

Agenda Item:

8

Dorset Health Scrutiny Committee

Dorset County Council



Date of Meeting	8 September 2015
Officer	Director for Adult and Community Services
Subject of Report	Help with NHS Complaints Annual Report, April 2014 to March 2015
Executive Summary	<p>Dorset Advocacy has been commissioned to deliver independent complaints advocacy (NHS Services) across the Boroughs of Bournemouth, Poole and the County of Dorset. Dorset Advocacy delivers the service with three Independent Complaints officers and three advocates.</p> <p>This report sets out the number of referrals received in the year April 2014 to March 2015, the source and nature of the complaints and the outcomes achieved with or on behalf of the individuals involved.</p>
Impact Assessment: <i>Please refer to the protocol for writing reports.</i>	Equalities Impact Assessment: Not applicable.
	Use of Evidence: Report provided by Dorset Advocacy.
	Budget: Not applicable.
	Risk Assessment: Having considered the risks associated with this decision using the

	<p>County Council's approved risk management methodology, the level of risk has been identified as: Current Risk: HIGH/MEDIUM/LOW (Delete as appropriate) Residual Risk HIGH/MEDIUM/LOW (Delete as appropriate)</p>
	<p>Other Implications: None.</p>
<p>Recommendation</p>	<p>The Committee notes and comments on the content of report and the complaints profile.</p>
<p>Reason for Recommendation</p>	<p>The work of the Committee contributes to the County Council's aim to protect and improve the health, wellbeing and safeguarding of Dorset's citizens.</p>
<p>Appendices</p>	<p>1 Dorset Advocacy – Help with NHS Complaints Advocacy Bournemouth, Poole and Dorset, 1 April 2014 to 31 March 2015</p>
<p>Background Papers</p>	<p>None.</p>
<p>Report Originator and Contact</p>	<p>Name: Ann Harris, Health Partnerships Officer Tel: 01305 224388 Email: a.p.harris@dorsetcc.gov.uk</p>



Dorset Advocacy

Help with NHS Complaints Advocacy Bournemouth, Poole and Dorset

1 April 2014 to 31 March 2015

Introduction

Dorset Advocacy has been commissioned to deliver independent complaints advocacy (NHS Services) across the Boroughs of Bournemouth, Poole and the County of Dorset. Dorset Advocacy delivers the service with 3 Independent Complaints officers and 3 advocates.

Referrals during the year

Total referrals during the year were as follows:

Referrals in period	No.
Help with NHS Complaints	289
Accepted	268
Accepted	268
Not Accepted	21
In dispute	1
Ineligible - no advocacy need	5
Ineligible - no capacity in project	1
Ineligible - outside area	2
Ineligible - outside of needs group	4
Referral discontinued	8
Grand Total	289

The monthly pattern of referrals was as follows:

Referrals by month	No.
Help with NHS Complaints	268
Jan	23
Feb	24
Mar	13
Apr	28
May	22
Jun	25
Jul	19
Aug	20
Sep	18
Oct	26
Nov	31
Dec	19
Grand Total	268

Below are tables that identify who has made referrals to the service, and how the person heard about the Help with NHS Complaints service. It is clear that there is still considerable work needed to raise the profile of the complaints service; There has been a steady increase during the year to 17 referrals heard of the service via GP's and 12 via Healthwatch. The 85 referrals from other NHS sources is an area we need to spend further work evaluating what these areas cover. Unfortunately with only 7 referrals were received from the CAB. Dorset Advocacy is continuing to develop its

working partnership with Healthwatch and will look with the CAB at how the links can be strengthened to ensure there is a clear plan to share information and utilise the referrals process effectively.

Referred by	No.
Help with NHS Complaints	289
DA staff	1
DOLS office Dorset	1
Dorset ACSD	1
Dorset County Hosp	1
Dorset Police	1
Family (other)	33
Family Carer	50
GP Practice	1
NHS Staff (other)	2
Other	1
Other service	7
Poole SSD	1
Self referral	189
Grand Total	289

These referrers heard about the schemes from the following information sources:

How heard of service	No.
Help with NHS Complaints	289
Advocacy Organisation	2
CAB	7
DA Leaflet	16
DA past involvement	1
DA previous support	26
DA Staff/Vol	7
DA Website	9
Family or friend	6
GP surgery	17
Healthwatch	12
Internet Search	28
Local authority information	8
Local authority personnel	1
NHS Personnel (other)	85
Other	33
Other voluntary organisation	19
Press article	2
Solicitor	7
Support/Care provider	3
Grand Total	289

