

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Community Health and Care Partnership

Community Health and Care Partnership Committee: 2nd February 2011

**Subject: WD CHCP NHS Complaints Report
1st April 2010 – 10th January 2011**

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 10th January 2011 inclusive.

2. Main Issues

- 2.1** Seventeen complaints were received between 1st April 2010 and 10th January 2011 and were dealt with as follows:

- 16 complaints have been concluded, 3 of which were upheld, 5 were partly upheld and 8 were not upheld.
- 15 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

Some complaints involved more than one subject/service.

- 2.3** The main causes of complaint were:

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

2.4 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. Conclusion and 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