

Complaints, MP Enquiries and Patient Feedback Report Quarter 3 2020/2021

Governing Body meeting

Item 16g

6 May 2021

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Purpose of Paper	
To provide the Governing Body with an overview of complaints and MP enquiries comparative data, information about themes and trends and patient feedback for quarter 3 2020-2021	
Key Issues	
<ul style="list-style-type: none"> • The number of formal complaints remains low. The CCG handled four formal complaints about CCG services and decisions during quarter 3 • The CCG handled 13 MP enquiries during quarter 3 • The Parliamentary and Health Service Ombudsman partially upheld one CCG complaint during quarter 3 	
Is your report for Approval / Consideration / Noting	
For noting	
Recommendations / Action Required by Governing Body	
The Governing Body is asked to note the Complaints, MP Enquiries and Patient Feedback Report Quarter 3 2020/2021	
What assurance does this report provide to the Governing Body in relation to Governing Body Assurance Framework (GBAF) objectives?	
<p>Which of the CCG's Objectives does this paper support? Principle Objective 2: Lead the improvement of quality of care and standards</p> <p>Description of Assurances for Governing Body: 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>The report provides assurance that there is a process in place to manage complaints.</p>	

Are there any Resource Implications (including Financial, Staffing etc.)?
No
Have you carried out an Equality Impact Assessment and is it attached?
Not necessary as this is not a new policy, process or strategy
Have you involved patients, carers and the public in the preparation of the report?
Not directly

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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
- 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

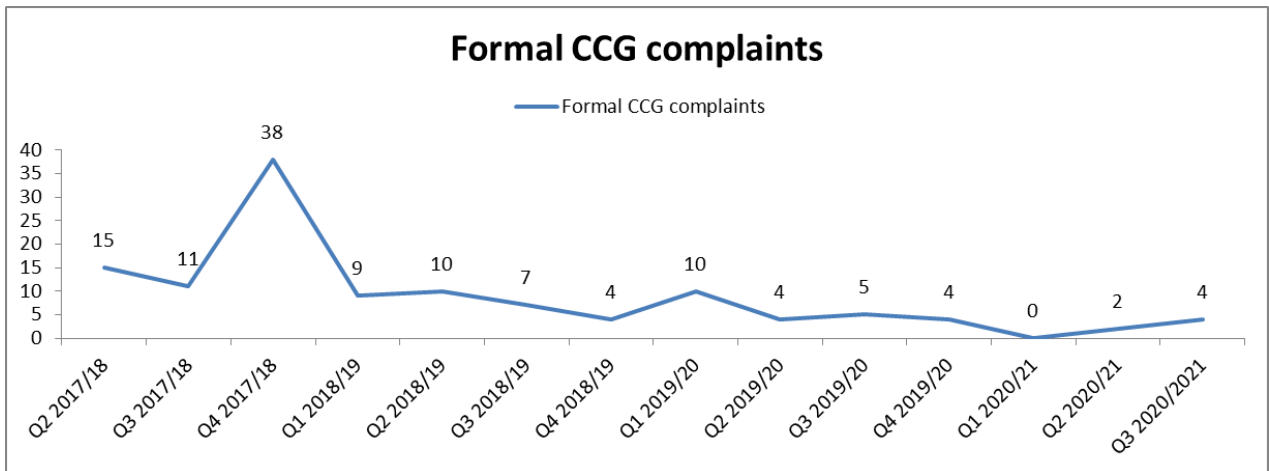
2.1. Number of complaints received

During quarter 3 2020-21 the CCG:

- handled four complaints (including one multiagency complaint) about CCG services and decisions
- handled one complaint about an independent provider commissioned by the CCG
- handled 11 concerns, comments and enquiries

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.

- contributed to two multiagency complaints led by another organisation
- Re-directed 45 complaints and concerns to another organisation to handle.



Graph 1: Number of complaints about CCG services and decisions

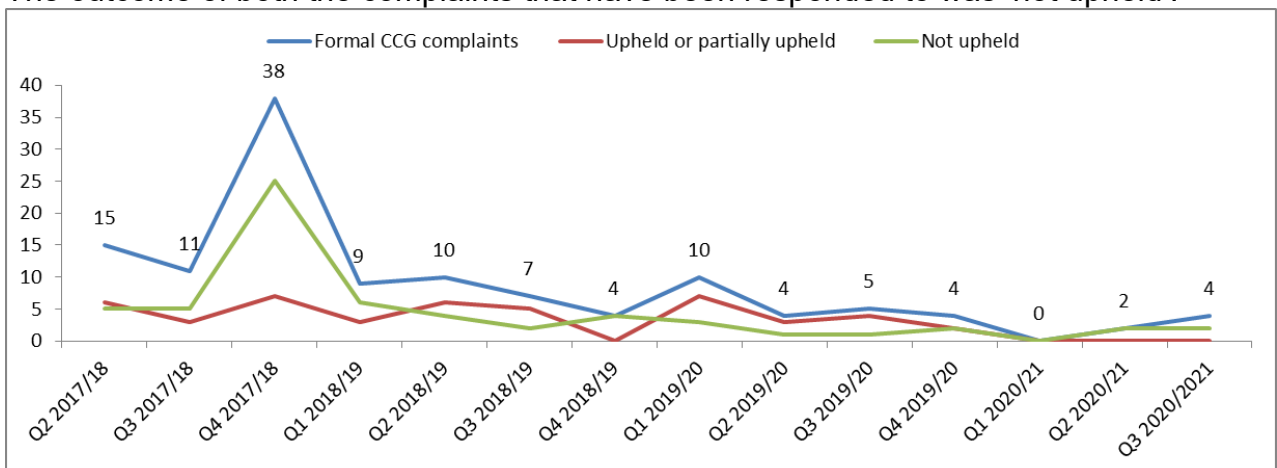
2.2. Timeliness of response

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 four complaints about CCG services and decisions:

- Two (100%) were acknowledged within two working days
- Two (50%) met the 25 day target response timeframe. Two have not yet been closed.

