Complaints Data (by closed complaints)

Quarter 1 (01/04/23 – 30/06/2023)

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 – 13 complaints were **closed** during Quarter 1, 2023/24.

Actions Taken/Outcome of complaints **closed** during Quarter 1, 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
Action plan(s) created and instigated	1	0	0	0	1
Communication - Improvements in communication staff-staff or staff-patient	3	3	0	0	6
Education/training of staff	2	0	0	0	2
No action required	0	0	5	1	6
System - Changes to systems	1	1	0	0	2
Share lessons with staff/patient/public	0	1	0	0	1
Total	7	5	5	1	*18

*this figure does not represent number of complaints close

Table 2

Complaints Information Extracted from Lagan: 21 complaints were **closed** during Quarter 1, 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	1	0	0	1	**2**
		Children and Families Area Teams	1	2	4	1	**8**
		Criminal Justice	0	0	1	0	**1**
		Fostering and Adoption and Supported Lodgings	1	0	0	1	**2**
		Reviewing Team	1	0	0	0	**1**
	Health and Social Care Moray	Access Team	1	0	0	0	**1**
		Care at Home	0	1	1	0	**2**
		Community Care Finance	0	0	1	0	**1**
		Day Care	0	1	0	0	**1**
		Learning Disability	0	1	0	0	**1**
		Occupational Therapy	0	0	1	0	**1**

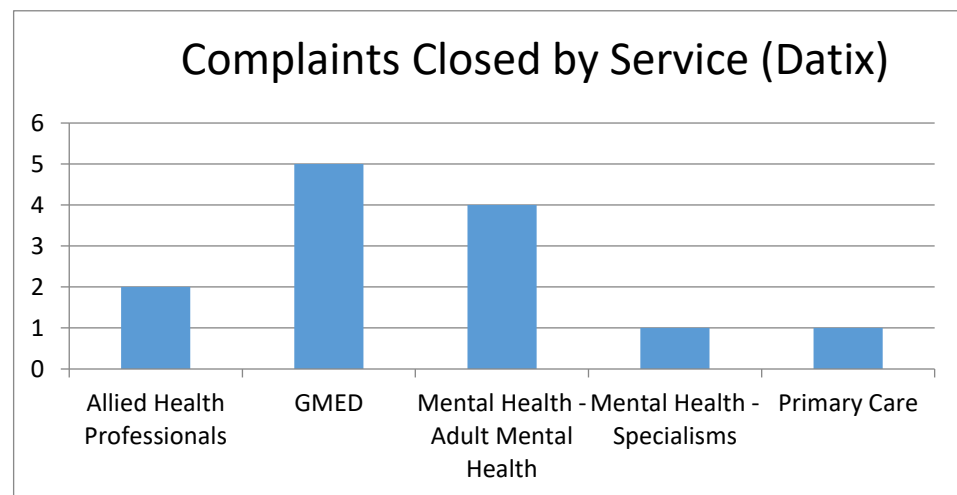**Graph 1**

Complaints Closed by Service (Datix)

Table 3

Complaints Information Extracted from Datix – Action Taken by Service (complaints **closed** during Quarter 1, 2023/24)

	Allied Health Professionals	GMED	Mental Health - Adult Mental Health	Mental Health - Specialisms	Primary Care	Total
Action plan(s) created and instigated	1	0	0	0	0	1
Communication - Improvements in communication staff-staff or staff-patient	2	2	1	0	1	6
Education/training of staff	1	0	0	0	1	2
No action required	0	3	3	0	0	6
System - Changes to systems	1	0	0	1	0	2
Share lessons with staff/patient/public	0	0	1	0	0	1
Total	5	5	5	1	2	*18

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)

Communication	Communication process review between NHSG and Community Pharmacies
	Further promotion to advise members of public to telephone or complete an e-consult form to arrange appointment for Forres Health and Care Centre
Education/Training	Staff signposted to relevant NHS training materials to refresh knowledge
	Reiterating guidance to all teams around checking names and addresses prior to sending correspondence

Learning Outcomes (Lagan)

Education/Training	Staff reminded of importance of considering parental views and concerns when care planning
	Staff reminded to think carefully about the words used and statements made
Process /Procedure	Staff reminded of the importance of engaging with parents at all stages
	Answerphone message to re-recorded to ensure it is clearer
	Reflective learning sessions to be held
	Review of team processes to ensure improvements around information being available in a timely manner

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 1, 2023/24

System recorded	Early Resolution / Frontline	Investigation	Not Marked	Total
NHS - Datix	**1** marked early resolution	**13** marked investigation	**0**	**14**
Moray Council - Lagan	**9** marked frontline	**4** marked investigative	**4** not yet marked	**17**
Total	**10**	**17**	**4**	**31**

Table 5 – Allocation of complaints **received** in Quarter 1, 2023/24

NHS Service - Datix	
GMED	5
Community Nursing	2
Adult Mental Health	2
AHP	2
CTAC	2
Total	**13**

Table 6 – Allocation of complaints **received** in Quarter 1, 2023/24

MC Service - Lagan		
Children and Families and Criminal Justice	Fostering and Adoption and Supported Lodgings	3
	Children and Families Area Teams	4
	Reviewing Team	1
	Access Team	1
	Criminal Justice	1
Health and Social Care Moray	Moray East	1
	Care at Home	2
	Day Care	1
	Access Team	1
	Occupational Therapy	1
	Learning Disability	1
Total		**17**

