

Complaints Data (by closed complaints)Quarter 4 (01/01/23 – 31/03/2023)**Learning from complaints**

Teams and services actively review the outcomes of complaints to see where improvements can be made and learn from the feedback, with a view to reducing the number of complaints in future. The tables 1, 2, 3 and graph 1 below set out the stages the complaints were closed and what the complaint was about and what action taken.

**Table 1**

Complaints Information Extracted from Datix – Actions Taken/Outcome of complaints **closed** during Quarter 4, 2022/23

	Fully upheld: Complaint is accepted	Partially upheld: Complaint is partly accepted	Not upheld: Complaint is not accepted	Total
Access - Improvements made to service access	1	0	0	1
Action plan(s) created and instigated	0	1	0	1
Communication - Improvements in communication staff-staff or staff-patient	5	3	1	9
Education/training of staff	1	2	0	3
No action required	1	0	6	7
System - Changes to systems	2	0	0	2
Share lessons with staff/patient/public	3	1	0	4
Waiting - Review of waiting times	2	0	0	2
<b>Total</b>	<b>15</b>	<b>7</b>	<b>7</b>	<b>29*</b>

*\*this figure does not represent number of complaints closed*

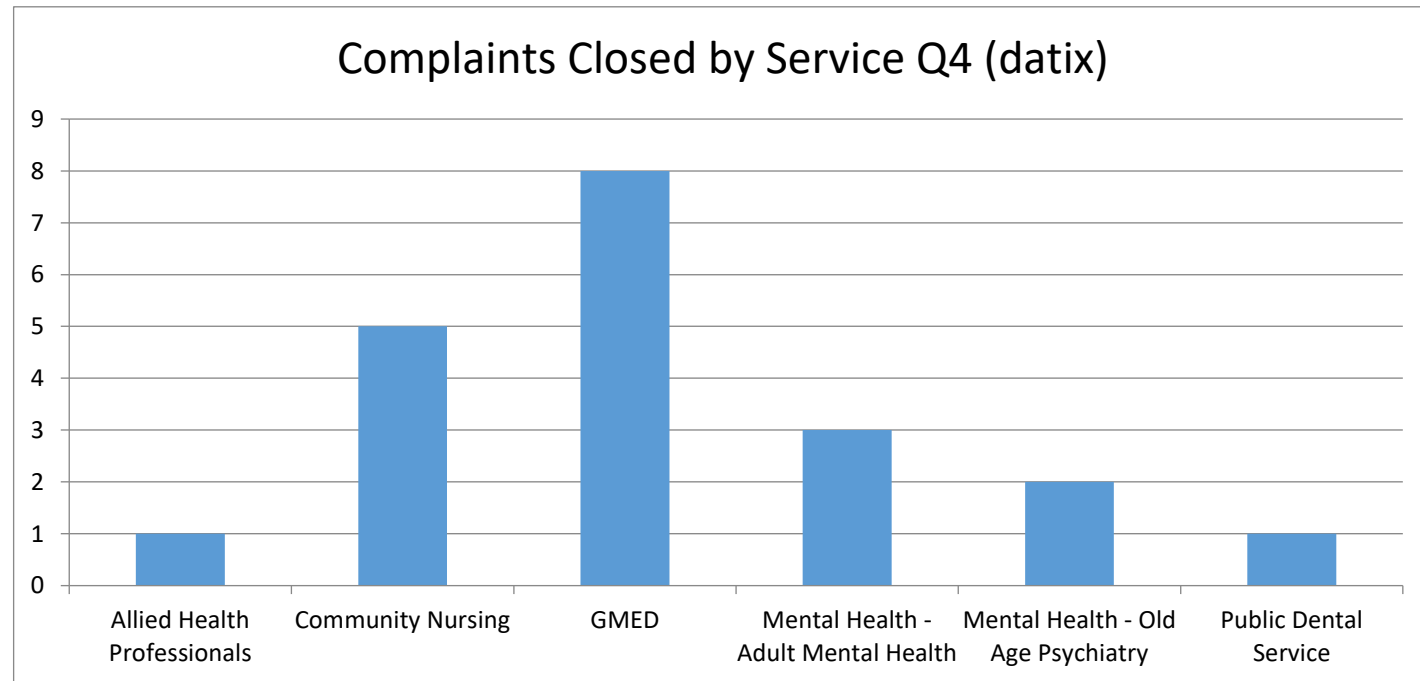
**Table 2**

Complaints Information Extracted from Lagan:

8 complaints were **closed** during Quarter 4, 2022/23.

