

Complaints Data (by closed complaints)Quarter 3 (01/10/23 – 31/12/2023)**Learning from complaints**

Teams and services actively review all forms of feedback to see where improvements can be made and share any learning.

The tables 1, 2, 3, 4, 5, 6 and graph 1 below set out the outcomes of closed complaints, what service received the complaint and any actions taken /learning.

Table 1

Complaints Information Extracted from Datix – 17 complaints were **closed** during Quarter 3, 2023/24.

Actions Taken/Outcome of complaints **closed** during Quarter 3, 2023/24:

	Fully upheld: Complaint is accepted	Partially upheld: Complaint is partly accepted	Not upheld: Complaint is not accepted	Consent not received: Consent form not received from patient	Total
Access - Improvements made to service access	2	0	0	0	2
Action plan(s) created and instigated	1	0	0	0	1
Communication - Improvements in communication staff-staff or staff-patient	1	5	0	0	6
Conduct issues addressed	1	0	0	0	1
Education/training of staff	2	1	0	0	3
No action required	0	0	7	1	8
Share lessons with staff/patient/public	1	1	0	0	2
Waiting - Review of waiting times	0	1	0	0	1
Total	8	8	7	1	24

**this figure does not represent number of complaints closed as complaints may have more than one action*

Table 2Complaints Information Extracted from Lagan: **20** complaints were **closed** during Quarter 3, 2023/24

Directorate	Department	Service	Upheld	Partially Upheld	Not Upheld	Resolution	Grand Total
Health and Social Care Moray	Children and Families and Criminal Justice	Access Team	0	1	0	1	2
		Children and Families Area Teams	2	3	1	0	6
		Fostering and Adoption and Supported Lodgings	3	1	0	0	4
		Throughcare	1	0	0	0	1
	Health and Social Care Moray	Access Team	0	1	1	0	2
		Care at Home	0	0	2	0	2
		Community Care Finance	0	0	1	0	1
		Mental Health	0	1	0	0	1
		Occupational Therapy	0	1	0	0	1

Table 3Complaints Information Extracted from Datix: **17** complaints were **closed** during Quarter 3, 2023/24

	Fully upheld: Complaint is accepted	Partially upheld: Complaint is partly accepted	Not upheld: Complaint is not accepted	Consent not received: Consent form not received from patient	Total
Allied Health Professionals	0	0	1	0	1
Community Hospital Nursing	1	0	0	0	1
Community Nursing	1	1	0	0	2
GMED	0	2	2	1	5
Mental Health - Adult Mental Health	2	2	4	0	8
Total	4	5	7	1	17