2.3. Complaints by outcome

The outcome of both the complaints that have been responded to was 'not upheld'.



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

Complaint outcomes										
	2018-19			2019-20				2020-21		
	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Upheld: ²	4	1	0	2	1	3	1	0	0	0
Partially upheld: ³	2	4	0	5	2	1	1	0	0	0
Not upheld: ⁴	4	2	4	3	1	1	2	0	2	2
Unknown (complaint open or on hold).										2

Table 2: Complaint outcomes and open cases

2.4. Parliamentary and Health Service Ombudsman (PHSO)

The Parliamentary and Health Service Ombudsman partially upheld one CCG complaint during quarter 3. The Ombudsman recommended that the CCG acknowledge the failings identified in the Ombudsman's investigation, and apologise for the distress caused. We have followed the recommendations.

2.5. Subjects of complaints

Two complaints related to infertility commissioning policies. One complaint related to the conduct of CCG nursing staff and one complaint related to a delay in the provision of equipment to a child.

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.

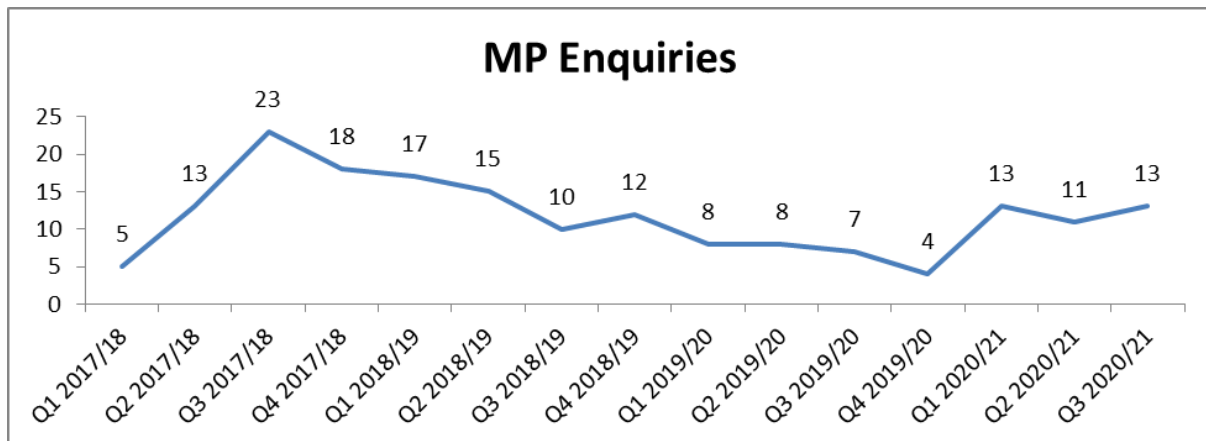
3.1. Number of MP enquiries received

During quarter 3 we handled 13 MP enquiries and redirected an additional three to another organisation to respond to.

² Primary concerns were found to be correct.

³ Primary concerns were not found to be correct, but our investigation identified some problems with the service provided.

⁴ 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.



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

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 three of 2020/21

- Thirteen (100%) were acknowledged within two working days
- Eight (62%) were responded to within 25 working days.

3.3. Subject of MP enquiries

MP enquires included the following issues:

- A range of primary care issues including access to GP services, accessing health records, Covid vaccinations and flu vaccinations
- Enquiries about the individual funding request process
- Enquiries about the continuing healthcare assessment process and about provision of care in care homes.

4. Patient Experience Surveys

4.1. Prescription Order Line (POL)

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

	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21
No. completing the survey	8	5	5	5	2
No. recommend:					
likely/ extremely likely	2	0	3	1	0
unlikely/ extremely unlikely	5	3	2	3	2
neither likely or unlikely/ don't know	1	2	0	1	0
No. received by Complaints Team:					
Compliments	0	1	3	2	5
Concerns/ Comments	0	1	0	2	1
Complaints	0	1	2	0	0
No. on the spot complaints received and dealt with at the time	3	-	-	-	-

For those who were unlikely to recommend the service reasons included: hard to get through; issues with delivery companies requiring contact with GP surgeries not POL to be able to deliver prescriptions.

There was positive praise for 'helpful and quick staff'.

4.2. Continuing healthcare (CHC)

The CHC Framework restarted on 1 September 2020. Between 1 September 2020 and 16 December 2020 a total of 102 referrals plus 143 COVID CHC assessments were undertaken.

During the period a total of five questionnaires have been received back. This is a return rate for the period of 2%.

Satisfaction Scores for the period	Theme Average Satisfaction Score (%)
Intro to CHC service / Assessment process	86
Contact with CHC service during assessment	79
Experience of CHC assessment process	88
How Did we make you feel	95
Total Average Satisfaction Score	87%

The average satisfaction score has increased slightly since pre COVID but this is not material in nature and the return rate or sample cannot really determine a significant change in the themes since the reestablishment of the framework. Due to a backlog of work some questionnaires have not yet been sent out and therefore the response rate is likely to increase.

5. Recommendation

The Governing Body is asked to note the Complaints, MP Enquiries and Patient Feedback Report Quarter 3 2020-21.

Paper prepared by Sarah Neil, Patient Experience Lead

On behalf of Brian Hughes, Deputy Accountable Officer

April 2021