

**Complaints, MP Enquiries and Patient Feedback Report
 Quarter One 2021-2022**

Item 15h

**Governing Body Meeting
 4 November 2021**

(Based upon Key Themes presented to GSC on 31 August 2021)

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| Author(s)/Presenter and title | Sonya Friend, Feedback and Complaints Manager |
| Sponsor | Brian Hughes, Deputy Accountable Officer |
| Purpose of Paper | |
| To provide Governing Body with an overview of complaints and MP enquiries comparative data, information about themes and trends and patient feedback for Quarter One 2021-2022. | |
| Key Messages (<i>maximum of 3</i>) | |
| <ul style="list-style-type: none"> The number of formal complaints has reduced. The CCG received three complaints about CCG services and decisions during Quarter One (excluding multi-agency and Provider). Three of these were about the lack of availability of the Prescription Order Line (POL). 100% were acknowledged and responded to within the timeframe. The CCG handled 15 MP enquiries during Quarter One. 50% of the enquiries relates to Covid-19 vaccinations. 100% were acknowledged within the timeframe and 80% responded to within the timeframe. The Parliamentary and Health Service Ombudsman (PHSO) rejected one CCG complaint during Quarter One on the basis that the CCG had managed the complaint appropriately at local stage and a PHSO investigation wouldn't be justified or improve the outcome. | |
| Recommendations (<i>including key timings</i>) | |
| The Governing Body is asked to note the Complaints, MP Enquiries and Patient Feedback Report Quarter One 2021-2022. | |

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| Assurance Framework |
| <p>Assurance Framework Number: GBAF no 2</p> <p>Principle Objective 2: Lead the improvement of quality of care and standards</p> <p>Principle Risk 2.1: There is a risk that organisations fail to meet quality standards, resulting in reduced quality of services, increased patient safety risks and a lack of satisfaction in commissioned services.</p> <p>How does this paper provide assurance that the risk is being addressed?</p> <p>The report provides assurance that there is a process in place to manage complaints and monitor feedback from the community.</p> <p>Is this an existing or additional control:</p> <p>Existing</p> |

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| Associated Risks to the CCG |
| Risk that complaints are not managed appropriately within NHS Regulations |
| Consultation Requirements (<i>policies</i>) |
| N/A |
| Communications activity undertaken / planned |
| N/A |
| Equality/Diversity Impact |
| N/A |

Complaints, MP Enquiries and Patient Feedback Report Quarter One 2021-2022

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1. Introduction

A complaint is an oral or written expression of dissatisfaction that requires a response. The CCG handles complaints and MP enquiries about:

- the conduct of NHS Sheffield CCG staff; and
- services that the 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 complaint¹. 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.

National guidance indicates that these complaints should be included in provider rather than CCG complaints statistics. Therefore, detailed information about provider complaints is not included in this report.

2. Complaints

2.1. Number of complaints received

During Quarter One 2021-22 the CCG:

- handled **three** complaints about CCG services and decisions
- handled **two** complaints about an independent provider commissioned by the CCG which remained open at the end of this Quarter period
- handled **two** complaints which are being led by other organisations, namely NHS England and Sheffield Children's Hospital but which SCCG wishes to have oversight of the responses on for intelligence purposes.

¹ 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.

- re-directed 42 complaints
- handled 18 concerns, 13 of which were redirected
- The CCG also handled 14 enquiries, two comments and received 13 compliments

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 three complaints about CCG services and decisions:

- Three (100%) were acknowledged within two working days
- Three (100%) met the 25-day target response timeframe.

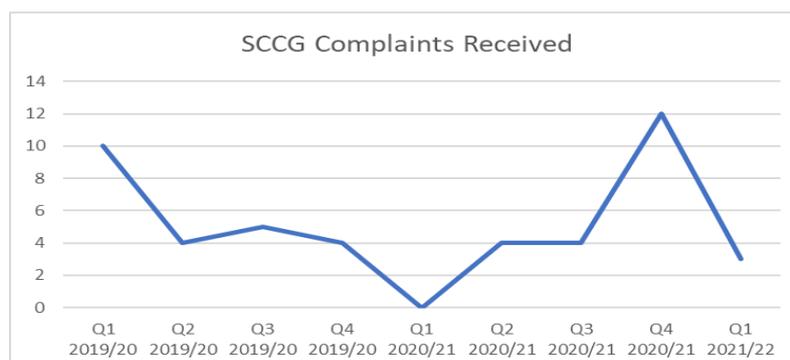
2.3. Complaints by outcome

Of the three complaints the CCG has responded to, the outcome has been as follows:

- Three complaints were upheld (100%). This is because the POL was subject to staff shortages at the time.

2.4. Parliamentary and Health Service Ombudsman (PHSO)

The Parliamentary and Health Service Ombudsman informed the CCG during Quarter One that they would not accept an application made by a complainant following local resolution being exhausted with the CCG.



2.5. Subjects of complaints

All CCG complaints received related to the telephone service provided by the Prescription Order Line. The POL investigations and responses confirmed that the demand on the service (since Covid-19 had impacted the NHS) had stretched the capacity of the service and that staff were absent due to sickness and isolation. It was noted that new staff were being recruited and trained. The POL was due to close permanently on 30th September 2021. All complaints were upheld.

Of the two Provider complaints, one related to care afforded to a resident of a care home and another to alleged discrimination against a patient at a private Hospital setting. Both were still live at the end of this quarter reporting period.

