Complaints Summary - Quarter 4

Complaints recorded on Datix Q1 2019/20

Recording system	Service	Upheld	Partially Upheld	Not Upheld	Not Coded*	Total
NHS	GMED	0	3	1	0	4
	Mental Health – Adult Health	1	0	1	0	2
	Allied Health Professionals	1	0	1	1	3
	Community Nursing	0	0	1	2	3
	Total	**2**	**3**	**4**	**3**	**12**

Upheld

Quarter	Type of complaint	Number received	Outcome
Q1 19/20	Minor and unsatisfactory patient experience.	1	• Early resolution – misunderstanding/ miscommunication of information.
Q1 19/20	Moderate – Unsatisfactory patient experience	2	• Apology regarding the delay in accessing treatment, now resolved. • Apology regarding delay in access to equipment, now resolved.

Partially Upheld

Quarter	Type of complaint	Number received	Outcome
Q1 19/20	Minor and unsatisfactory patient experience.	3	• Apology given for delay in access to appointment x2 • Apology re misunderstanding and improvements made to communication.

Complaints recorded on Moray Council System

	Total
Complaints Received	5
Complaints Closed	2

Directorate	Department	Service	Upheld	Partially Upheld	Not Upheld	Not Coded	Grand Total
Education and Social Care	Community Care	Drug and Alcohol	0	0	1	0	**1**
		Head of Service	1	2	0	0	**3**
		Moray East	0	1	0	0	**1**
TOTALS			**1**	**3**	**1**	**0**	**5**

Upheld

Quarter	Type of complaint	Number received	Outcome
Q1 19/20	Process/ Procedure	1	Agree that there should be a system to appeal – working with policy officer

Partially Upheld

Quarter	Type of complaint	Number received	Outcome
Q1 19/20	Process/ Procedure	3	• Care package offered then withdrawn. • Further discussions required • Apology and explanation given

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   Q1 – 424 incidents in total

Overall severity Grading

|	Q1 n=365	Q2 n=416	Q3 n=396	Q4 n= 390	Q1 n = 424
Negligible	283	319	310	292	320
Minor	70	80	79	118	98
Moderate	11	17	3	4	3
Extreme	1	1	2	3	1

Of these 50 were categorised as a near miss, 257 caused no injury/harm, 106 caused injury/harm (94 minor, 3 moderate, 9 negligible)

Top 3 Highest Prevalence

		Q1 n=183	Q2 n= 285	Q3 n=260	Q4 n = 281	Q1
	Type	Number of Incidents	Number of Incidents	Number of Incidents	Number of Incidents	Number of Incidents
A	Slips, Trips and Falls	81	124	121	150	135
B	Abuse/ Disruptive Behaviours	77	124	107	101	108
C	Other	25	37	38	30	29

A) Slips Trips and Falls analysis

By Severity

	Q1 n=81	Q2 n=124	Q3 n=121	Q4 n=150	Q1 n=135
Negligible	56	99	88	103	95
Minor	24	25	31	46	39
Moderate	1	0	2	1	0

Slips, Trips and Falls 2018/19 and 2019/20
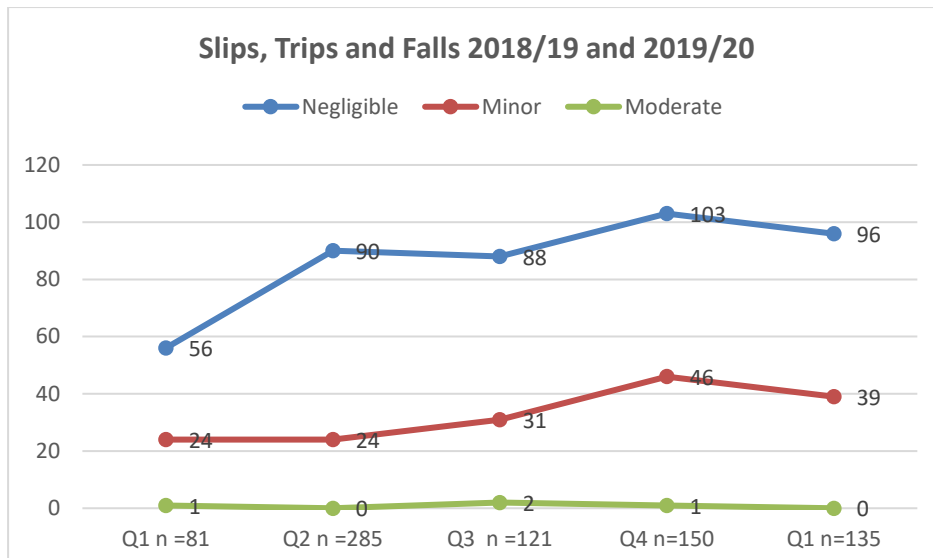
B) Abuse/ Disruptive Behaviour analysis