Directorate	Department	Service	Upheld	Partially Upheld	Not Upheld	Resolution	Grand Total
Health and Social Care Moray	Health and Social Care Moray	Access Team	1	2	0	0	3
		Care at Home	1	0	0	0	1
		Community Care Finance	1	0	0	0	1
		Learning Disability	0	1	0	0	1
		Moray West	0	1	0	0	1
		Occupational Therapy	0	0	1	0	1

**Graph 1**



**Table 3**Complaints Information Extracted from Datix – Action Taken by Service (complaints **closed** during Quarter 4, 2022/23)

	Allied Health Professionals	Community Nursing	GMED	Mental Health - Adult Mental Health	Mental Health - Old Age Psychiatry	Public Dental Service	Total
Access - Improvements made to service access	0	0	0	1	0	0	1
Action plan(s) created and instigated	1	0	0	0	0	0	1
Communication - Improvements in communication staff-staff or staff-patient	0	2	4	1	2	0	9
Education/training of staff	0	0	2	1	0	0	3
No action required	0	3	3	1	0	0	7
System - Changes to systems	0	1	0	0	1	0	2
Share lessons with staff/patient/public	0	0	2	0	1	1	4
Waiting - Review of waiting times	0	0	1	0	0	0	1
<b>Total</b>	<b>1</b>	<b>6</b>	<b>12</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>28*</b>

*\*this figure does not represent number of complaints closed*

Active review of complaints through reporting and investigation is a useful tool to identify learning and improve services. Below are some of the actions and learning from recent complaints.

**Actions and Lessons Learned (datix)**

<b>Action Plan</b>	Adjustment to therapy materials provided to patients
<b>Communication</b>	Staff reminded of importance of clear communication with patients at all times
	Staff reminded of importance of accurately extracting information
<b>Education/Training</b>	Training and awareness raising for security teams
	Staff reminded of the need for timely note keeping
	Training for staff and learning around documentation and trauma informed writing

## Indicator 1 – The total number of complaints received

The sum of the number of complaints received at Stage 1 (this includes escalated complaints as they were first received at Stage 1), and the number of complaints received directly at Stage 2.

**Table 4** – Total number of complaints **received** in Quarter 4, 2022/23

System recorded	Early Resolution / Frontline	Investigation	Not Marked	Total
NHS - Datix	4 marked early resolutions	12 marked investigation	0	16
Moray Council - Lagan	6 marked frontline	2 marked investigative	1 not yet marked	9
<b>Total</b>	<b>10</b>	<b>14</b>	<b>1</b>	<b>25</b>

**Table 5** – Allocation of complaints **received** in Quarter 4, 2022/23

NHS Service - Datix	
GMED	5
Community Nursing	4
Adult Mental Health	5
Public Dental Services	1
AHP	1
<b>Total</b>	<b>16</b>

**Table 6** – Allocation of complaints **received** in Quarter 4, 2022/23

MC Service - Lagan	
Care at Home	1
Access Team	4
Occupational Therapy	1
Moray West	1
Learning Disabilities	1
Community Care Finance	1
<b>Total</b>	<b>9</b>

## Indicator 2 - The number and percentage of complaints at each stage which were closed in full within the set timescales of five and 20 working days

*The number of complaints closed in full at stage 1, stage 2 and after escalation within MCHP timescales as % of all stage 1, stage 2 and escalated complaints responded to in full*

There were **21 Complaints closed** on the NHS system Datix during Quarter 4, 2022/23 – breakdown as follows:

Early Resolution – 3

Investigation – 16

Ombudsman – 2

There were **8 Complaint closed** on the MC system Lagan during Quarter 4, 2022/23 – breakdown as follows:

Frontline – 6

Investigation – 2

No complaints were escalated

**Table 7** – number and percentage of complaints at each stage closed within timescales (based on complaints closed during Quarter 4, 2022/23)

	Frontline/Early Resolution within timescale	Investigation within timescale
NHS - Datix	1 out of 3 (33%)	2 out of 16 (13%)
Moray Council - Lagan	3 out of 6 (50%)	0 out of 2 (0%)

Whilst HSCM aim to respond to complaints within timescales this is not always achievable.

Complaints received into Datix are often multi-faceted and include more than one service across NHS Grampian and other sectors, which can impact on response times due to the level of investigation and coordination required.