One complaint was received which was redirected and handled by NHS England but which the CCG wishes to be kept informed about (relating to alleged discrimination during a vaccination appointment) and another was in relation to care provided by both the Yorkshire Ambulance Service and Sheffield Children's Hospital. Both have investigations ongoing.

2.6. Vaccination Enquiries

During Quarter One, as the vaccination roll-out continued in Sheffield, Feedback and Complaints received 100 'vaccination enquiries' in addition to the numbers above. Our Complaints Officer and Patient Experience/Freedom of Information (FOI) Lead worked with vaccination colleagues and the communications team to provide responses to these. The subject of these included but were not limited to:

- individuals wanting to know when they would receive their second vaccination
- individuals wanting to know when their records would be updated to reflect that they had received their second vaccination

3. MP enquiries

When an MP raises a complaint on behalf of a constituent, this may be 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.

3.1. Number of MP enquiries received

During Quarter One the CCG handled 15 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 15 MP enquiries handled during Quarter One of 2021/22

- 15 (100%) were acknowledged within two working days
- 12 (80%) were responded to within 25 working days

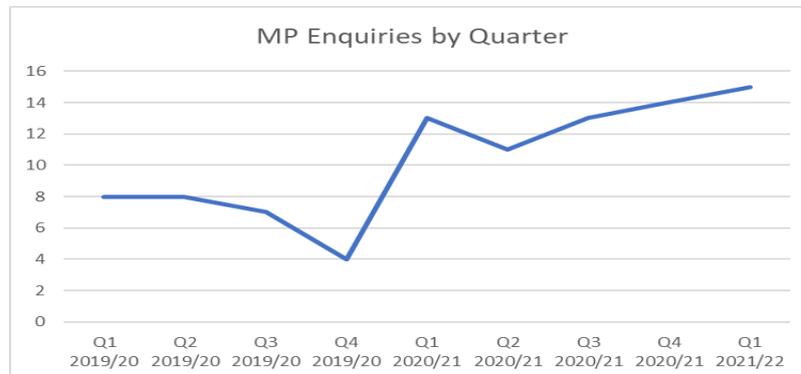
3.3. Subject of MP enquiries

The theme of Covid-19 vaccination continued to follow through into this quarter with 50% of enquiries relating to vaccinations. Other enquiries included:

- Use of Jordanthorpe Site
- Kelham Island
- Dental Provision

➤ Acute Mental Health Provision

MP Enquiries have remained relatively constant in number since the pandemic began as shown below:



4. Patient Experience Surveys

4.1. Prescription Order Line (POL)

As was reported in the previous Quarter, the Prescription Order Line had seen a significant increase in callers since the first Covid-19 national 'lockdown' (estimated at around 2500 per month). There have been three complaints and five compliments received directly into Feedback and Complaints during Quarter One.

POL conduct a quarterly online survey and twice as many patients completed the survey than the quarter before (17 as against 8) and 10 of those 17 confirmed they were 'unlikely to recommend' the service, three were 'likely to' and 'four' were neutral. For seven of those who were unlikely to recommend the service, reasons included: difficulty getting through on the phone; being cut off and not held in a queue and concerns about getting medication due to difficulty with phone line. Ten respondents left comments about their experience.

In terms of POL staff, there were comments as to whether the service could be staffed better but also recognition for staff members providing an excellent service.

Of the three complaints raised through the Complaints Team, all were contacted and have been formally responded to.

4.2. Continuing Healthcare (CHC)

The CHC team recognise that feedback questionnaires are not always the most effective way of gathering feedback. The CHC Team have gone to SPIEEC and outlined new ways of capturing patient experience. This work is underway However, information gathered in the questionnaire for Quarter One was as follows:

| Satisfaction Scores for the period | Theme Average Satisfaction Score (%) |
|--|--------------------------------------|
| Intro to CHC service / Assessment process | 72 |
| Contact with CHC service during Assessment | 76 |
| Experience of CHC assessment process | 88 |
| How did we make you feel? | 95 |
| Total Average Satisfaction Score | 83% |

During Quarter One, the Feedback and Complaints Team received two emails which were forwarded from the CHC team where individuals were expressing gratitude for the work undertaken by CHC staff members.

5. Compliments Overview

As always, the Prescription Order Line was the subject of several compliments received in Feedback and Complaints during Quarter One. Of the 13 compliments received during Quarter One, five were for the POL. These included praise for the efficiency and attitude of POL staff who were described in one call as “brilliant”. Two were expressed in relation to support provided by Continuing Healthcare Staff. One was received for our Individual Funding Request team and two for CCG staff supporting the vaccination delivery/enquiries. Three compliments were not for the CCG and passed to Sheffield Teaching Hospitals (STH).

6. Development within Feedback and Complaints

Many contacts are made by patients who wish to complain about their GP, Dentist, the Local Authority, and other Trusts. A new webpage has been published by our Complaints Officer to provide patients with information on the responsible body and direct contact details for each organisation, enabling resources to be channelled internally to improve our own complaints process and specifically to enable us to look at developing our Investigations, Risk Monitoring and Provider-Led complaints.

QAC have agreed to monitor Actions arising from complaints based upon a ‘themes and trends’ report that will be supplied to them. The aim of this is to integrate real life lesson learning from complaints and for these to be comprehensively followed up to drive improvement.

7. Recommendation

The Governing Body is asked to note the Complaints, MP Enquiries and Patient Feedback Report Quarter One 2021/22.

Paper prepared by Sonya Friend, Feedback and Complaints Manager on behalf of Brian Hughes, Deputy Accountable Officer - October 2021