

Complaints Data (by closed complaints)Quarter 3 (01/10/22 – 31/12/2022)**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 3, 2022/23

	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
Action plan(s) created and instigated	1	0	0	0	1
Communication - Improvements in communication staff-staff or staff-patient	9	3	1	0	13
Education/training of staff	2	0	0	0	2
No action required	0	0	10	2	11
Risk issues identified and passed on	2	0	0	0	2
Share lessons with staff/patient/public	5	0	0	0	5
Waiting - Review of waiting times	2	0	0	0	2
<b>Total</b>	<b>21</b>	<b>3</b>	<b>11</b>	<b>2</b>	<b>37*</b>

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

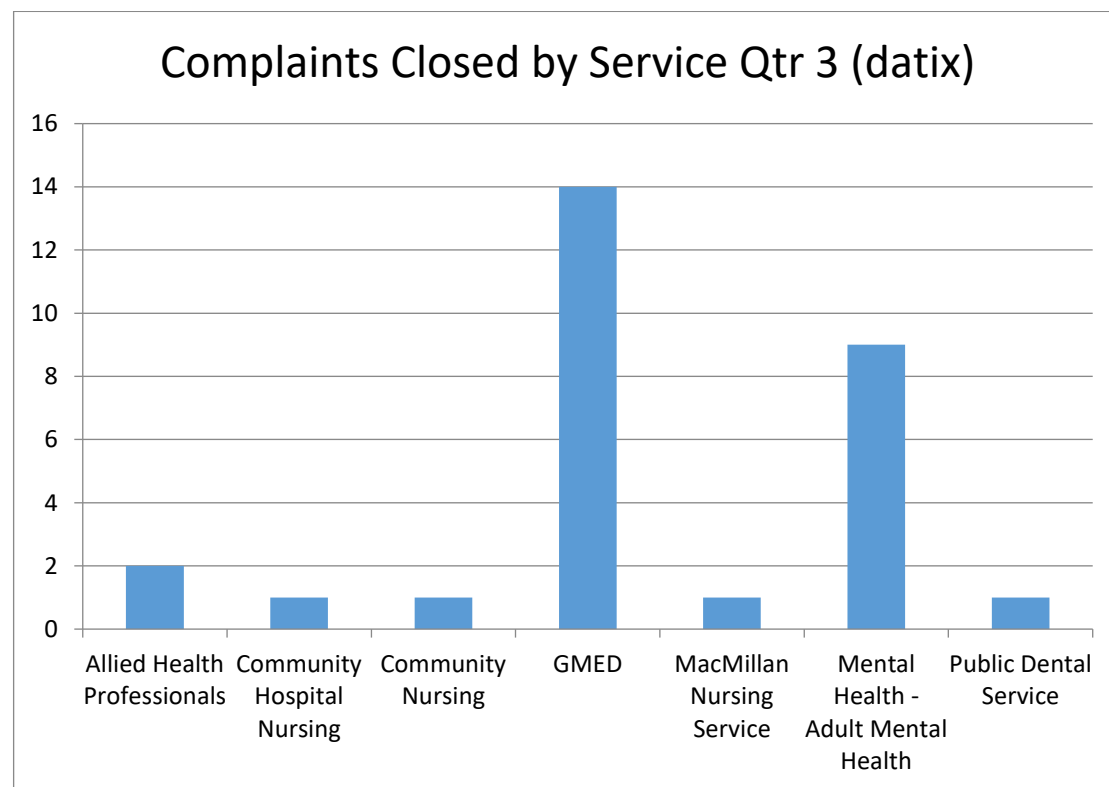
**Table 2**

Complaints Information Extracted from Lagan:

6 complaints were **closed** during Quarter 3, 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	0	1	0	0	1
		Care at Home	0	0	1	0	1
		Drug and Alcohol	0	0	1	0	1
		Occupational Therapy	0	1	1	0	2
		TMC Specialist Unit	0	1	0	0	1

**Graph 1**



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

	Allied Health Professionals	Community Hospital Nursing	Community Nursing	GMED	MacMillan Nursing Service	Mental Health - Adult Mental Health	Public Dental Service	Total
Action plan(s) created and instigated	0	0	0	0	0	1	0	1
Communication - Improvements in communication staff-staff or staff-patient	0	1	1	7	1	3	0	13
Education/training of staff	0	0	0	1	0	1	0	2
No action required	1	0	0	5	0	5	1	11
Risk issues identified and passed on	0	0	0	2	0	0	0	2
Share lessons with staff/patient/public	0	1	0	4	0	0	0	5
Waiting - Review of waiting times	0	0	0	2	0	0	0	2
<b>Total</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>21</b>	<b>1</b>	<b>10</b>	<b>1</b>	<b>37*</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>	Work with colleagues across Grampian with aim of standardising a Grampian wide pathway for ADHD diagnosis and treatment.
<b>Communication</b>	Staff reminded of the important of using official NHS Grampian publications for checking the opening hours of contractors.
	Review and improve protocol for call management
<b>Education/Training</b>	Telephone call handling training and support given to staff
	Staff reminded of the need for timely note keeping

### **Learning Outcome (lagan)**

- Ensure policies and procedures are reviewed and that managers support staff to undertake particular training to improve service delivery

## 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 3, 2022/23

System recorded	Early Resolution / Frontline	Investigation	Not Marked	Total
NHS - Datix	3 marked early resolutions	17 marked investigation	0	20
Moray Council - Lagan	2 marked frontline	1 marked investigative	1 not yet marked	4
Total	5	18	1	24

