

Complaints Data (by closed complaints)Quarter 2 (01/07/23 – 30/09/2023)**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 – 25 complaints were **closed** during Quarter 2, 2023/24.

Actions Taken/Outcome of complaints **closed** during Quarter 2, 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	No value	Total
Access - Improvements made to service access	1	1	0	0	0	2
Action plan(s) created and instigated	0	1	0	0	0	1
Communication - Improvements in communication staff-staff or staff-patient	4	6	0	0	0	10
Education/training of staff	2	0	0	0	0	2
No action required	0	0	6	1	0	7
System - Changes to systems	0	1	0	0	0	1
Share lessons with staff/patient/public	0	1	1	0	0	2
Waiting - Review of waiting times	2	0	0	0	0	2
No value **	0	1	0	1	0	2
Total	9	11	7	2	0	29*

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

***no action required*

Table 2

Complaints Information Extracted from Lagan: **9** complaints were **closed** during Quarter 2, 2023/24

Directorate	Department	Service	Upheld	Partially Upheld	Not Upheld	Resolution	Grand Total
Health and Social Care Moray	Children and Families and Criminal Justice	Children and Families Area Teams	1	1	1	0	3
		Criminal Justice	0	0	0	1	1
		Reviewing Team	0	0	0	1	1
	Health and Social Care Moray	Access Team	1	1	0	0	2
		Care at Home	0	0	2	0	2

Table 3

Complaints Information Extracted from Datix: **25** complaints were **closed** during Quarter 2, 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	2	0	0	2
Community Nursing	1	0	0	0	1
General Practice	0	0	1	0	1
GMED	3	4	1	1	9
MacMillan Nursing Service	1	0	0	0	1
Mental Health - Adult Mental Health	2	2	2	1	7
Mental Health - Old Age Psychiatry	0	0	1	0	1
Mental Health - Specialisms	0	0	1	0	1
Primary Care	0	0	1	0	1
Community Hospital	0	1	0	0	1
Total	7	9	7	2	25

Graph 1

Complaints and Feedback by Service (Datix)

