

## Complaints Annual Report 2014 - 2015

### 1. Background

NHS England Statutory Instrument 309 requires responsible bodies to prepare annual reports on complaints that are to include numbers, subject matter and outcomes. The Trust Customer Care Policy designates Quality Governance Committee as the responsible committee for the complaints report. This report summarises complaints and compliments activity across the Trust from April 2014 to March 2015, and includes comparison data from 2010 to 2014.

### 2. Customer care data analysis 2014 - 15

#### 2.1 All complaints received by level and service

	Level 1	Level 2	Level 3	Level 4	Level 5	Total	Percentage
<b>Bolton</b>	0	38	13	3	1	55	17.8%
<b>Salford</b>	2	54	11	3	1	71	23.0%
<b>Trafford</b>	0	37	17	4	0	58	18.8%
<b>Adult Forensic Service</b>	0	45	18	4	0	67	21.7%
<b>Substance Misuse Services</b>	2	34	8	0	1	45	14.6%
<b>Other Specialist Services</b>	1	6	4	2	0	13	4.1%
<b>Totals:</b>	5	214	71	16	3	309	100%
<b>Percentage</b>	2%	69%	23%	5%	1%	100%	

For the purpose of this report, due to the small numbers of complaints, Child & Adolescent Mental Health, Criminal Justice Services, Community Psychological Therapy Services and Mental Health & Deafness will be referred to as Other Specialist Services.

Levels are determined as:

**Level 1**, minor impact: Minor inconvenience

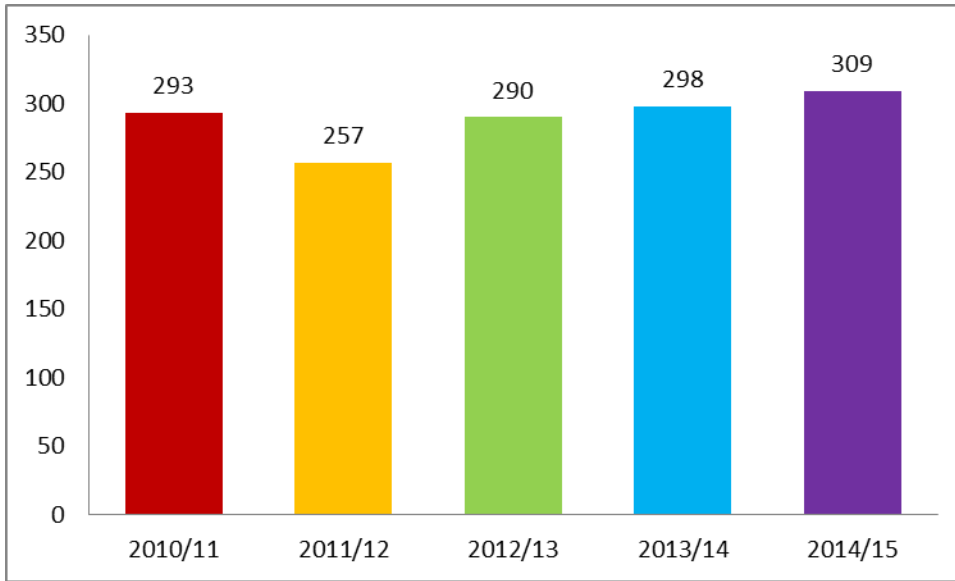
**Level 2**, low impact: Inconvenience and some distress