Demographic information for new referrals

The following demographic information was recorded for new referrals:

Row Labels	No.
Help with NHS Complaints	289
Female	159
5-14	3
15-24	5
25-34	12
35-44	12
45-54	20
55-64	23
65-74	25
75-84	21
85-94	12
95-105	1
Not recorded	25
Male	130
15-24	7
25-34	4
35-44	18
45-54	17
55-64	17
65-74	22
75-84	17
85-94	13
95-105	1
Not recorded	14
Grand Total	289

Gender of persons	No.
Help with NHS Complaints	289
Female	159
Male	130
Grand Total	289

Home district of person	No.
Help with NHS Complaints	289
Bournemouth	72
Bournemouth	72
Christchurch	15
Christchurch	15
East Dorset	20
Ferndown	6
Verwood	2
Wimborne	12
New Forest	1
Lymington	1
North Dorset	21
Blandford Forum	9
Gillingham	2
Shaftesbury	10
Poole	47
Broadstone	2
Poole	44
Wimborne	1
Purbeck	15
Poole	4
Swanage	5
wareham	6
South Somerset	1
Bruton	1
West Dorset	36
Beaminster	3
Bridport	10
Dorchester	13
Dorset	1
Lyme Regis	2
Sherborne	5
Tolpuddle	1
(blank)	1
Weymouth and Portland	32
Portland	6
Weymouth	26
Wiltshire	1
Shaftesbury	1
(blank)	28
Dorset	1
Lincolnshire	1
(blank)	26
Grand Total	289

Ethnicity	No.
Help with NHS Complaints	289
Any other Asian background	1
Any other Black background	1
Any Other Ethnic Group	5
Any other White background	12
Asian/Asian British Indian	2
Black/Black British Caribbean	1
Black/Black British/African	1
Do not wish to declare	41
Mixed Ethnicity White and Black African	1
Mixed Ethnicity White and Black Caribbean	1
White British	218
White Irish	5
Grand Total	289

Total casework in period

The following total cases were open during the period:

Total cases in period	No.
Help with NHS Complaints	362
Grand Total	362

The following total hours of casework were recorded by Independent Advocates and Complaints Officers:

Case hours worked	Total hours
Help with NHS Complaints	2259.75
Paid	2258.75
Volunteer	1.00
Grand Total	2259.75

These hours represent 35% of available staff time. It is likely that there was some under-recording of time in the first part of the year, due to implementation of the new database. We will monitor this figure carefully in the coming months.

Cases continued to be completed through the year, ensuring that capacity for new work was maintained. Reasons for case closure were as follows:

Reasons for case closure	no.
Help with NHS Complaints	234
Casework successfully completed	128
Further progress impossible/very unlikely	33
Now Ineligible	13
Other	19
Person deceased	3
Person has moved away	1
Person no longer needs advocacy	37
Grand Total	234

Key Issues and Outcomes, Measures and Performance Indicators

The following table evidences the types of services complained about.

Service complained about	No.
CCG	13
Community Hospital	8
Dentist	13
DHUFT	12
Dorset County Hospital	36
GP Practice	61
Mental Health Provision	9
NHS England	6
Out of area service	7
Pharmacy	2
Poole General Hospital	34
Prison Service	7
Private Providers	5
Public Health	3
Royal Bournemouth Hospital	35
Salisbury Hospital	3
Southampton General Hospital	1
St Annes Hospital	6
SW Ambulance Service	7
Yeovil District Hospital	2
Grand Total	270

Complaints related to the following health issues:

Health issue involved	No.
A&E	16
Acute Care/EMU	1
Ambulance Service	5
Cancer Services	17
Cardiology	7
Community Hospital	4
Community Nursing	3
Complaint not re: health issue	25
Continuing Healthcare	5
Day Surgery	1
Dementia	1
Dental Services	14
Diabetes	5
Ears Nose and Throat	2
Gastroenterology	8
GP Surgery	41
Health Visitor	1
Inpatient Care	12
Maternity	4
Medical	2
Neurology	1
Obstetrics & Gynaecology	5
Ophthalmology	1
Orthopaedics	14
Other	24
Out of Hours	6
Outpatients	1
Paediatrics	1
Palliative Care	2
Pathology	1
Pharmacy	1
Physiotherapy	5
Psychiatry	8
Radiography	1
Rehabilitation	5
Renal Medicine	2
Surgical	17
Urology	1
(blank)	
Grand Total	270

