

**Complaints Summary - Quarter 4****Complaints recorded on Datix Q4 2018/19**

Recording system	Service	Upheld	Partially Upheld	Not Upheld	Not Coded*	Total
NHS	GMED	2	2	8	4	16
	Mental Health – Adult Health	0	0	0	3	3
	Allied Health Professionals	0	0	0	2	2
	Community Nursing	0	0	0	1	1
	Multi-Disciplinary	0	1	0	0	2
	<b>Total</b>	<b>2</b>	<b>3</b>	<b>8</b>	<b>11</b>	<b>24</b>

**Upheld**

Quarter	Type of complaint	Number received	Outcome
4	Clinical care and treatment	1	<ul style="list-style-type: none"> <li>Written apology- early resolution. Staffing issue resolved</li> <li>Written apology, and improvements in staff to staff and staff to patient communication identified and implemented.</li> <li></li> </ul>
	Communication	1	

**Partially Upheld**

Quarter	Type of complaint	Number received	Outcome
4	Communication and clinical care and treatment.	3	<ul style="list-style-type: none"> <li>Apology for waiting time to be seen. Advised they had received appropriate care. (x2)</li> <li>Explanation of reasoning for pathway of care implemented. Identified and apologised for communication breakdown.</li> </ul>

**Complaints recorded on Moray Council System**

	<b>Total</b>
<b>Complaints Received</b>	7
<b>Complaints Closed</b>	6

<b>Directorate</b>	<b>Department</b>	<b>Service</b>	<b>Upheld</b>	<b>Partially Upheld</b>	<b>Not Upheld</b>	<b>Not Coded</b>	<b>Grand Total</b>
Education and Social Care	Community Care	Community Care Finance	0	0	1	0	1
		Community Care - Head of Service	2	0	2	0	4
		Learning Disability	0	2	1	0	3
		Specialist Units	0	1	0	0	1
		Unknown				1	1
<b>TOTALS</b>			<b>2</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>10</b>

**Upheld**

<b>Quarter</b>	<b>Type of complaint</b>	<b>Number received</b>	<b>Outcome</b>
4	Complaint Against Staff	1	Reallocation of care. Investigation into best place for future care.
	Process/ Procedure	1	Paperwork following a meeting to be sent out in a timely manner.

**Partially Upheld**

Quarter	Type of complaint	Number received	Outcome
4	Complaint Against Staff/ Process/ Procedure	1	<ul style="list-style-type: none"> <li>• Reallocation of care. Investigation into best place for future care.</li> </ul>
	Process/ Procedure	2	<ul style="list-style-type: none"> <li>• Communication to be improved</li> <li>• Regular meeting to be arranged.</li> </ul>

**DATIX – ADVERSE EVENTS – NHS Q1, Q2, Q3, and Q4**

This is the beginnings of trend data, and further data will be reviewed and analysis carried out to provide robust trend data for the committee.

**Q1 - 365 incidents in total. Q2 - 416 incidents in total**

**Q3 - 396 incidents in total Q4 – 390 incidents in total**

**Overall severity Grading**

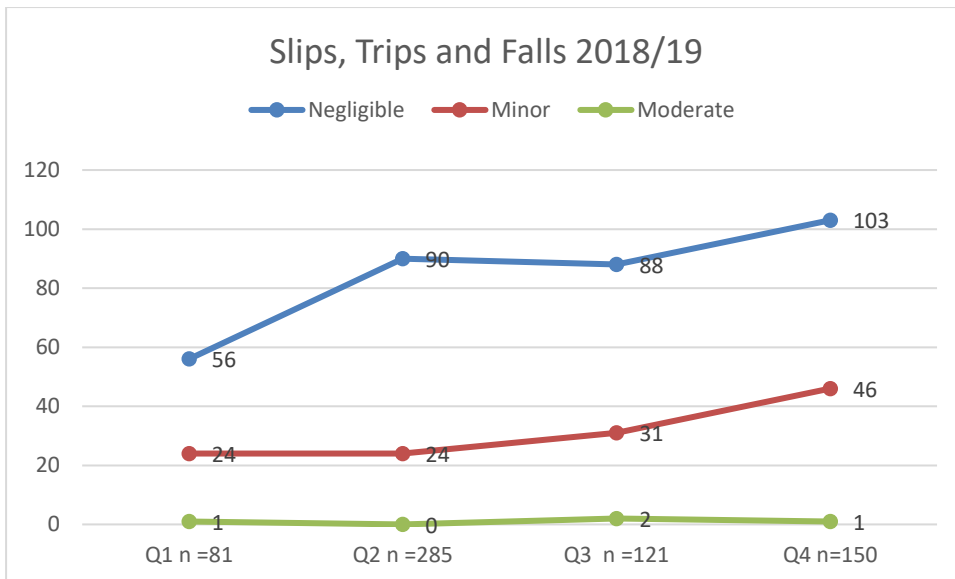
	<b>Q1</b> n=365	<b>Q2</b> n=416	<b>Q3</b> n=396	<b>Q4</b> n= 390
Negligible	283	319	310	292
Minor	70	80	79	118
Moderate	11	17	3	4
Extreme	1	1	2	3