Graph 1

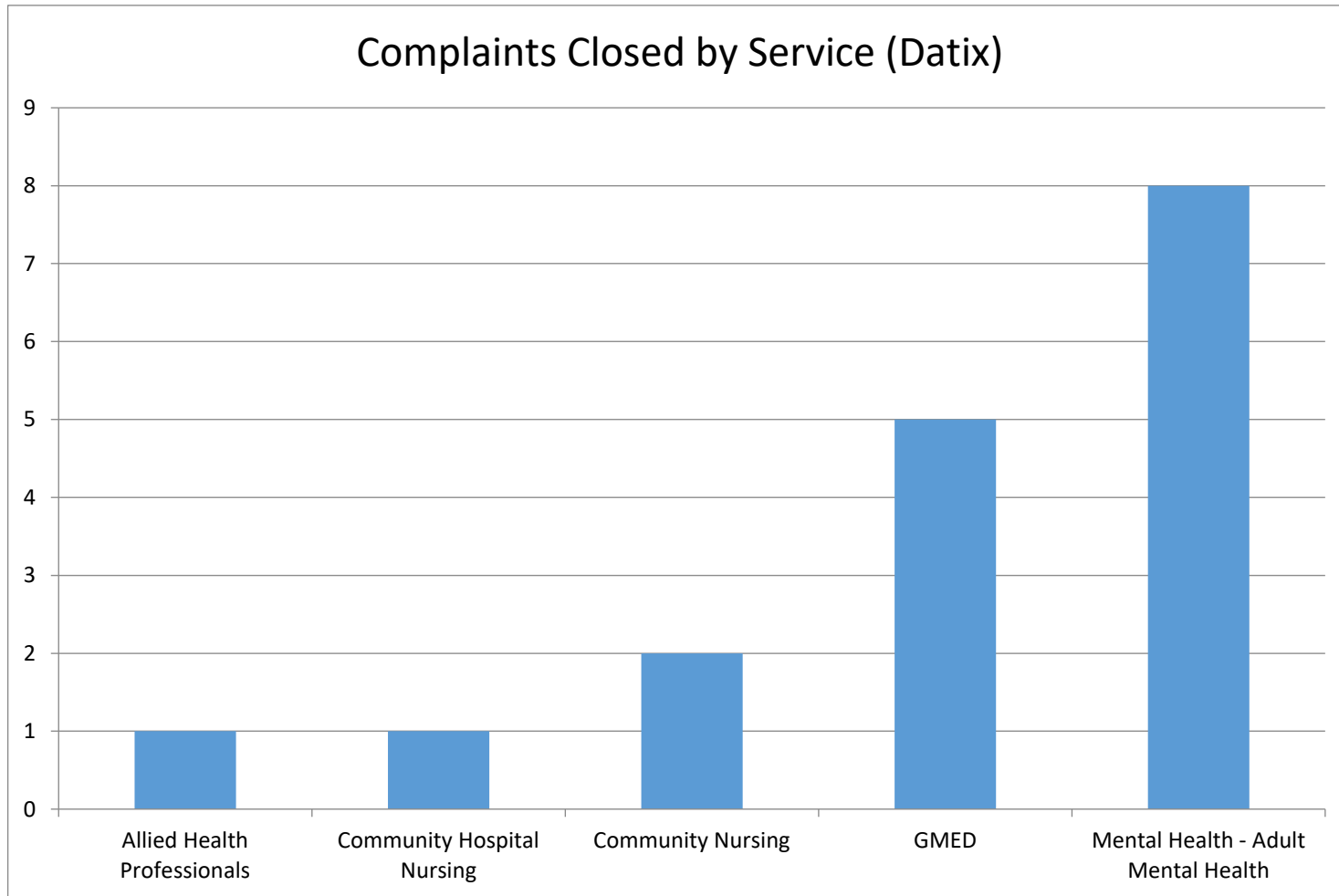


Table 4Complaints Information Extracted from Datix – Action Taken by Service (complaints **closed** during Quarter 3, 2023/24)

	Allied Health Professionals	Community Hospital Nursing	Community Nursing	GMED	Mental Health - Adult Mental Health	Total
Access - Improvements made to service access	0	0	0	0	2	2
Action plan(s) created and instigated	0	1	0	0	0	1
Communication - Improvements in communication staff-staff or staff-patient	0	1	1	2	2	6
Conduct issues addressed	0	0	1	0	0	1
Education/training of staff	0	1	1	0	1	3
No action required	1	0	0	3	4	8
Share lessons with staff/patient/public	0	1	0	0	1	2
Waiting - Review of waiting times	0	0	0	1	0	1
Total	1	4	3	6	10	24

**this figure does not represent number of complaints closed as complaints may have more than one action*

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.

Table 5

Actions and Lessons Learned (Datix)

Education/ training	Staff made aware of the importance of seeking consent for any physical help being offered to patients.
	Relaunch of Self Discharge Against Advice policy to all staff.
Communication	Learning taken regarding how staff approach difficult conversations and how patients may perceive these.
	Processes between primary and secondary care services to be reviewed.
Share Lessons	Reflection around restrictions for informal patients.

Table 6

Learning Outcomes (Lagan)

Redress	Ensure more care is taken with confidential information.
	Staff member to receive additional support / supervision for workload management / reflection.
	Communication process to be developed to help build stronger relationship between staff member and client.
Revision	Staff member to receive further training in relation to Initial Referral Discussion procedures.
	Training opportunities to be discussed with staff.
	A review of processes within the team have been carried out, particularly around timescales and sharing of information within timescales.
Reinforcement	OT team to complete necessary paperwork to initiate a process.

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 7 – Total number of complaints received in Quarter 3, 2023/24

System recorded	Early Resolution / Frontline	Investigation	Not Marked	Total
NHS - Datix	0 marked early resolution ***	16 marked investigation	0	16
Moray Council - Lagan	4 marked frontline	15 marked investigative	7 not yet marked	26
Total	4	31	7	42

*** 13 out of 16 complaints received by NHS were suitable for early resolution (ER) but current stage is not ER

Table 8 – Allocation of complaints received in Quarter 3, 2023/24

NHS Service - Datix	
GMED	7
Community Hospital Nursing	1
Adult Mental Health	6
Vaccination Transformation Programme	1
Primary Care	1
Total	16

Table 9 – Allocation of complaints received in Quarter 3, 2023/24

MC Service - Lagan		
Children and Families and Criminal Justice	Fostering and Adoption and Supported Lodgings	7
	Children and Families Area Teams	6
	Access Team	2
Health and Social Care Moray	Care at Home	4
	Access Team	3
	Occupational Therapy	1
	Community Care Finance	1
	Mental Health	2
Total		26

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 **17 Complaints closed** on the NHS system Datix during Quarter 3, 2023/24 – breakdown as follows:

Early Resolution – 0

Investigation – 16

SPSO – 1

There were **20 Complaints closed** on the MC system Lagan during Quarter 3, 2023/24 – breakdown as follows:

Frontline – 4

Investigation – 11

Escalated Investigative – 5

Table 10 – number and percentage of complaints at each stage closed within timescales (**based on complaints closed during Quarter 3, 2023/24**)

