

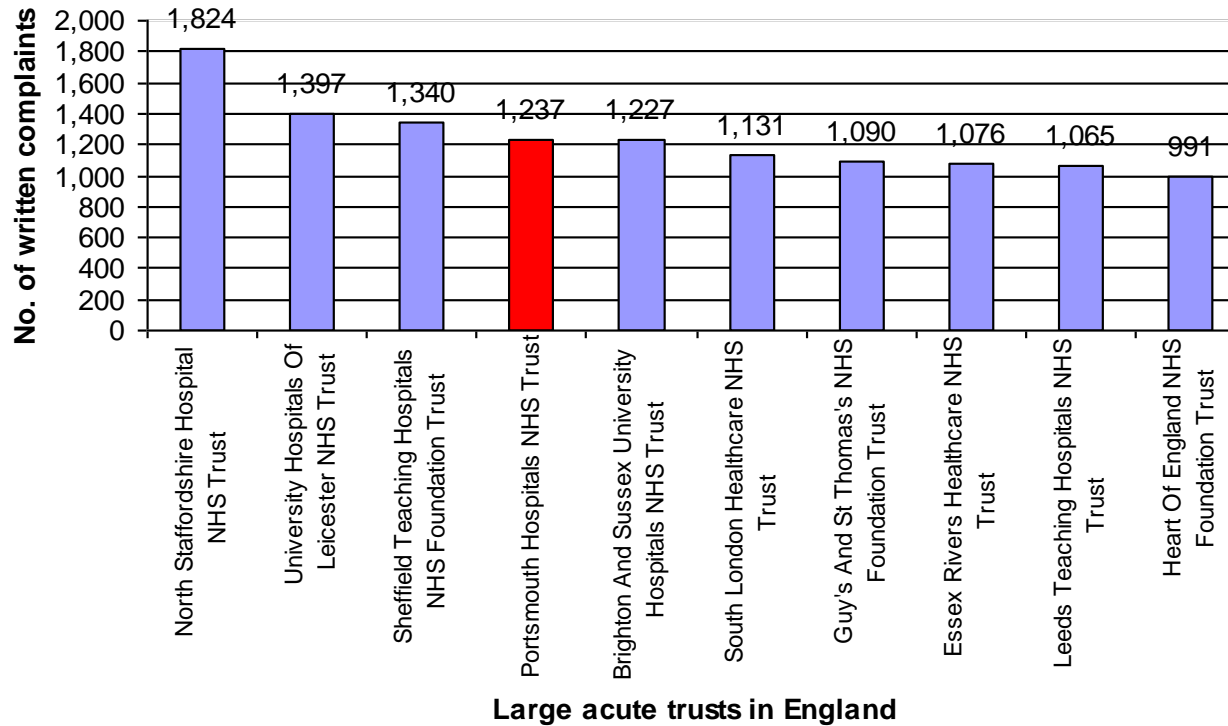


# An Overview of the Complaints Process

**Karen Flynn**  
**Patient & Customer Services Manager**  
November 2010

# Aim to reduce complaints

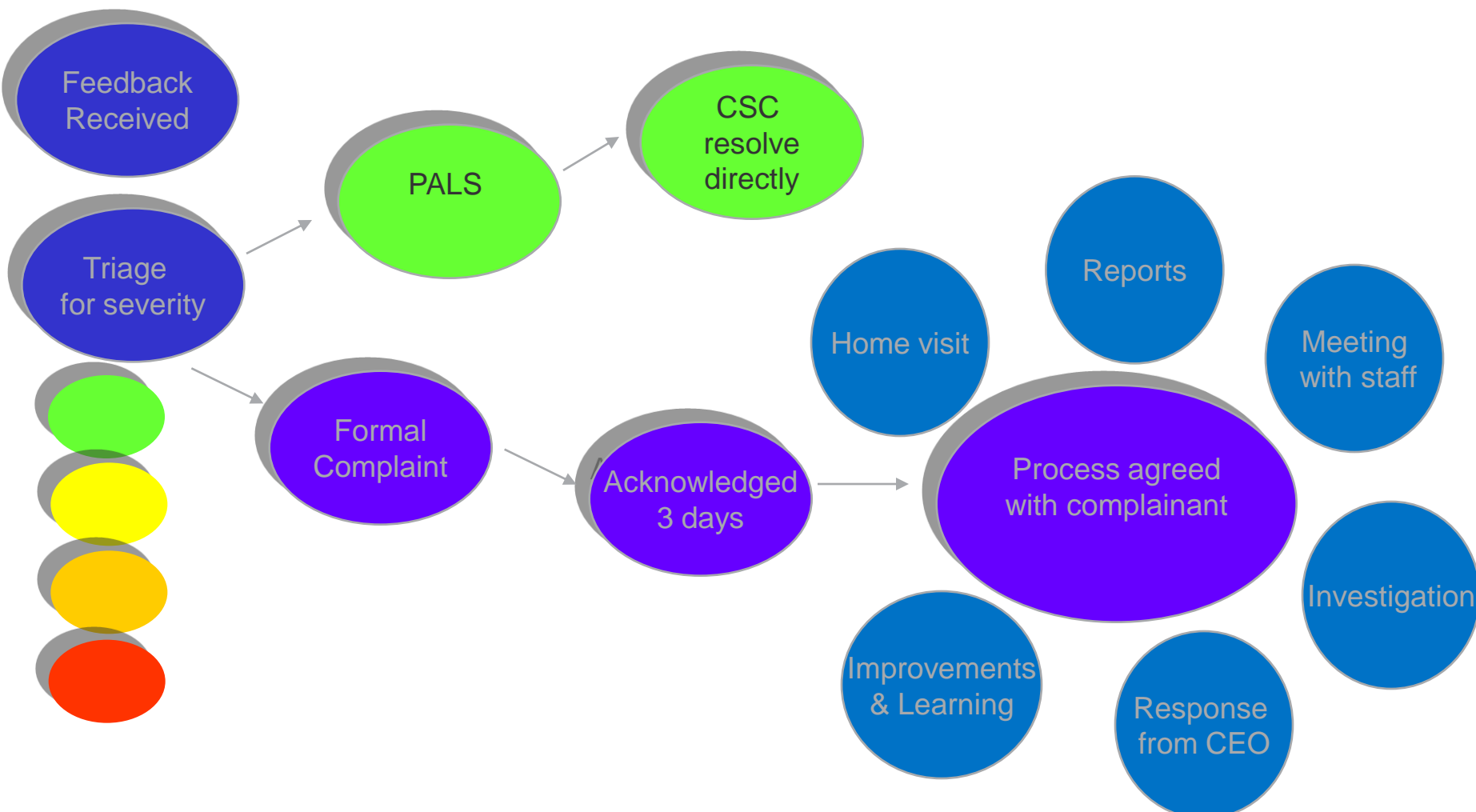
**Top worst performing large acute trusts**



# Targets – commenced September 2010

	Q1	Whole Year Projection	50% reduction target	Quarterly target
<b>Cancer Services</b>	15	60	30	8
<b>Clinical Support Services</b>	26	104	52	13
<b>Corporate Services</b>	6	24	12	3
<b>Emergency Medicine Clinical Service Centre</b>	23	92	46	12
<b>Facilities Management</b>	10	40	20	5
<b>Head &amp; Neck Clinical Service Centre</b>	26	104	52	13
<b>Medicine Clinical Service Centre</b>	36	144	72	18
<b>Medicine for Older People</b>	32	128	64	16
<b>Renal &amp; Transplant Services</b>	1	4	2	1
<b>Surgical Clinical Service Centre</b>	58	232	116	29
<b>Theatres, Anaesthetics &amp; Critical Care Clinical Service Centre</b>	9	36	18	5
<b>Trauma &amp; Orthopaedic Clinical Service Centre</b>	55	220	110	28
<b>Women and Children Services</b>	42	168	84	21
<b>Totals:</b>	<b>339</b>	<b>1356</b>	<b>678</b>	<b>170</b>