**Top 3 Highest Prevalence**

		<b>Q1 n=183</b>	<b>Q2 n= 285</b>	<b>Q3 n=260</b>	<b>Q4 n = 281</b>
	<b>Type</b>	<b>Number of Incidents</b>	<b>Number of Incidents</b>	<b>Number of Incidents</b>	<b>Number of Incidents</b>
A	Slips, Trips and Falls	81	124	121	150
B	Abuse/ Disruptive Behaviours	77	124	107	101
C	Other	25	37	38	30

**A) Slips Trips and Falls analysis****By Severity**

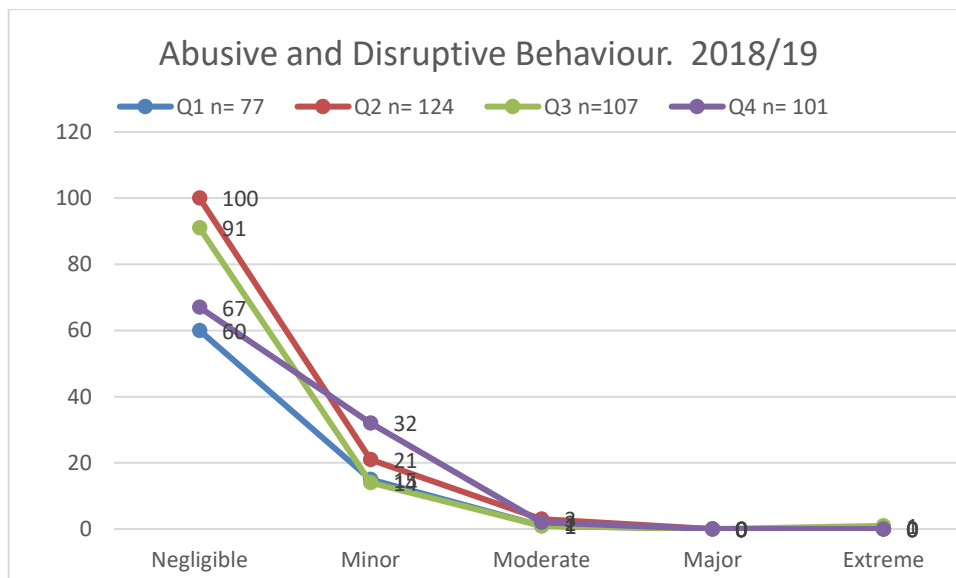
	<b>Q1</b> n=81	<b>Q2</b> n=124	<b>Q3</b> n=121	<b>Q4</b> n=150
Negligible	56	99	88	103
Minor	24	25	31	46
Moderate	1	0	2	1



## B) Abuse/ Disruptive Behaviour analysis

### By Severity

	Q1 n= 77	Q2 n= 124	Q3 n=107	Q4 n= 101
Negligible	60	100	91	67
Minor	15	21	14	32
Moderate	1	3	1	2
Major	0	0	0	0
Extreme	0	0	1	0



**B) Abuse/ Disruptive Behaviour analysis continued.**

Sub Category	Q1	Q2	Q3	Q4
Patient Abuse - Other	11	19	9	17
Patient by Staff	1	0	0	0
Patient to Patient	5	7	7	11
Patient to Staff	48	83	70	52
Patient Self harm in Primary Care	2	2	2	2
Patient Self harm in 24 hour care	9	12	19	18
Staff Abuse – Other	1	1	0	0
Staff to Staff	1	1	0	1
	<b>86</b>	<b>126</b>	<b>107</b>	<b>101</b>

**C) Access/Appointments/Discharge****By Severity**

	Q1	Q2	Q3	Q4
Negligible	24	9	21	29
Minor	1	1	0	2
	<b>26</b>	<b>10</b>	<b>21</b>	<b>31</b>

Type	Q1	Q2	Q3	Q4
Appointment	1	0	3	1
Discharge	3	1	0	0
Absconded	18	7	15	26
Transfer	3	0	3	0
Delay in Admission	-	1	0	0
	<b>25</b>	<b>9</b>	<b>21</b>	<b>27</b>

**Other**

**By Severity n = 30** (no data for Q1 at present)

	Q2	Q3	Q4
Negligible	31	31	22
Minor	5	6	7
Moderate	1	0	0
Extreme	1	1	1

**Extreme incident is currently undergoing a level 1 review.**

**This page is intentionally left blank**

