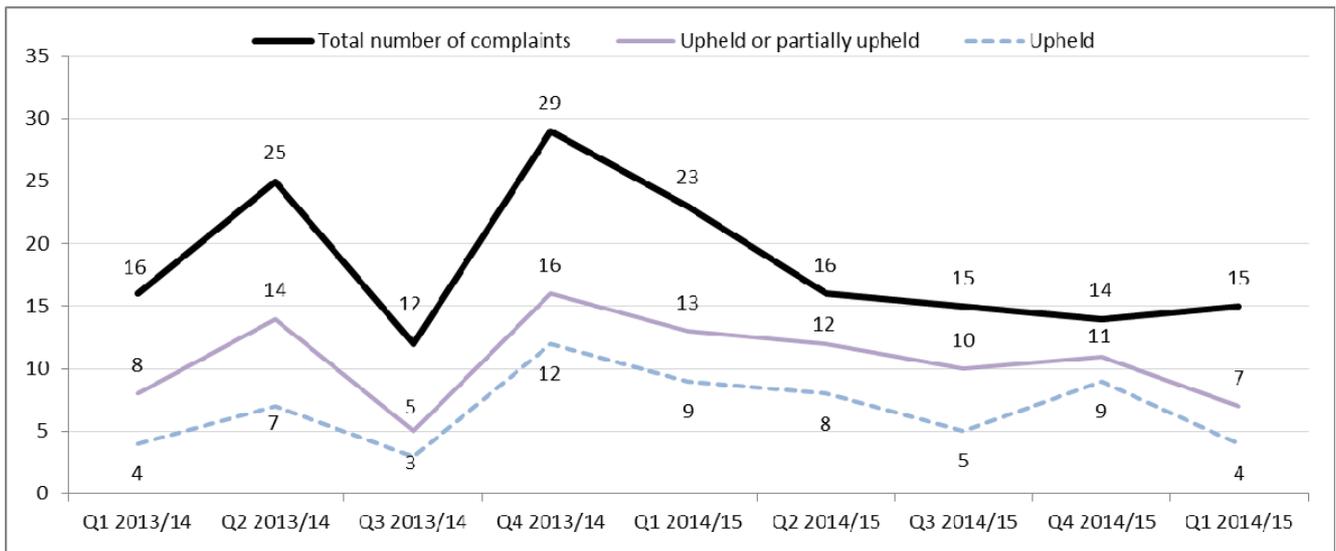
During quarter one:

- 100% of formal complaints and MP enquiries were acknowledged within the statutory timeframe of three working days. 86% were acknowledged within our internal target of two working days.
- 86% of MP enquiries were responded to within the target of 25 working days.
- 80% of formal complaints were responded to within the target of 25 working days.¹

Three complaints received exceeded the 25 working day target. Two cases related to complex multiagency complaints that the CCG was leading on. The other complaint was responded to in 28 working days, and was delayed due to the availability of senior staff to review the investigation.

¹ In some cases we ask the MP or complainant to provide further information or consent and the investigation cannot proceed until this is received. The time taken to receive this information is not included within the 25 working days.

3. Complaints by outcome



The above chart shows the number of formal complaints received, the proportion of those complaints which were upheld or partially upheld, and the proportion which were upheld.

Upheld: The complainant's primary concerns were found to be correct.

Partially upheld: The complainant's primary concerns were not found to be correct, but our investigation identified some problems with the service provided.

Not upheld: The complainant's concerns were not found to be correct. 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.

4. Parliamentary and Health Service Ombudsman (PHSO) cases 2015/16 (decisions made and open cases).

Complaint	Status
3548/14 Commissioning of IVF – policy to fund one cycle of IVF.	Not upheld
3775/14 Offer of care made to a continuing healthcare patient does not meet his needs.	Outcome pending

5. Complaints by service area

		2013-2014				2014-2015				2015-2016			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Commissioning and CCG policies and decisions	Formal complaints	0	3	4	5	10	3	3	1	7			
	Informal complaints and concerns	1	0	0	0	1	0	0	2	2			
	Formal complaints, another organisation took the lead	0	0	0	0	0	0	1	1	0			
	Total number of concerns raised	1	3	4	5	11	3	4	4	9			

Continuing Healthcare, Funded Nursing Care and Personal Health Budgets	Formal complaints	10	18	5	14	8	7	9	13	5			
	Informal complaints and concerns	0	0	0	1	0	0	3	4	2			
	Formal complaints, another organisation took the lead	4	0	0	2	0	0	0	1	2			
	Total number of concerns raised	14	18	5	17	8	7	12	18	9			

Continuing Healthcare Retrospectives	Formal complaints	4	0	1	6	5	5	2	0	0			
	Informal complaints and concerns	0	0	0	0	0	0	0	0	0			
	Formal complaints, another organisation took the lead	0	0	0	0	0	0	0	0	0			
	Total number of concerns raised	4	0	1	6	5	5	2	0	0			