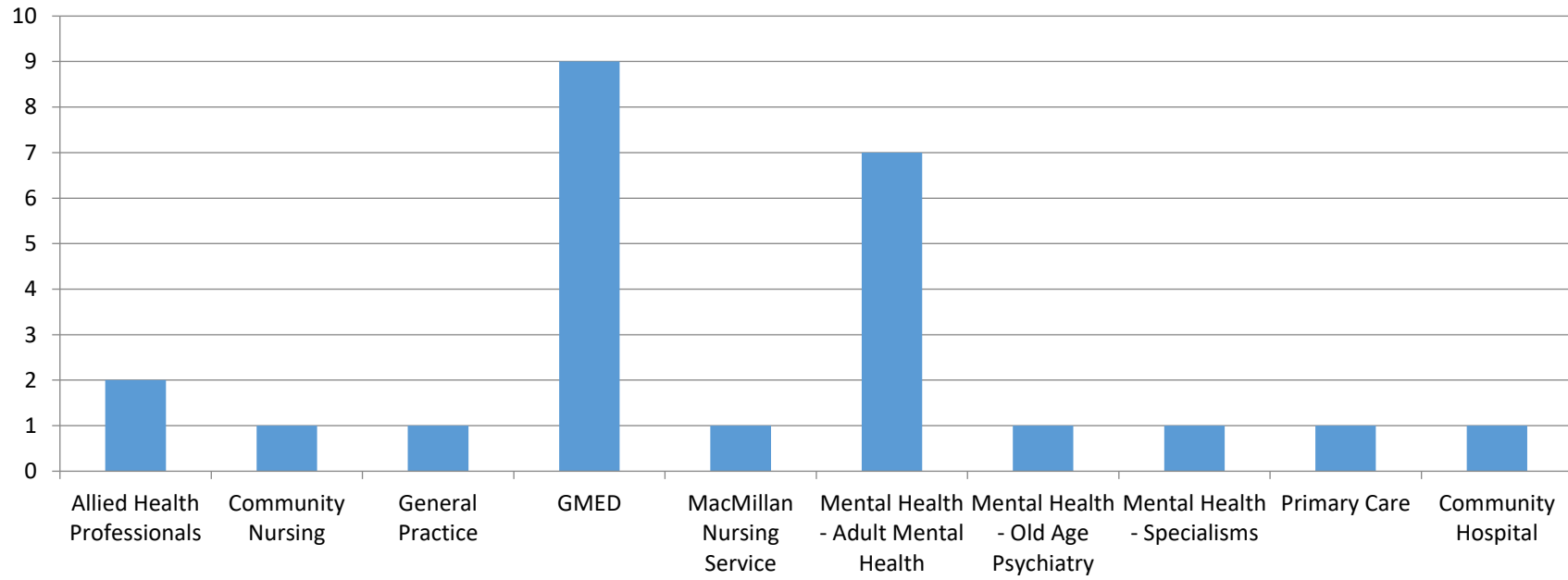


Table 4Complaints Information Extracted from Datix – Action Taken by Service (complaints **closed** during Quarter 2, 2023/24)

	Allied Health Professionals	Community Nursing	General Practice	GMED	MacMillan Nursing Service	Mental Health - Adult Mental Health	Mental Health - Old Age Psychiatry	Mental Health - Specialisms	Primary Care	No value	Total
Access - Improvements made to service access	0	0	0	1	0	1	0	0	0	0	2
Action plan(s) created and instigated	1	0	0	0	0	0	0	0	0	0	1
Communication - Improvements in communication staff-staff or staff-patient	0	1	0	5	1	2	0	0	0	1	10
Education/training of staff	0	0	0	2	0	0	0	0	0	0	2
No action required	0	0	0	1	0	3	1	1	1	0	7
System - Changes to systems	0	0	0	1	0	0	0	0	0	0	1
Share lessons with staff/patient/public	0	0	1	1	0	0	0	0	0	0	2
Waiting - Review of waiting times	0	0	0	1	0	1	0	0	0	0	2
No value**	1	0	0	1	0	0	0	0	0	0	2
Total	2	1	1	13	1	7	1	1	1	1	29*

this figure does not represent number of complaints closed as complaints may have more than one action**no action required*

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	Signposting staff to relevant training materials to refresh knowledge
	Teams discussed need for timely note keeping
Communication/Reflection	Staff to reflect on consultation manner
Communication	Further promotion of use of e-consult forms
Access / Process Review	Review of triage protocol

Table 6

Learning Outcomes (Lagan)

Redress	General reminder to staff that when in virtual meetings with clients they should not speak to someone else who is also in the room
	Reminder to teams to ensure correspondence details for families are up to date and correct
Revision	Review of process to allow identification / reporting of difficulties to be done earlier.
	MDT arranged to ensure coordinated approach
	Team to review current processes for inviting parents and family to ensure that future action is taken if no response
Reinforcement	Clear guidance across agencies regarding information sharing and referring.

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 2, 2023/24

System recorded	Early Resolution / Frontline	Investigation	Not Marked	Total
NHS - Datix	2 marked early resolution	19 marked investigation	0	21
Moray Council - Lagan	4 marked frontline	9 marked investigative	3 not yet marked	16
Total	6	28	3	37

Table 8 – Allocation of complaints **received** in Quarter 2, 2023/24

NHS Service - Datix	
GMED	6
Community Nursing	2
Adult Mental Health	10
AHP	2
Primary Care	1
Total	21

Table 9 – Allocation of complaints **received** in Quarter 2, 2023/24

MC Service - Lagan		
Children and Families and Criminal Justice	Fostering and Adoption and Supported Lodgings	1
	Children and Families Area Teams	6
	Reviewing Team	1
	Access Team	2
	Criminal Justice	1
	Throughcare	1
Health and Social Care Moray	Care at Home	4
Total		16

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 **25 Complaints closed** on the NHS system Datix during Quarter 2, 2023/24 – breakdown as follows:

Early Resolution – 2

Investigation – 21

SPSO – 2

There were **9 Complaints closed** on the MC system Lagan during Quarter 2, 2023/24 – breakdown as follows:

Frontline – 4

Investigation – 4

Escalated Investigative – 1

Table 10 – number and percentage of complaints at each stage closed within timescales **(based on complaints closed during Quarter 2, 2023/24)**

	Frontline/Early Resolution within timescale	Investigation within timescale
NHS - Datix	2 out of 2 (100%)	5 out of 21 (24%)
Moray Council - Lagan	0 out of 4 (0%)	2 out of 4 (50%)

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 2, 2023/24)

