

HVCCG Patient feedback

Complaints and Patient Advice and Liaison Service (PALS) Figures: 2021/2022

The Patient Experience Team manages complaints, Patient Advice and Liaison (PALs) queries and compliments from service users, MPs, and members of the community. The team also responds to requests from the Parliamentary Health Service Ombudsman (PHSO) for information relating to complaints the CCG have led on.

This report provides details of contacts received between 1 April 2021 and 31 March 2022.

Compliments

1 compliment were received during 2021/22 in HVCCG. A compliment was received for the transport drivers was very helpful and caring. All compliments received are shared with the relevant teams and named individuals.

PALS

A total of 184 contacts were received in 2021/22. This is higher than the contacts received the previous year 2020/2021 which was 147. The following table shows the queries received by quarter.

	Q1	Q2	Q3	Q4	TOTAL
PALS Received	48	36	50	41	184

Top 3 themes for PALS received at this time were related to Covid-19 vaccination enquiries, Primary Care and Medicine optimising team.

Primary Care (45) – Lack of face-to-face appointments, lack of appointments available and telephones not being answered in the surgery.

Pharmacy and Medicines Optimisation Team (PMOT)(44) - Shared Care agreement guidelines, requests for Freestyle Glucose Monitoring equipment, and not happy with having to buy over the counter medications.

Covid Vaccination Team (39) – Advise on location, not happy with location of vaccination site, guidance on how to book appointments and 119 has not been set up correctly to accommodate immunosuppressed patients for their booster.

MP Queries

There were 25 MP queries 32% (8) of this was related to CHC funding including IFR.

Top Three Themes for MP queries

CHC Funding including IFR (8): disappointment of how funding is awarded and general questions around CHC process.

PMOT (4): prescription management for pouches for patient on dialysis, insulin pump and the use of Sativex prescription.

Mental Health (3): limited access into mental health service when required urgently.

Formal Complaints

A total of 140 formal complaints was received in HVCCG in 2021/2022. 52 complaints were dealt by HVCCG, and a further 88 complaints was co-ordinated to providers by HVCCG.

Complaints to HVCCG

	Q1	Q2	Q3	Q4	TOTAL
Complaints	33	55	17	35	140

Complaints by Providers Top Five

Organisation	Number of complaints
WHHT	19
Connect Health	16
Enhanced Gynaecological Service	5
CHEC	4
Communitas	4

Top Five Themes from Formal Complaints

West Herts Training Hospital (WHHT) (19): Service requires improvement, prescriptions not given and poor discharge back into community.

Connect (16): Long wait times when telephoning for appointments, lack of appointments availabilities, not happy with outcome from Connect and overall patient not happy to be referred to Connect.

Enhanced Gynaecological Service (5): Service and communication, and long waiting for appointments to arrive.

Community Health Eye Care (CHEC) (5): Not happy with outcome and prescriptions not given.

Communitas (4): unhappy with being discharged from service and unhappy with service of care given.

Complaint Outcomes

In the last reporting year, the CCG focussed on improving the complaints processes and complaint's function. We ensured we became more proactive with supporting complainants by follow up calls to establish clear facts and support the individuals in the process. We have increased resilience within the team by ensuring there is cross cover between the patient safety and patient experience teams. We have also worked closer with our CHC team to define a more coordinated approach to our more complex complainants. And we have also adopted MDT method with providers and primary care for effective care and response to patients with complex needs.

Going forward into the coming year, the focus will be on ensuring our functions, policies and processes are aligned with our fellow CCGs across Hertfordshire and West Essex as we move into the ICB as well as ensuring appropriate collection of demographic data from complainants and patients as part of the wider health inequalities workstream.

Priorities for 2022/23

ACTION	HOW WILL IT BE ACHIEVED?	TIMEFRAME
<p>To ensure patient feedback processes are aligned across the three 3 CCGs as Hertfordshire and West Essex Integrated Care Board (ICB) from 1st July 2022</p>	<ul style="list-style-type: none"> • Align patient feedback processes across the team including the development of Standard Operation Procedures (SOPs) • Develop an ICB Patient Feedback policy • Develop SOPs to gather protected characteristics and ethnicity data sensitively from complainants/concerns. • Develop SOPs to gather feedback from patients/other enquirers regarding their experience of the ICB Patient Experience Team process and the handling of their query. • To ensure the Datix system is aligned • To explore aligning telephone systems 	<p>2022/23</p>
<p>Share lessons learnt from Complaints</p>	<ul style="list-style-type: none"> • To begin recording lessons learnt and changes to practice in Datix for ICB learning. • Reflection sessions for team development to improve the quality of formal responses. • To ensure team wellbeing is in place, staff are supported and have opportunity to reflect on cases. 	<p>2022/23</p>
<p>To ensure timescales are adhered to for complaint responses.</p>	<ul style="list-style-type: none"> • To ensure regular auditing of open cases and discussions with the team 	<p>2022/23</p>