Independent providers	Formal complaints	2	4	2	4	0	1	1	0	3			
	Informal complaints and concerns	2	1	0	0	0	1	0	0	1			
	Formal complaints, another organisation took the lead	0	1	0	0	0	0	0	0	0			
	Total number of concerns raised	4	6	2	4	0	2	1	0	4			

5.1 Commissioning and CCG policies and decisions

Concerns raised included:

- A patient who initially been sent for an xray but was then treated successful with physiotherapy raised concerns that the xray was a costly and unnecessary intervention.
- Natural cycle IVF is not funded by the NHS
- Criteria for bilateral hearing aids
- Volunteers have not received appropriate training
- Difficulty accessing some services outside of normal working hours
- IFR decisions
- The level of reimbursement that patients receive under the Healthcare Travel Costs Scheme
- Availability of appropriate mental health services outside of normal working hours

The following action has been taken in response to patient feedback:

- From 1 July all musculoskeletal referrals from GPs will be triaged by a hospital clinical team. This will help to ensure that patients are not referred for unnecessary diagnostic interventions.
- We are making a change to ensure that patients who, after a period of trialling one, find that one hearing aid is not sufficient and have a clinical need for two hearing aids will be able to have a second hearing aid.
- We are working on developing a training package for volunteers.
- We gave advice about the IFR appeals process.
- We changed the way in which we calculate reimbursements for patients who qualify for help with travel costs, to make it fairer and easier to understand.

5.2 Continuing Healthcare, Funded Nursing Care and Personal Health Budgets

Complaints and delays and poor communication continues to be a major theme.

We took the following action in response:

- We apologised.
- The team has developed a standard letter to acknowledge receipt of correspondence and explain the timescale for responding.
- A new system to monitor the completion of tasks has been implemented.

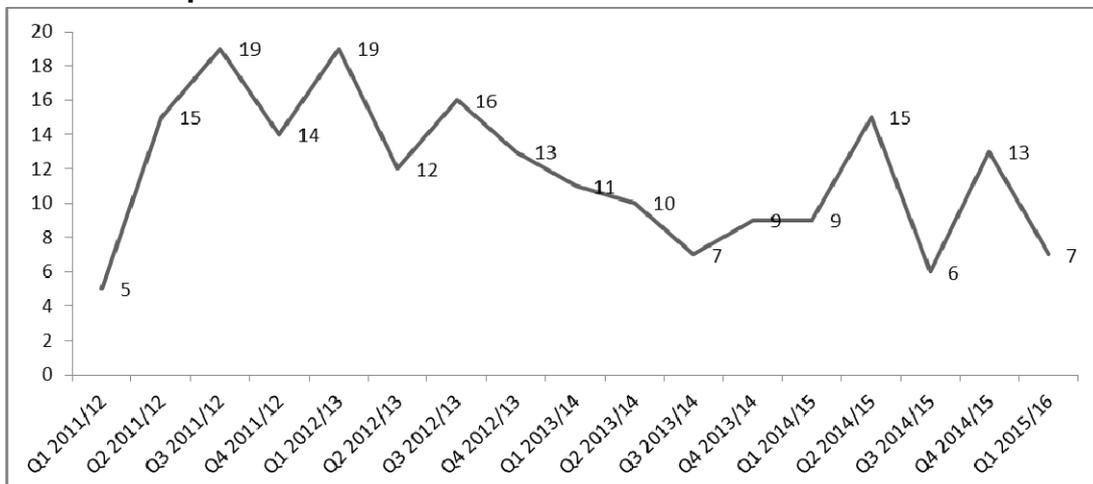
5.3 Independent providers

Four patients raised concerns about independent providers, of which three became formal complaints. We asked the providers to respond to the concerns and the responses were reviewed by contract and quality leads in the CCG. Two of the complaints were not upheld. One complaint was partially upheld; we found that the clinical care provided was appropriate but that we and the provider could do a better job of ensuring that patients understand what services the provider delivers so that they don't have a wasted journey. We are taking action to rectify this including improving the information that is available on websites and in the reception.

6. MP enquiries

Seven MP enquiries were received. Issues raised included potential changes to the NHS Blood and Transport Service; GP practice funding; support and treatment for people with multiple sclerosis; tendering within the NHS; and enquiries relating to the continuing healthcare and IFR processes.

Number of MP enquiries received



7. Recommendations

The Governing Body is asked to note the Complaints and MP Enquiries 2015/16 Quarter 1 report.

Paper prepared by Sarah Neil, Complaints Manager and Patient Experience Lead

On behalf of Kevin Clifford, Chief Nurse

23 September 2015