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 **13 Complaints closed** on the NHS system Datix during Quarter 1, 2023/24 – breakdown as follows:

Early Resolution – 2

Investigation – 10

SPSO – 1

There were **21 Complaints closed** on the MC system Lagan during Quarter 1, 2023/24 – breakdown as follows:

Frontline – 13

Investigation – 8

Escalated Investigative – 1

Table 7 – number and percentage of complaints at each stage closed within timescales **(based on complaints closed during Quarter 1, 2023/24)**

	Frontline/Early Resolution within timescale	Investigation within timescale
NHS - Datix	1 out of 2 (50%)	2 out of 10 (20%)
Moray Council - Lagan	6 out of 13 (46%)	3 out of 8 (42%)

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 1, 2023/24)**

	Frontline	Investigative
NHS - Datix	14 days	42 days
Moray Council - Lagan	10 days	99 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 1, 2023/24.

13 complaints were closed during Quarter 1: one was closed due to no consent – from the remaining 12 closed complaints 25% were upheld, 33% were partially upheld and 42% were not upheld
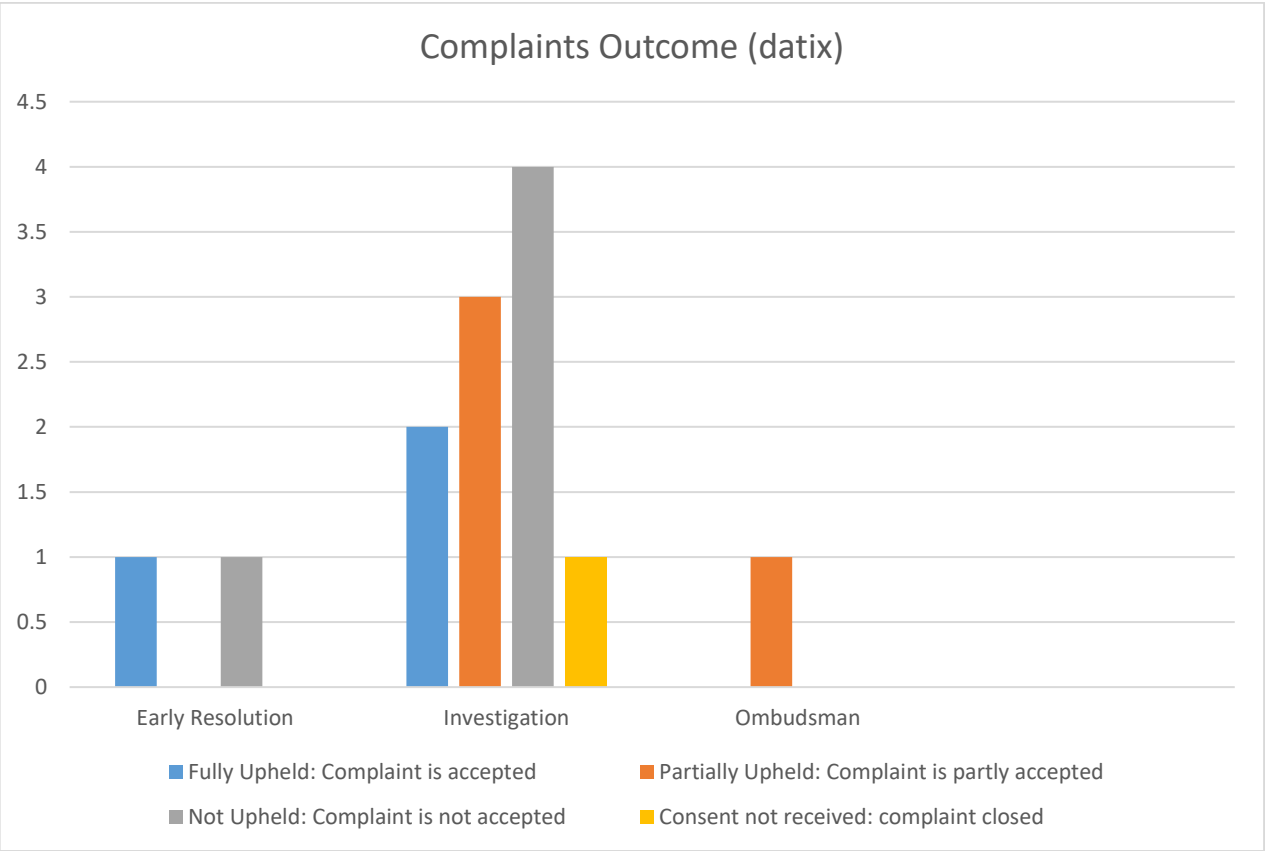
Complaints Information Extracted from Lagan:

21 complaints were **closed** during Quarter 1, 2023/24: **24% were fully upheld, 24% partially upheld, 38% were not upheld and 14% were resolved.**

Graph 3 below shows the amount of complaints upheld, partially upheld and not upheld as recorded in Lagan from the **21 closed** complaints during Quarter 1, 2023/24.