

**Complaints, MP Enquiries and Patient Feedback Report  
 Quarter Two 2021/2022**

Item 15i

**Governing Body Meeting  
 4 November 2021**

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Sponsor	Brian Hughes, Deputy Accountable Officer
Purpose of Paper	
To provide Governing Body with an overview of complaints and MP enquiries comparative data and information about themes and trends and patient feedback for Quarter Two 2021-2022.	
Key Messages ( <i>maximum of 3</i> )	
<ul style="list-style-type: none"> <li>• The CCG handled eight formal complaints about the CCG during Quarter Two</li> <li>• In addition, the CCG was approached to Lead on five complaints about Providers and one multi agency complaint about maternity services</li> <li>• The CCG handled nine MP enquiries during Quarter Two</li> </ul>	
Recommendations ( <i>including key timings</i> )	
The Governing Body is asked to note the Complaints, MP Enquiries and Patient Feedback Report Quarter Two 2021/2022.	

Assurance Framework
<p><b>Assurance Framework Number:</b> 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><b>How does this paper provide assurance that the risk is being addressed?</b></p> <p>The report provides assurance that there is a process in place to manage complaints</p> <p><b>Is this an existing or additional control:</b></p> <p>Existing</p>
Associated Risks to the CCG
Risk that complaints 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 Two 2021/22**

### **Governing Body Meeting**

**4 November 2021**

#### **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
- 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 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.

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 Two 2021/22 the CCG:

- handled eight complaints and four concerns about CCG services and decisions
- led six provider complaints, four of which remain open at the time of reporting
- redirected 52 complaints to another organisation to handle

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<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.

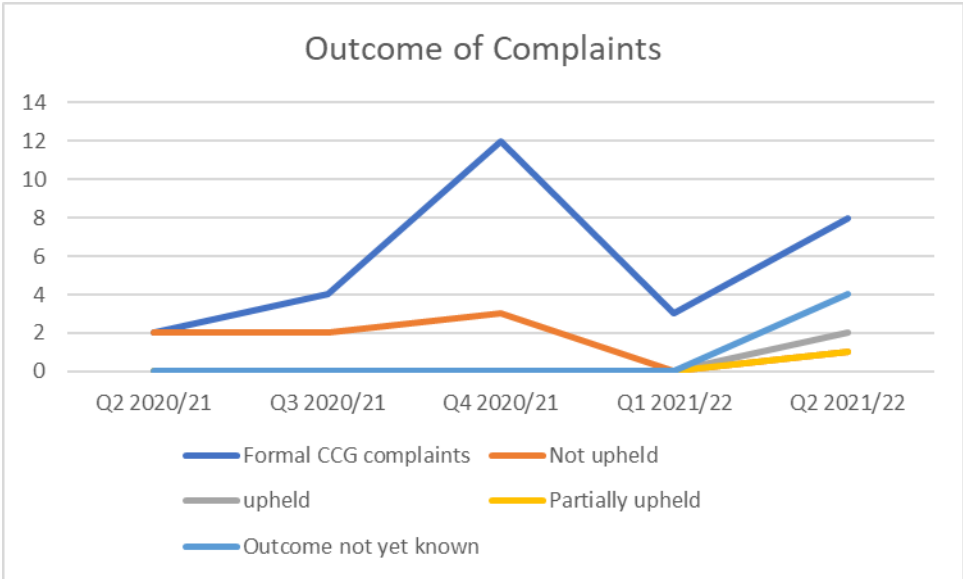
**2.2. Timeliness of response**

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 eight complaints about CCG services and decisions:

- 7 (88%) were acknowledged within two working days
- 2 (29%) were responded to within 25 working days though 50% remain open and could still meet target

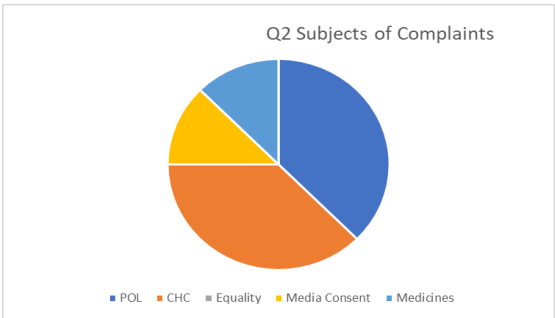
**2.3. Complaints by outcome**

Four complaints remain open at the time of reporting, two were upheld, one was not upheld, and one was partially upheld.



Graph two: Number of formal complaints received, number not upheld and number either upheld or partially upheld (combined).

**2.4. Complaints and Concerns by Subject**



CHC Care and POL took up 80% of the themes for the last Quarter of complaints. There was one complaint about a photograph used on social media without permission and one about medicines not currently licenced for weight management.

**2.5. Parliamentary and Health Service Ombudsman (PHSO)**

The CCG was approached to provide contractual information about a Provider which was subject to a historical complaint that had been investigated by the Ombudsman. The CCG received no new cases from the PHSO.

**2.6. Commissioning and CCG policies and decisions**

No complaints were received directly relating to CCG policies or commissioning decisions.

