

**Complaints Summary - Quarter 3****Complaints recorded on NHS System Q3 2018**

Recording system	Service	Upheld	Partially Upheld	Not Upheld	Not Coded*	Total
NHS	GMED	3	1	3	3	10
	Mental Health – Adult Health	0	0	2	0	2
	Mental Health – Learning Disabilities	0	0	0	0	0
	Mental Health – specialisms	0	0	0	0	0
	Community Hospital Nursing	0	0	1	2	3
	Allied Health Professionals	0	0	0	2	2
	Public Dental Services	0	0	0	1	1
	<b>Total</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>8</b>	<b>18</b>

**Upheld**

Quarter	Type of complaint	Number received	Outcome
3	Clinical care and treatment	3	<ul style="list-style-type: none"> <li>• Apology and learning regarding referral letter language.</li> <li>• Apology, and handling of admissions reviewed</li> <li>• Apology and review of guidelines and practitioner learning.</li> </ul>

**Partially Upheld**

Quarter	Type of complaint	Number received	Outcome
3	Communication	1	<ul style="list-style-type: none"> <li>• Apology and discussion with staff regarding process and attitude to patients.</li> </ul>

**Complaints recorded on Moray Council System**

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

Directorate	Department	Service	Upheld	Partially Upheld	Not Upheld	Grand Total
Education and Social Care	Community Care	Access Team	0	0	1	0
		Head of Service	0	1	1	2
		Community Care Finance	0	1	1	2
		Occupational Therapy	0	0	1	1
		TMC Specialist Units	0	1	0	1
		TOTALS		0	3	4

**Upheld**

<b>Complaint ID</b>	<b>Complaint Type</b>	<b>Resolution</b>	<b>Decision Note</b>	<b>Learning Outcome</b>
101001917331	Complaint Against Staff	Partially Upheld	Apology given that family felt they were ignored	None noted
101001989419	Process/ Procedure	Partially Upheld	Wait for allocation of social worker	Allocate cases in more timely manner
101001897042	Complaint Against Staff	Partially Upheld	One part of the 4 point complaint was upheld	Staff asked to respect private conversations

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

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**

**Overall severity Grading**

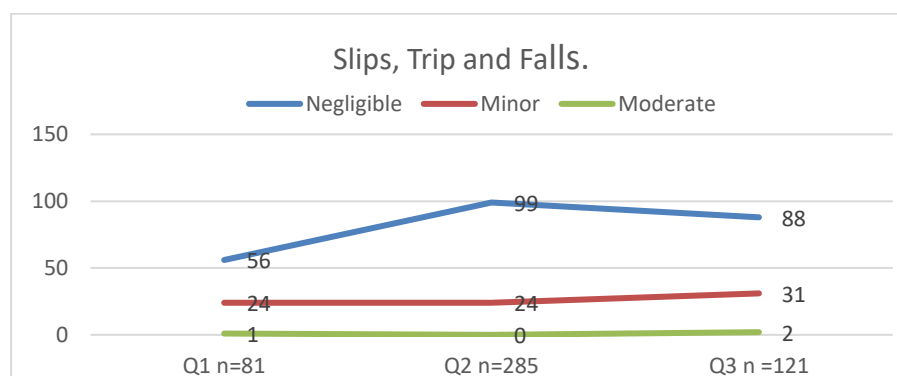
	<b>Q1</b> n=365	<b>Q2</b> n=416	<b>Q3</b> n=396
Negligible	283	319	310
Minor	70	80	79
Moderate	11	17	3
Extreme	1	1	2

**Top 3 Highest Prevalence**

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

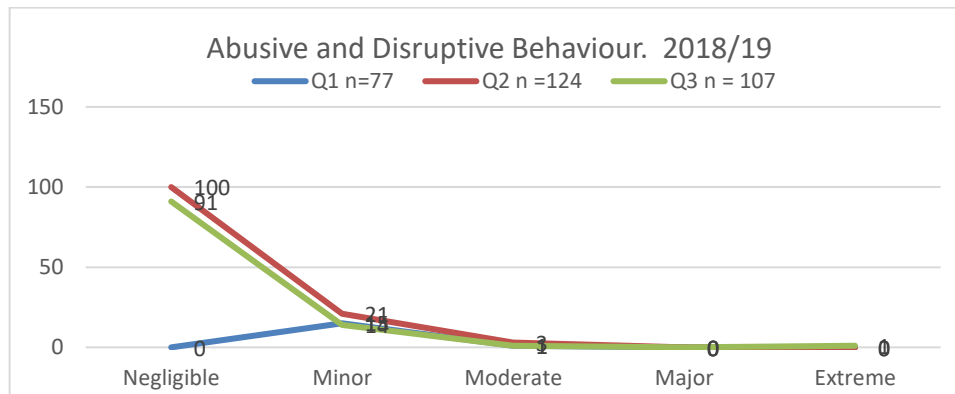
**A) Slips Trips and Falls analysis****By Severity**

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



**B) Abuse/ Disruptive Behaviour analysis****By Severity**

	<b>Q1</b> n= 77	<b>Q2</b> n= 124	<b>Q3</b> n=107
Negligible	60	100	91
Minor	15	21	14
Moderate	1	3	1
Major	0	0	0
Extreme	0	0	1

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

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

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

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

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

**Other**

**By Severity n = 37** (no data for Q1 at present)

	<b>Q2</b>	<b>Q3</b>
<b>Negligible</b>	31	31
<b>Minor</b>	5	6
<b>Moderate</b>	1	0
<b>Extreme</b>	1	1

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