

## **WEST DUNBARTONSHIRE COUNCIL**

### **Report by the Director of Community Health & Care Partnership**

**Community Health & Care Partnership Committee: 6<sup>th</sup> April 2011**

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**Subject: WD CHCP NHS Complaints Report  
1<sup>st</sup> April 2010 – 21<sup>st</sup> February 2011**

#### **1. Purpose**

- 1.1** The purpose of this report is to inform Committee of the current position of complaints received from 1<sup>st</sup> April 2010 until 21<sup>st</sup> February 2011 inclusive.

#### **2. Main Issues**

- 2.1** Seventeen complaints were received between 1st April 2010 and 21<sup>st</sup> February 2011 and were dealt with as follows:

- 17 complaints have been concluded, 5 of which were partly upheld, 3 were upheld and 9 were not upheld.
- 16 complainants have received their response within 20 days. This represents 94% of responses to completed complaints within 20 working days against the 70% requirement.

- 2.2** The seventeen complaints received related to:

- |                              |    |
|------------------------------|----|
| • Mental Health Services     | 10 |
| • Children's Services        | 2  |
| • Diabetic retinal screening | 1  |
| • Community care services    | 4  |

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