	Frontline/Early Resolution within timescale	Investigation within timescale
NHS - Datix	N/A	1 out of 16 (6%)
Moray Council - Lagan	0 out of 4 (0%)	0 out of 11 (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 11 – *average time in working days to respond at stage 1, stage 2 and after escalation (based on complaints closed during Quarter 3, 2023/24)*

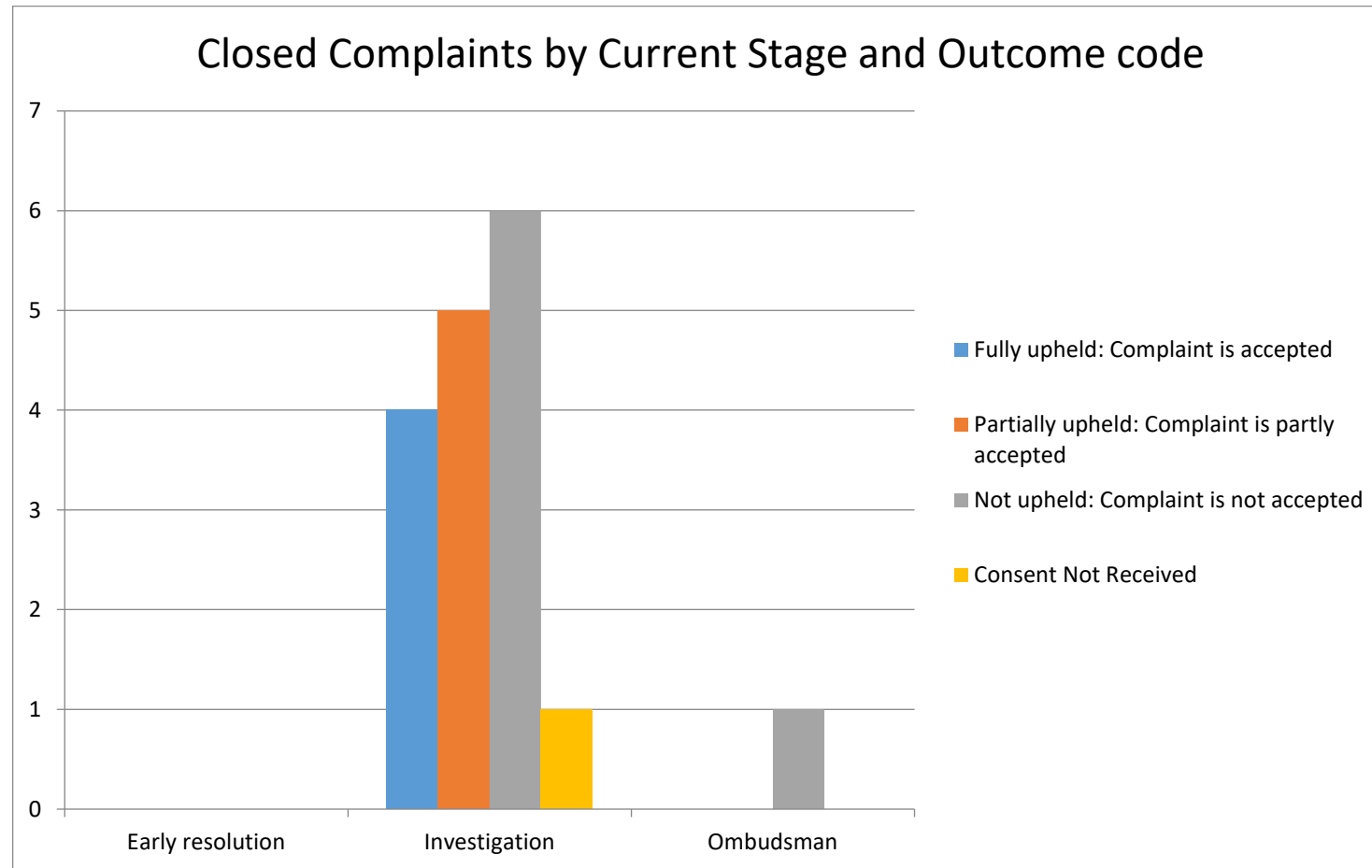
	Frontline	Investigative
NHS - Datix	N/A	43 days
Moray Council - Lagan	19 days	40 days

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 number of complaints fully upheld, partially upheld and not upheld as recorded in Datix during Quarter 3, 2023/24.

17 complaints were closed during Quarter 3: 1 was closed due to no consent – from the remaining 16 closed complaints 25% were upheld, 31% were partially upheld and 44% were not upheld



Complaints Information Extracted from Lagan:

20 complaints were **closed** during Quarter 3, 2023/24: **approx. 30% were fully upheld, 40% partially upheld, 25% were not upheld and 5% were resolved.**

Graph 3 below shows the amount of complaints upheld, partially upheld and not upheld as recorded in Lagan from the **20 closed** complaints during Quarter 3, 2023/24.