The types of complaint were as follows:

Type of complaint	No.
Access to Information	6
Admissions	2
Aids and appliances	7
Appointments	6
Booking Service	2
Care Assessments	1
Complaint Handling	6
Confidentiality/Privacy	2
Co-ordination of Services	8
Customer Service/Staff Attitude	27
Diagnosis/misdiagnosis	55
Dignity/Respect	9
Discharge/After care	16
Failure to follow procedures/guidelines	13
Food/Hydration	3
Inability to access treatment	35
Indifference	8
Lack of Communication	6
Lack of services	2
Medicines Management	7
Mental Health	8
Other	21
Pain Management	2
Records Management	3
Referrals	2
Safeguarding/Abuse	4
Staffing Levels	1
Transport	2
Waiting Times (18+ weeks)	5
Waiting Times (Other)	1
(blank)	
Grand Total	270

The majority of complaints came from the acute settings. The single highest number of complaints were made about GP practices, these totalled 65. The key issue identified during this period is that of diagnosis/misdiagnosis being a key reason for which complaints were received, with a total of 55. Complaints about cancer services, which show an increase, were 17. These issues together equal over 50% of all issues during the year. Healthwatch is engaged with us to collate data. We are also aware that Healthwatch have already carried out extensive work within the acute settings and this is another clear area for us to work together to ensure improvements are made.

Outcomes supported

The following issues were identified by people we helped at the start of the advocacy role:

General and Specific Issue Addressed	No.
Help with NHS Complaints	113
Financial Wellbeing	1
Other	1
Formal Complaint/Legal Matter	100
NHS complaint	100
Human Rights	1
Right to family life	1
Improve or maintain Mobility	1
Access mobility aids	1
Physical Wellbeing	8
Able to improve fitness	1
Access to treatment	5
Other	2
Psychological Wellbeing	2
Change treatment	1
Other	1
Grand Total	113

Against these issues, the following outcomes were achieved with support from an advocate:

Outcomes	No.
Help with NHS Complaints	113
Financial Wellbeing	1
Other	1
DOLS varied	1
Formal Complaint/Legal Matter	100
NHS complaint	100
Complaint not upheld	7
Complaint upheld	48
Complaint upheld with award	2
Discontinued by advocate	2
Discontinued by person	41
Human Rights	1
Right to family life	1
Discontinued by person	1
Improve or maintain Mobility	1
Access mobility aids	1
Outcome achieved in full	1
Physical Wellbeing	8
Able to improve fitness	1

Outcome achieved in full	1
Access to treatment	5
Discontinued by person	1
Outcome achieved in full	3
Outcome not achieved	1
Other	2
Discontinued by person	1
Outcome not achieved	1
Psychological Wellbeing	2
Change treatment	1
Outcome achieved in part	1
Other	1
Outcome achieved in part	1
Grand Total	113

We are delighted to report that in 50% of all these cases, the person’s complaint, made with the support of their advocate, was upheld. We believe this figure evidences the ongoing need for, and success of, the service.

The Independent Complaints Advocacy Services (Health Services) actively seeks feedback from service users to improve services

Compliments about the advocacy service received for the period were as follows:

1. Thank you for helping. Partner feeling a lot better now with new surgery and is able to make more decisions on her own. She thanked me very much for all my assistance.
2. I must say that without your support I would not have had the mental strength to battle through.

There were no complaints received during this quarter.

Future Development of the Help with NHS Complaints service in financial year 2015-16

In the third year of the contract it will be necessary to reflect on outcomes we have seen, and to pursue the opportunities to share practice with some of those we have identified who look to us for support in improving their services.

Healthwatch Dorset and Dorset Advocacy need to work together to identify and scope some work to ensure our roles complement each other.

Dorset Advocacy continues to develop a calendar of events across Dorset, Bournemouth and Poole to raise awareness and develop partnerships with specific groups. One area is working with the Learning Disability Partnership Board to raise the profile of the project and to look at how we can support the increase in complaints from this group. We are also discussing how we can work with the Dorset Mental Health Forum supporting those with mental health issues. We are regularly visiting GP practices to ensure they hold our leaflets and using libraries and other community groups to make information available.

M Pochin
Operations Director