**2.7. Continuing Healthcare**

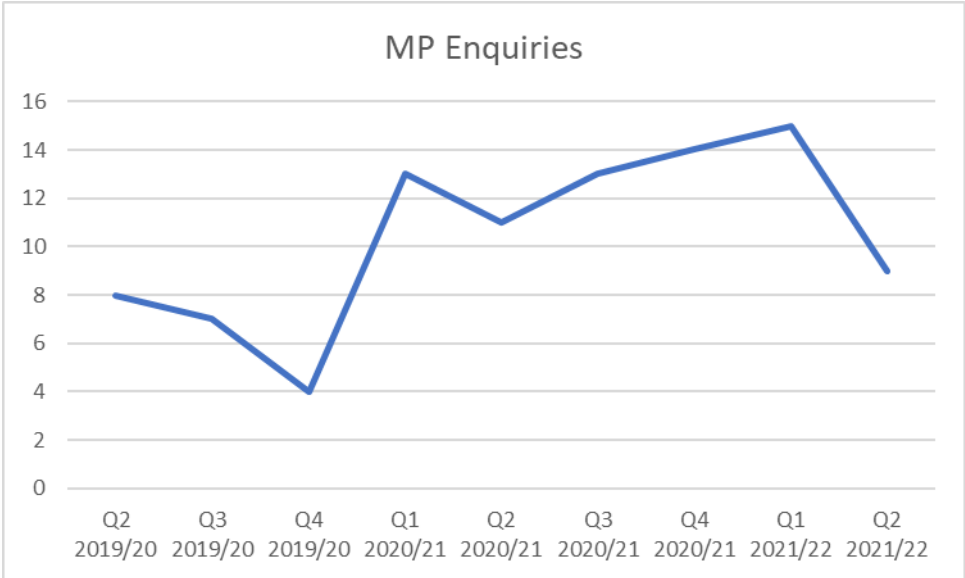
Of the three complaints lodged about Continuing Healthcare, one was based on historical safeguarding decisions and a Court of Protection Judgement which the CCG were unable to investigate further, one was in relation to a decision by Previously Unassessed Period of Care Team’s decision to close a case following a significant delay in providing consent to act and one brought in relation to communication between Care Manager, Provider and CHC recipient’s carer.

**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 Two we handled nine MP enquiries.



Graph 3: Number of MP enquiries about CCG services and decisions

## Timeliness of response

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

Of the nine MP enquiries handled during quarter two of 2021/22

- nine (100%) were acknowledged within two working days
- five (56%) have been responded to within 25 working days though two of the four current cases remain open and could reach target

### 3.2. Subject of MP enquiries

MP enquires included the following issues:

- Vaccination eligibility for constituents in specific cohorts
- Speech and Language (SaLT) Services for Adults
- Musculoskeletal (MSK) patient route
- Access to GPs

## 4. Patient Experience Surveys

### 4.1. Prescription Order Line (POL)

POL conduct a quarterly online survey; the results are shown below:

#### 4.1.1. Feedback for Quarter Two

	2020/21	Q1 21/22	Q2 21/22
No. completing the survey	20	17	1
No. recommend:			
likely/ extremely likely	9	3	1
unlikely/ extremely unlikely	9	10	-
neither likely or unlikely/ don't know	2	4	-
No. received by Complaints Team:			
Compliments	18	3	3
Concerns/ Comments	3	1	0
Complaints	4	4	4

No. on the spot complaints received and dealt with at the time	-	2	0
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Q2 2021/22 marks the final quarter of the POL service. Following a large volume in Q1, just one response was received in Q2. Of this response they were extremely likely to recommend the service provided praise for the service.

Three compliments were received via the Complaints team.

#### 4.2. Continuing Healthcare (CHC)

The CHC team recognise that feedback questionnaires are not always the most effective way of gathering feedback. They received only three questionnaires during Quarter Two. The CHC Team have gone to SPIEEC and outlined new ways they intend to capture patient experience. This work is underway however, information gathered in the questionnaire for Quarter Two for the three respondents was as follows:

Satisfaction Scores for the period Quarter Two	Theme Average Satisfaction Score (%)
Intro to CHC service / Assessment process	63
Contact with CHC service during Assessment	60
Experience of CHC assessment process	63
How did we make you feel?	40
Total Average Satisfaction Score	49%

#### 5. Compliments

The CCG received 12 compliments during Quarter Two. Seven of those compliments were for staff within the CHC team and included reference to “brilliant” and “sensitive” care. Three compliments were received for POL staff. One for a Reception team member and one for the Complaints Officer, all sharing how helpful and supportive staff had been to members of the public.

#### 6. Development of Feedback and Complaints

Following the Patient Experience, FOI and Feedback and Complaints Development Plan up to April 2022, the Feedback and Complaints Team will be delivering Investigating Officer training. This will hopefully bring about an agreed streamlined approach to decisions on where we Lead on investigating a provider response and provide more robust guidance for Investigating Officers to ensure we are able to meet our 25-day deadline. In addition, Feedback and Complaints have begun from Quarter Three 2021-22 risk grading each complaint and will be analysing this data in the quarterly reports going forward.

## **7. Learning**

Delays have been encountered in the complaints process over Quarter Two where two cases have been late in meeting deadline for delivery of the response. One of these cases was held up as it required advice around the Mental Capacity Act and another as we needed to seek advice and consent around offering compensation to a complainant. Investigating Officer training and a scope meeting for the implementation of our Policy are both in place now to address these issues going forward.

## **8. Recommendation**

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

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

25 October 2021