

HSCM Complaints report for April – June 2021 (Quarter 1 2021/22)

Complaints closed in Quarter 1

A total of 19 complaints were closed during Quarter 1, these are outlined below.

Some of these were cross service complaints, with some involvement of HSCM services

| | Fully upheld: Complaint is accepted | Partially upheld: Complaint is partly accepted | Not upheld: Complaint is not accepted | Total |
|--|--|---|--|-----------|
| Community Hospital Nursing | 0 | 1 | 0 | 1 |
| Community Nursing | 2 | 0 | 4 | 6 |
| GMED | 5 | 1 | 1 | 7 |
| Mental Health - Adult Mental Health | 0 | 0 | 1 | 1 |
| Community Care –Assessment | 0 | 1 | 1 | 2 |
| Community Care – Self-Directed Support | 0 | 1 | 0 | 1 |
| Community Care - Process/ Procedure | 1 | 0 | 0 | 1 |
| Total | 8 | 4 | 7 | 19 |

HSCM/Local Authority Complaints Closed

| N = 4 | Final Response sent | %age |
|----------------|---------------------|------|
| Within 20 days | 3 | 75 |
| Within 30 days | 1 | 25 |

HSCM Joint Complaints Closed

| N = 19 | Final Response sent | %age | Final Response uploaded | %age |
|----------------------|---------------------|------|-------------------------|------|
| Within 20 days | 7 | 37 | 8 | 42 |
| Within 30 days | 3 | 16 | 5 | 27 |
| Within 40 days | 3 | 16 | 4 | 21 |
| Greater than 40 days | 6 | 31 | 2 | 12 |
| | 19 | 100 | 19 | 100 |

In 9 instances, the response from HSCM//NHS services was uploaded on average 34 days prior to the complaint being finally closed. (Range 6 – 104 days). The time in authorising and sending the final response letter incurs a delay.

Two of the biggest delays were occurred where the complaints were cross service and responses were awaited from other services.

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In one instance, the complaint was closed in 57 days, but remains open on the system (217 days) as it later went to SPSO.

Another complaint remained open on the system for a further 61 days whilst a meeting with family was arranged following receipt of the final response letter.

It is evident that complaints from NHS are not being responded within the complaints handling procedure timescales, and work is underway to identify the barriers to this, and to identify where improvements can be made. The majority of delays in closing complaints are also being incurred whilst awaiting responses from other services and in final approval of the response.