

## Appendix B

### Patient and Carer Feedback

#### Objective:

The purpose of this report is to provide Hillingdon Council's External Services Scrutiny Committee information in relation to the volume and nature of complaints received by Central and North West London NHS Foundation Trust (CNWL) and whether these complaints have received a response and whether or not the issues arising in the complaints have been addressed (as well as identifying how these issues were addressed).

#### Introduction:

The Trust recently published an annual review of feedback received (Complaints and Compliments during 2015-16.

Following the implementation of the Datix system for recording patient feedback across the Trust, the volume of patient and carer feedback recorded across the Trust increased throughout the year culminating in Q4. We have seen a 25% increase in the number of compliments received across the Trust following a focused drive to improve our recording of positive feedback.

#### Volume of Feedback Received:

Overall, we have received 8% more feedback this year, largely driven by **an increase in compliments**. In 2015/16, we received **527** complaints, **1723** compliments and **716** concerns/comments/enquiries across all our services. We analyse the rate of feedback per 1,000 patients.

Specifically in Hillingdon:

Borough/Directorate	No. of Complaints	Complaints per 1000 Patients*	Compliments per 1000 Patients
Hillingdon Mental Health Services	68	3.6	3.3
Hillingdon Community Health Services	36	0.4	3.5

The Trust upheld or partly upheld 48% of complaints, slightly higher than last year's figure of 45% and shows we are listening to and learning from complaints. This figure is in line with the national NHS figure (46%) reported by the Health and Social Care Information Centre (HSCIC) in 2015.

#### Response Times:

We met the response deadline for 100% of our complaints in Q4. Our performance on response times has increased year on year, a weekly monitoring system is in place to help drive up performance. See Table 1. We have had no breaches in response times since November 2015 and, overall, we responded to 92% of complaints on time across 2015/16. This is a significant improvement on performance in previous years.

**Table 1 Performance: Complaints responded to on time:**

2012/13	2013/14	2014/15	2015/16
40%	57%	84%	92%

### What our Complaints are telling us:

A **thematic review** of all complaints received across the Trust in 2015/16 revealed the following issues underpinning our complaints. When we looked at these across our Mental Health, Community services and Specialist services the top three issues were the same. These are the same themes as last year and track the national picture (HSCIC 2015).

- **Communication** with patients and carers – this can be an issue during care and treatment and also during the complaint response.
- **Lack of involvement** of patients and carers in their care and treatment.
- **Staff attitude** – staff not displaying the characteristics patients & carers value.
- Patients not satisfied with the **Care and Treatment** being provided.

Services have the detail behind the themes based on deep dive reviews and through the year have been taking action.

### Complaints to the Parliamentary and Health Service Ombudsman's Office:

In 2015/16, eight CNWL complaints across the entire Trust were referred to the Parliamentary & Health Service Ombudsman's Office, the same number as the previous year. Of the cases referred this year, one was upheld, one partly upheld, one not upheld, one was withdrawn and four are still under investigation.

### How are we doing in so far in 2016-17?

In quarter 1 2016-17 we have received the following

No of complainants		Q4	Q3	Q2	Q1
	in Q1				
16-17					
Hillingdon - Community	6	9	9	12	6
Hillingdon - Mental Health	18	10	17	23	18

Themes are similar to 2015-16

## What are our plans for 2016-17?

Issue	Our Response
<b>Patients and carers know how to feedback</b>	We've made it easy for teams to access posters and leaflets and are co-producing a new ' <b>How to Feedback</b> ' leaflet with patients and carers to be launched in Q2.
<b>Better communication and involvement</b>	We have established a <b>Patient and Carer Complaints Reference Group</b> and are taking forward Patient and Carer Involvement issue as a Quality Priority for 2016/17.
<b>Improving the quality of our complaint responses</b>	We have made this a key component of our Complaints Training programme from Q2. We are conducting regular Complainant Satisfaction surveys and sharing this learning. The Chief Executive's Office is auditing complaints responses for quality.
<b>Ensure actions taken/lessons learnt recorded and shared.</b>	We have completed our first audit of actions taken / lesson learned on Datix and we are sharing this with Divisions. This is an integral part of our Complaints Management Training and Datix training.
<b>Improving Communication with our Patients</b>	We are rolling out the HelloMyNamels... initiative across the Trust and improving engagement and communication with patients/carers is an integral part of our Complaints Training programme that will be co-designed with patients and carers
<b>Reinforcing the positive experiences that many of our service users and patients receive</b>	We will build on our success in driving up the recording of compliments in 2015/16 and ensure that all staff record any concerns that they deal with informally. We will highlight and share the positive feedback we receive, for example, promoting the staff characteristics that our patients and carers value - compassion, respect, understanding, listening, and involving - to improve <b>staff attitude</b> .

**Graeme Caul**  
**Borough Director Hillingdon Community Services**

**August 2016**