

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health and Care Partnership

Committee: 15 December 2010

**Subject: WD CHCP NHS Complaints Report
1st April 2010–30th November 2010**

1. Purpose

- 1.1** The purpose of this report is to inform Committee of the current position of complaints received from 1st April 2010 until 30th November 2010 inclusive.

2. Main Issues

- 2.1** Sixteen complaints were received between 1 April and 30 November 2010 and were dealt with as follows:

- All complainants have received their response within 20 days. This represents 100% of responses to completed complaints within 20 working days against the 70% requirement.
- 13 complaints received have been concluded, 4 of which were partly upheld, 3 were upheld and 6 were not upheld.

- 2.2** The sixteen complaints related to:

- | | |
|------------------------------|----|
| • Mental Health Services | 10 |
| • Children's Services | 2 |
| • Diabetic retinal screening | 1 |
| • Community care services | 3 |

And some of them involved more than one subject/service.

The main areas were:

- Attitude/behaviour of staff
- Communication
- Clinical treatment
- Appointment arrangements
- Car parking

2.3 Of the total complaints within this report no referral has been made to the Scottish Public Sector Ombudsman (SPSO). However the SPSO is currently investigating a complaint submitted in March 2010.

3. Recommendations

Committee is asked to note this report.

Keith Redpath
Director

Person to Contact: Gordon Whitelaw, Head of Administration, Hartfield
Clinic,
Latta Street, Dumbarton.

Appendices: None

Background Papers: None

Wards Affected: All