# What we are doing



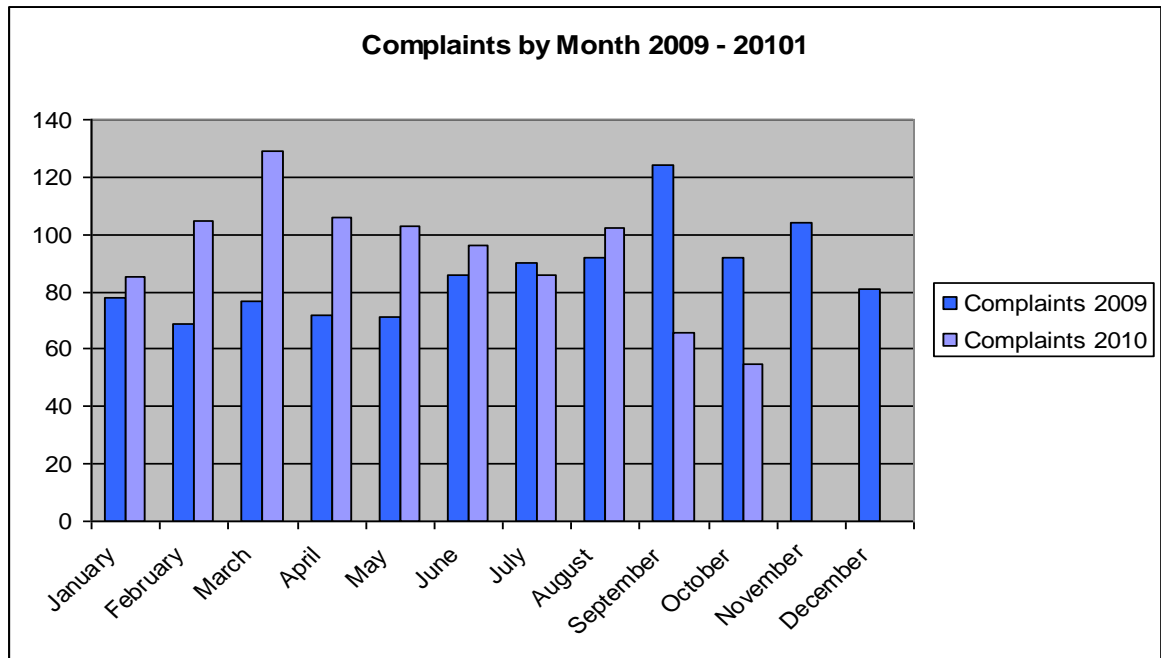
# Portsmouth Hospitals NHS Trust

## Severity of Complaints

Seriousness	Description
Low	<p>Unsatisfactory service or experience, not directly related to care. No impact or risk to the provision of care</p> <p>OR</p> <p>Unsatisfactory service or experience related to care. Usually a single resolvable issue. Minimal impact and relative minimal risk to the provision of care or the service. No risk of litigation</p>
Moderate	<p>Service or experience below reasonable expectation in several ways, but not causing lasting problems. Has the potential to impact on service provision. Some potential for litigation</p>
High	
Extreme	<p>Significant issues regarding standards, quality of care, safeguarding or denial of rights. Complainants with clear quality assurance or risk management issues that may cause lasting problems for the organisation and so require full investigation. Possibility of litigation and adverse local publicity</p> <p>OR</p> <p>Serious issues that may cause long term damage, such as grossly substandard care, professional misconduct or death. Will require immediate and in-depth investigation. May involve serious safety issues and may require a serious untoward incident investigation along side the complaints investigation. A high probability of litigation and strong possibility of adverse national publicity.</p>