**Table 5** – Allocation of complaints **received** in Quarter 3, 2022/23

NHS Service - Datix	
GMED	8
Community Nursing	2
AHP	3
Adult Mental Health	7
Total	20

**Table 6** – Allocation of complaints **received** in Quarter 3, 2022/23

MC Service - Lagan	
Drug & Alcohol	1
Occupational Therapy	1
Access Team	2
Total	4

## 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 **30 Complaints closed** on the NHS system Datix during Quarter 3, 2022/23 – breakdown as follows:

Early Resolution – 3

Investigation – 26 (2 were closed as consent not received, 1 closed as duplicate record)

Ombudsman – 1

There were **6 Complaint closed** on the MC system Lagan during Quarter 3, 2022/23 – breakdown as follows:

Frontline – 3

Investigation – 3

No complaints were escalated

**Table 7** – number and percentage of complaints at each stage closed within timescales **(based on complaints closed during Quarter 3, 2022/23)**

	Frontline/Early Resolution within timescale	Investigation within timescale
NHS - Datix	3 out of 3 (100%)	2 out of 23 (8.7%)
Moray Council - Lagan	0 out of 3 (0%)	2 out of 3 (66.7%)

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 3, 2022/23)

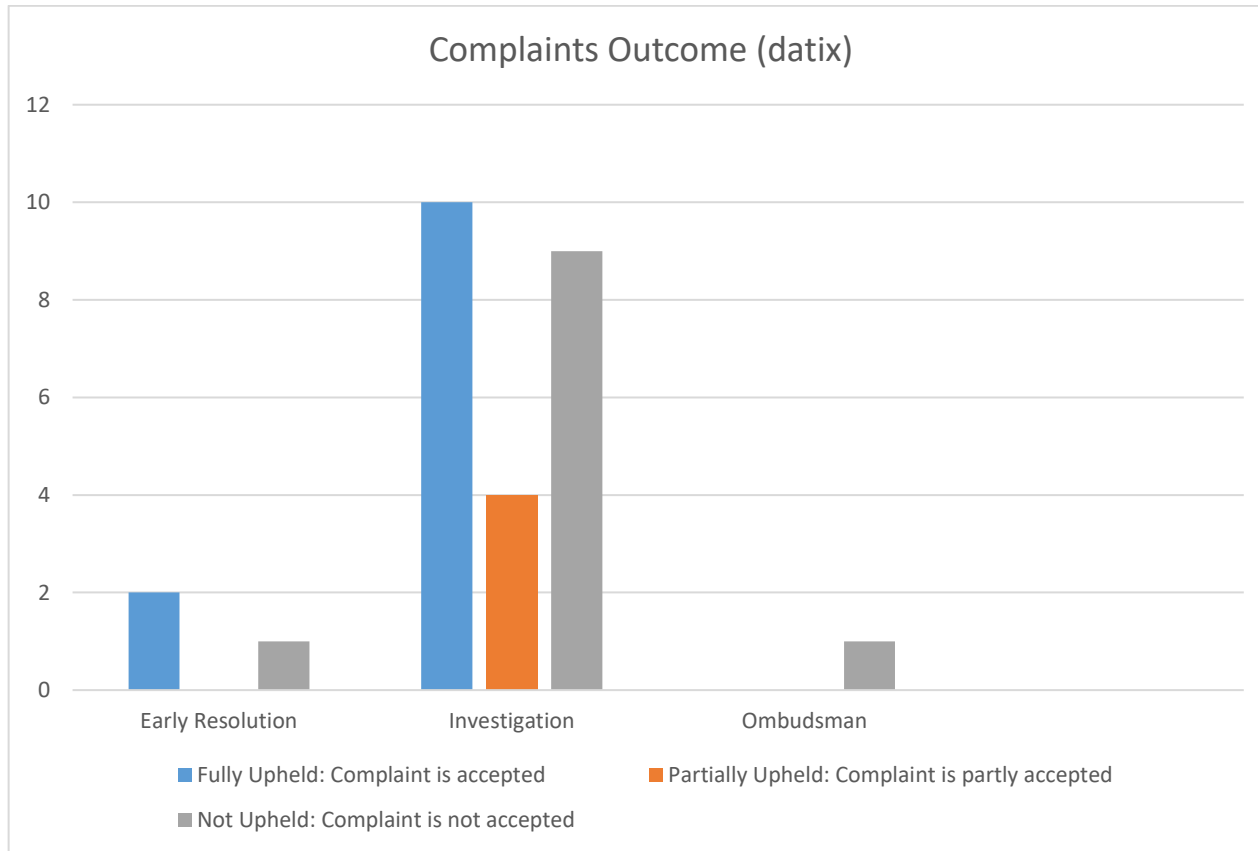
	Frontline	Investigative
NHS - Datix	1 days	44 days
Moray Council - Lagan	9 days	20 days

## 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 3, 2022/23. Out of 30 closed complaints on the system, 1 was a duplicate and 2 consent was not received.

**From the remaining 27 complaints closed during Quarter 3 - approximately 44% were upheld, 15% were partially upheld and 41% were not upheld**



Complaints Information Extracted from Lagan:

6 complaints were **closed** during Quarter 3, 2022/23: **50% were partially upheld and 50% were not upheld.**

There were 0 Fully Upheld complaints. 0 complaints were escalated.

**Graph 3** below shows the amount of complaints upheld, partially upheld and not upheld as recorded in Lagan from the **6 closed** complaints during Quarter 3, 2022/23.

