

WDCHP Complaints Report 2012 / 2013

1. Background

This report has been designed to highlight WDCHCP performance in complaints management, to identify any trends and to promote learning within the Partnership.

2. Main Issues:

There were 71 formal complaints received within the Partnership. Of these:

- 21 were justified / fully upheld
- 11 were part justified / part upheld
- 21 were unjustified / not upheld
- 5 were unsubstantiated
- 3 was withdrawn
- 1 was considered irresolvable
- 8 are ongoing
- 1 consent not received

These 71 complaints received relate to the following service areas and are categorised under the particular organisational complaint policy that was subsequently followed. It should be noted that WDCHCP host MSK Physiotherapy and Diabetic Retinal Screening services on behalf of NHSGGC, for whom a large proportion of these complaints relate - and thus much of the subsequent learning noted in this report relate to services provide in sites outwith West Dunbartonshire.

| NHSGGC Complaints Policy | | WDC Complaints Policy | |
|----------------------------|-----------|--------------------------|-----------|
| MSK Physiotherapy | 19 | Older People Residential | 7 |
| Diabetic Retinal Screening | 3 | Children's Services | 16 |
| Mental Health Services | 6 | Older People Services | 2 |
| Community Care Services | 2 | Learning Disability | 3 |
| Children's Services | 1 | Mental Health | 3 |
| | | Community Care Finance | 1 |
| | | Community Care | 4 |
| | | Care at Home | 4 |
| Total | 31 | | 40 |

3. What this means for WDCHCP:

Robust internal management processes ensure that complaints received are managed timeously and any learning from these are shared across relevant services. The following tables provide a summary of individual complaints and any actions plus learning identified where this is relevant.

| Complaint | Service | Complaint subject | Learning |
|------------------|--------------------------|-------------------------------|---|
| WDC | | | |
| SW1 | Older People Residential | Quality of service | Better communication between staff, and a review of staff training. |
| SW2 | Older People Residential | Failure to provide service | Nil |
| SW3 | Children's Services | Employee attitude | Nil |
| SW4 | Children's Services | Employee attitude | Nil |
| SW5 | Older People Residential | Quality of Service | Nil |
| SW6 | Children's Services | Bias or unfair discrimination | Nil |
| SW7 | Children's Services | Employee attitude | Nil |
| SW8 | Older People Services | Failure to provide service | Developinh a patient and family information pack. |
| SW9 | Learning Disability | Failure to provide service | Nil |
| SW10 | Children's Services | Failure to provide service | Staff discussions to reinforce that information logged on the system is completed fully to avoid non activation of referrals. |
| SW11 | Mental Health | No smoking policy | Nil |
| SW12 | Older People Residential | Employee attitude | Nil |
| SW13 | Learning Disability | Employee attitude | Nil |
| SW14 | Children's Services | Failure to provide service | Meeting with staff to re-iterate the importance of corresponding with clients making referrals, and outcomes of referrals. |
| SW15 | Older People Residential | Other | Care plan updated and review of areas within home where dogs are allowed. |
| SW16 | Community Care Finance | Other | Nil |
| SW17 | Children's Services | Other | Apology made; staff discussion reinforcing that all concerns taken seriously. |
| SW18 | Children's Services | Other | A review of CareFirst observations and a review of CarePlan. |

| Complaint | Service | Complaint subject | Learning |
|------------------|--------------------------|-------------------------------|--|
| SW19 | Older People Residential | Other | Nil |
| SW20 | Mental Health | Quality of service | Nil |
| SW21 | Older People Residential | Failure to provide service | Nil |
| SW22 | Community Care | Employee attitude | Nil |
| SW23 | Care at Home | Failure to provide service | Nil |
| SW24 | Older People Services | Failure to provide service | Improved system to be implemented for information sharing between teams. |
| SW25 | Children's Services | Failure to provide service | Nil |
| SW26 | Community Care | Administrative delay | Nil |
| SW27 | Learning Disability | Employee attitude | Review of signage in car park. |
| SW28 | Children's Services | Failure to provide service | Ensuring local compliance with procedure. |
| SW29 | Mental Health | Quality of service | Nil |
| SW30 | Children's Services | Failure to provide service | Ongoing |
| SW31 | Care at Home | Failure to provide service | Staff reminded of the importance of accurate scheduling for cover. Additional checks will also now be made on public holidays. |
| SW32 | Community Care | Bias or unfair discrimination | Ongoing |
| SW33 | Children's Services | Quality of service | Meeting staff to reinforce appropriate parking, and respect of residents. |
| SW34 | Children's Services | Quality of service | Nil |
| SW35 | Children's Services | Employee attitude | Ongoing |
| SW36 | Care at Home | Employee attitude | Staff reminded of the importance of updating support plans. |
| SW37 | Community Care | Failure to provide service | Ongoing |
| SW38 | Children's Services | Quality of service | Ongoing |
| SW39 | Children's Services | Employee attitude | Ongoing |
| SW40 | Care at Home | Failure to provide service | Ongoing |
| NHS GGC | | | |
| WD 12 04 | MSK | Appointment arrangements | Nil |
| WD 12 05 | MSK | Waiting times | Issue resolved |

| Complaint | Service | Complaint subject | Learning |
|------------------|------------------------|--------------------------|--|
| WD 12 07 | Community Care | Appointment arrangements | Treatment room appointment arrangements reviewed |
| WD 12 08 | MSK | Staff attitude | Nil |
| WD 12 09 | MSK | Appointment arrangements | Nil |
| WD 12 10 | DRS | Staff attitude | Individual learning, not systemic learning |
| WD 12 11 | MSK | Referral arrangements | Nil |
| WD 12 12 | MSK | Referral arrangements | Nil |
| WD 12 13 | DRS | Appointment late | Nil |
| WD 12 14 | Mental health services | Tribunal arrangements | Nil |
| WD 12 15 | MSK | Treatment | Individual learning, not systemic learning |
| WD 12 16 | MSK | Waiting times | Issue resolved |
| WD 12 17 | MSK | Communication | Individual learning, not systemic learning |
| WD 12 18 | Community Care | Treatment | Nil |
| WD 12 19 | MSK | Service access | Nil |
| WD 12 20 | MSK | Treatment | Individual learning, not systemic learning |
| WD 12 22 | MSK | Service access | Service under review |
| WD 12 23 | MSK | Appointment arrangements | Individual learning, not systemic learning |
| WD 12 24 | Mental health services | Clinical management | Nil |
| WD 12 25 | Mental health services | Staff attitude | Individual learning, not systemic learning |
| WD 12 26 | MSK | Appointment arrangements | Postal service arrangements reviewed |
| WD 12 27 | DRS | Staff attitude | Individual learning, not systemic learning |
| WD 12 28 | MSK | Waiting times | Issue resolved |
| WD 12 29 | MSK | Treatment | Individual learning, not systemic learning |
| WD 12 30 | MSK | Waiting times | Issue resolved |
| WD 12 31 | MSK | Waiting times | Issue resolved |
| WD 12 32 | MSK | Waiting times | Issue resolved |
| WD 13 01 | Mental health services | Treatment | Nil |
| WD 13 03 | Children's services | Staff attitude | Not concluded |
| WD 13 04 | Mental health services | Treatment | Nil |

NB. WD 12 06, 12 21 & 13 02 are not classified as formal complaints and are not included within this table.