# Comparison of Complaint Numbers by Month 2009 - 2010

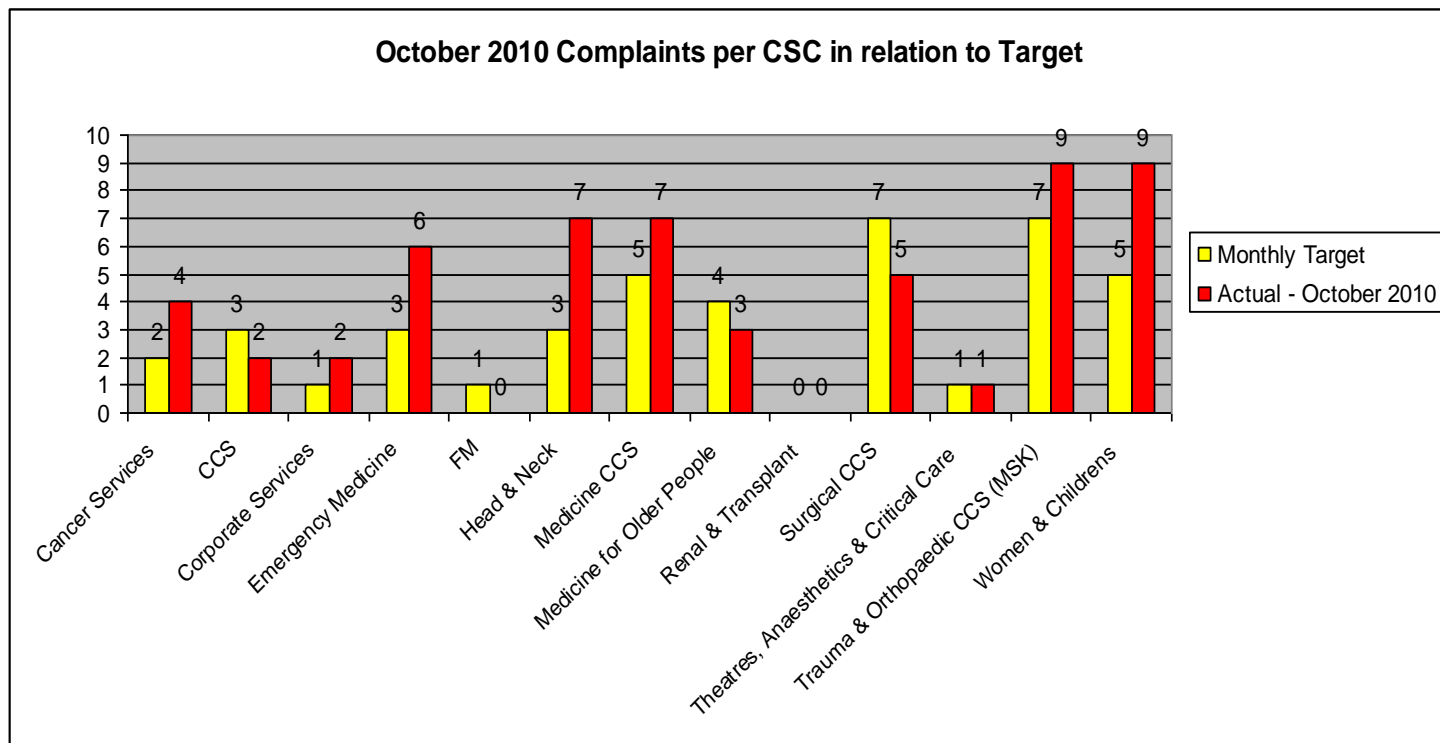
	2009	2010
January	78	85
February	69	105
March	77	129
April	72	106
May	71	103
June	86	96
July	90	86
August	92	102
September	124	66
October	92	55
November	104	
December	81	



# Complaints by CSC in relation to target

•Sept 2010  
67 Complaints  
•Sept 2009  
124 complaints

•Oct 2010  
55 Complaints  
•Oct 2009  
92 Complaints



# Portsmouth Hospitals NHS Trust Complaints Process & Monitoring

Trust Complaints Policy

Patient & Customer Services Team  
PALS & Complaints

Literature - leaflets/posters/  
website/bedside  
folder

Internal Reports  
Monthly  
Quarterly

New Structures:  
Clinical Service Centres  
accountability  
Demonstration of improvements



## Aim: Reduce Complaints

- Benchmarking from other Trusts
- Data interrogation – green complaints & double counting
- More immediate action
- Development of Clinical Service Centres in complaints handling
- Monitor improvements
- Aim to be in top 10 in 2011

**Thank you  
& Questions**