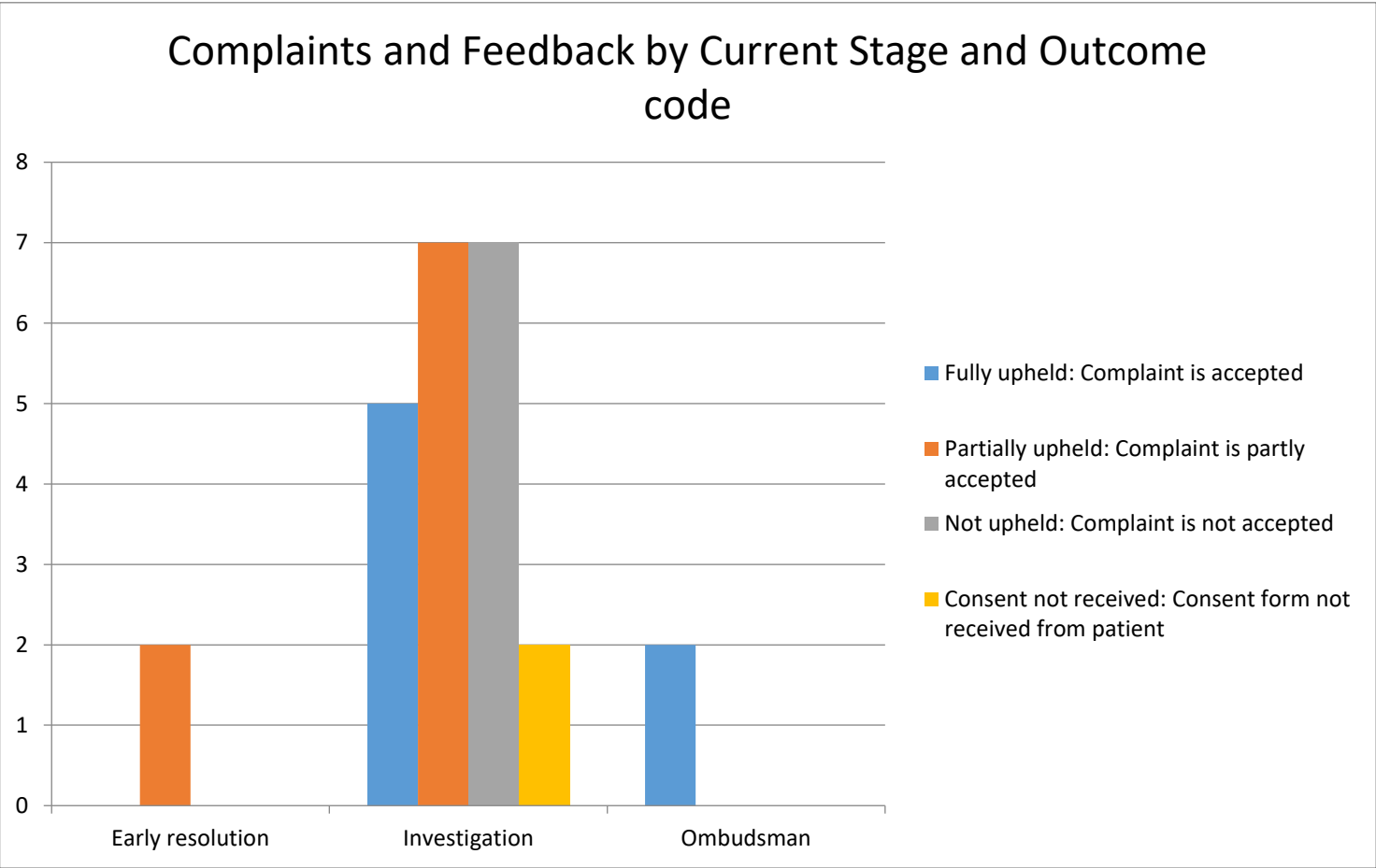
	Frontline	Investigative
NHS - Datix	3 days	54 days
Moray Council - Lagan	18 days	15 days

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 2, 2023/24.

25 complaints were closed during Quarter 2: 2 were closed due to no consent – from the remaining 23 closed complaints 30.5% were upheld, 39% were partially upheld and 30.5% were not upheld



Complaints Information Extracted from Lagan:

9 complaints were **closed** during Quarter 2, 2023/24: **approx. 22% were fully upheld, 22% partially upheld, 33% were not upheld and 22% were resolved.**

Graph 3 below shows the amount of complaints upheld, partially upheld and not upheld as recorded in Lagan from the **9 closed** complaints during Quarter 2, 2023/24.