## Indicator 3 - The average time in working days for a full response to complaints at each stage

**Table 8** – average time in working days to respond at stage 1, stage 2 and after escalation (based on complaints closed during Quarter 4, 2022/23)

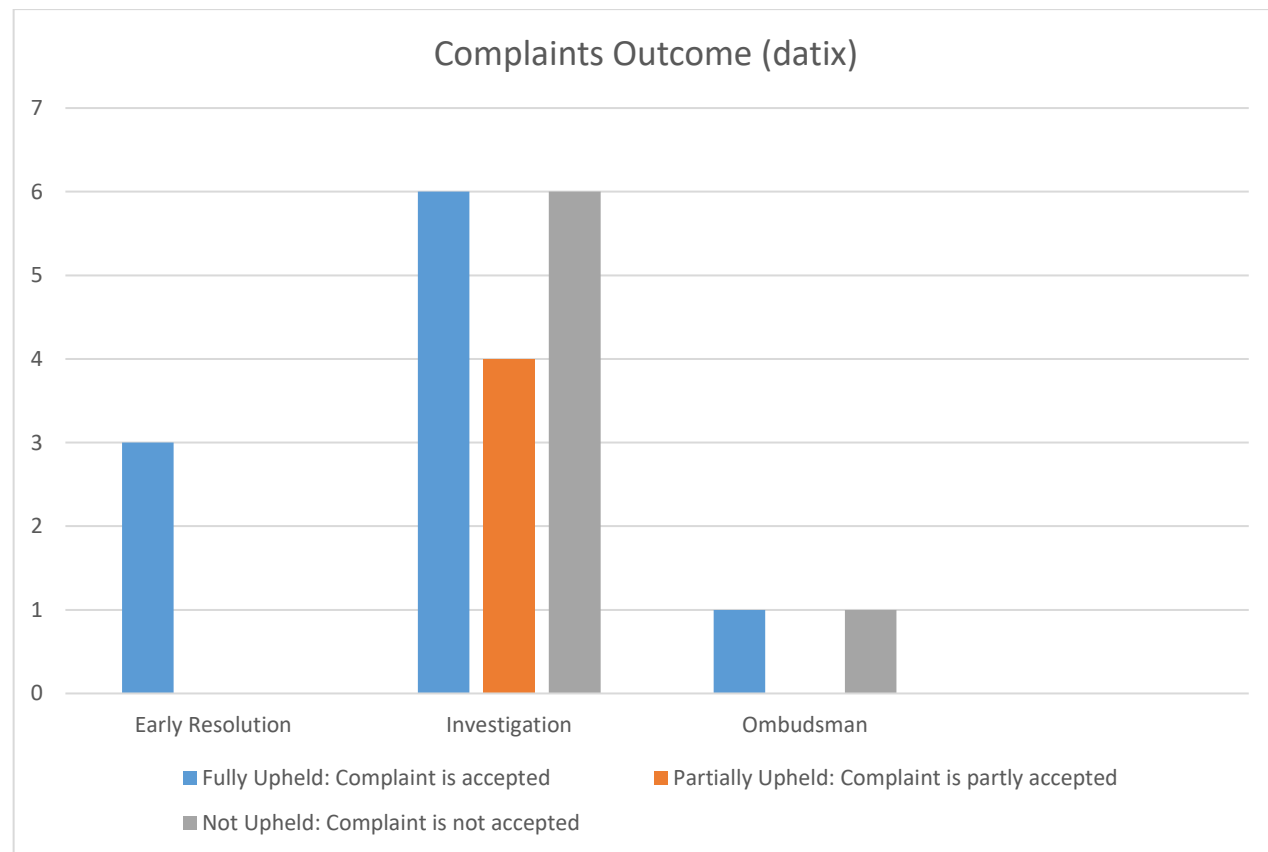
	Frontline	Investigative
NHS - Datix	4 days	69 days
Moray Council - Lagan	8 days	63 days

## Indicator 4 - The outcome of complaints at each stage

The number of complaints upheld, partially upheld, not upheld and resolved at stage 1, stage 2 and after escalation as % of all complaints closed at stage 1, stage 2 and after escalation

**Graph 2** below shows the amount of complaints fully upheld, partially upheld and not upheld as recorded in Datix during Quarter 4, 2022/23.

**From the 21 complaints closed during Quarter 4 - approximately 48% were upheld, 19% were partially upheld and 33% were not upheld**



Complaints Information Extracted from Lagan:

8 complaints were **closed** during Quarter 4, 2022/23: **38% were fully upheld, 50% partially upheld and 12% were not upheld.**

0 complaints were escalated.

**Graph 3** below shows the amount of complaints upheld, partially upheld and not upheld as recorded in Lagan from the **8 closed** complaints during Quarter 4, 2022/23.