By Severity

	Q1 n= 77	Q2 n= 124	Q3 n=107	Q4 n= 101	Q1
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	

Abusive and Disruptive Behaviour. 2018/19 and 2019/20
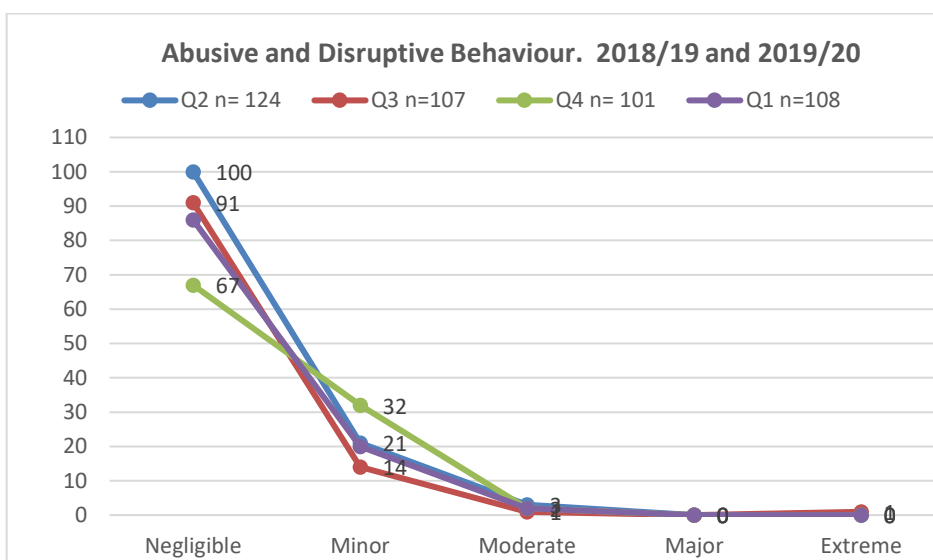
B) Abuse/ Disruptive Behaviour analysis continued.

Sub Category	Q1 n=77	Q2 n=124	Q3 n=107	Q4 n=101	Q1 n=109
Patient Abuse - Other	11	19	9	17	12
Patient by Staff	1	0	0	0	1
Patient to Patient	5	7	7	11	7
Patient to Staff	48	83	70	52	62
Patient Self harm in Primary Care	2	2	2	2	3
Patient Self harm in 24 hour care	9	12	19	18	20
Staff Abuse – Other	1	1	0	0	0
Staff to Staff	1	1	0	1	4
	86	**126**	**107**	**101**	**109**

C) Access/Appointments/Discharge

By Severity

	Q1	Q2	Q3	Q4	Q1
Negligible	24	9	21	29	27
Minor	1	1	0	2	4
	26	**10**	**21**	**31**	**31**

Type	Q1	Q2	Q3	Q4	Q1
Appointment	1	0	3	1	3
Discharge	3	1	0	0	8
Absconded	18	7	15	26	15
Transfer	3	0	3	0	1
Delay in Admission	-	1	0	0	4
	25	**9**	**21**	**27**	**31**

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

	Q2	Q3	Q4	Q1	.
Negligible	31	31	22	27	
Minor	5	6	7	4	
Moderate	1	0	0	0	
Extreme	1	1	1	0	

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All Events HSCM

■ 18/19 Q1   ■ 18/19 Q2   ■ 18/19 Q3   ■ 18/19 Q4   ■ 19/20 Q1

All Events HSCM

Legend: 18/19 Q1, 18/19 Q2, 18/19 Q3, 18/19 Q4, 19/20 Q1