**Level 3**, moderate impact: Distress caused

**Level 4**, major impact: Distress and harm

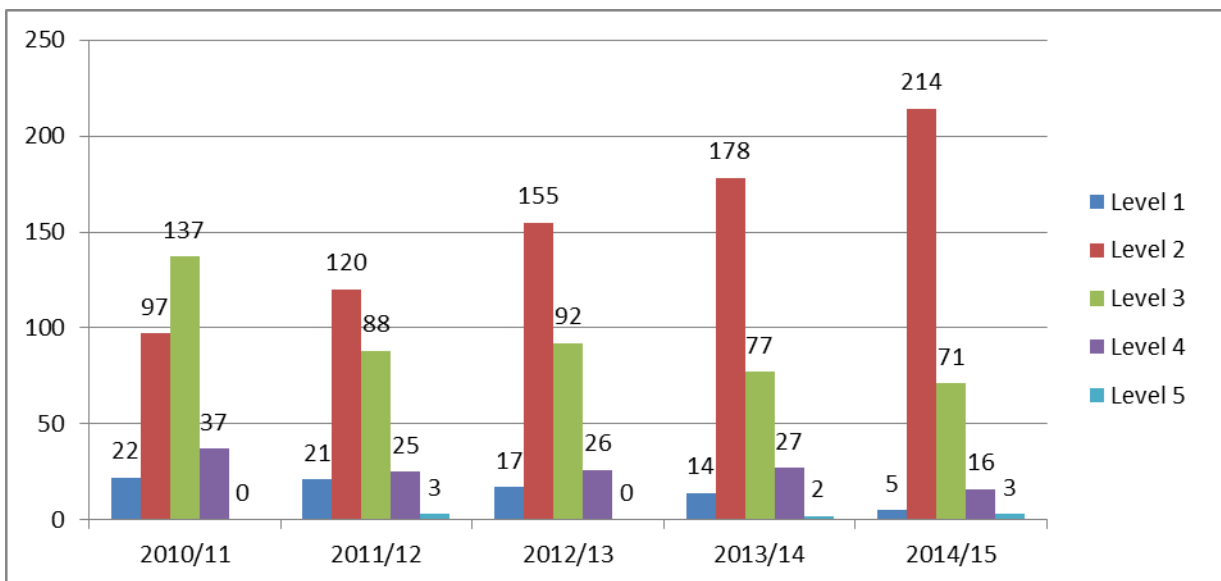
**Level 5**, serious and adverse impact: Major harm and / or loss

## 2.2 Total complaints 2010 - 15



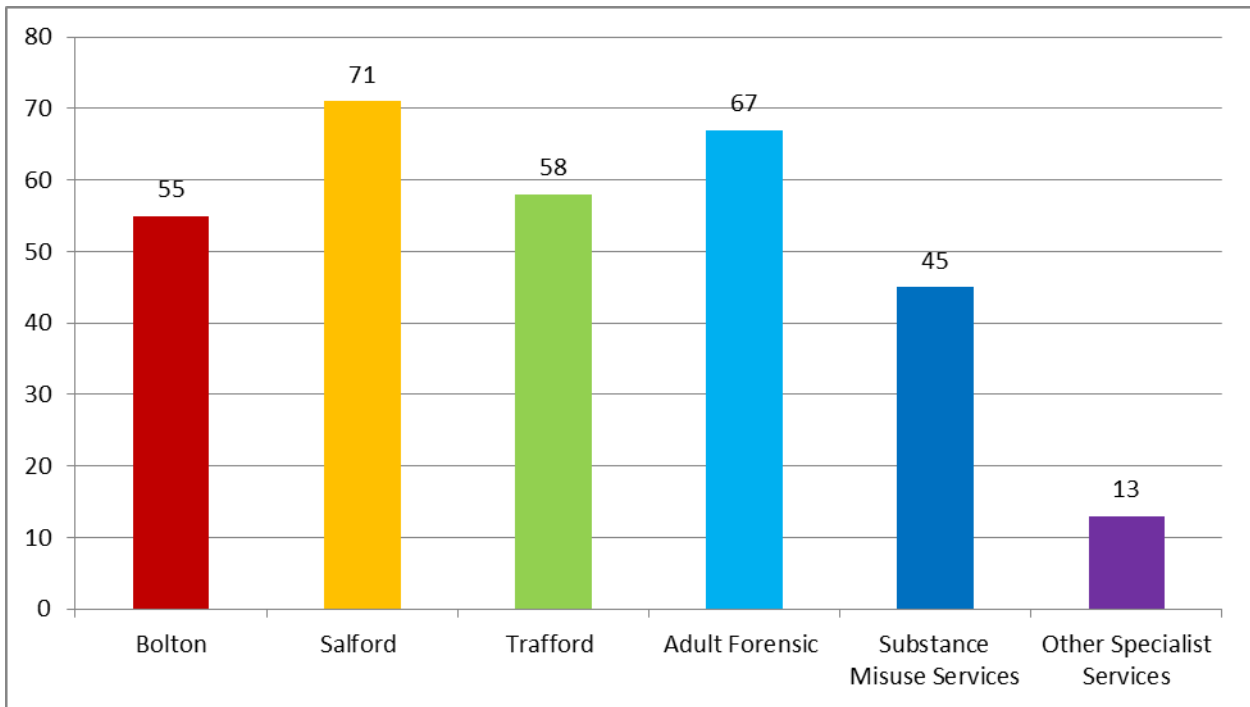
- The total number of complaints received increased by 3.7% in 2014/15.

## 2.3 Complaints received comparison data 2010 - 15

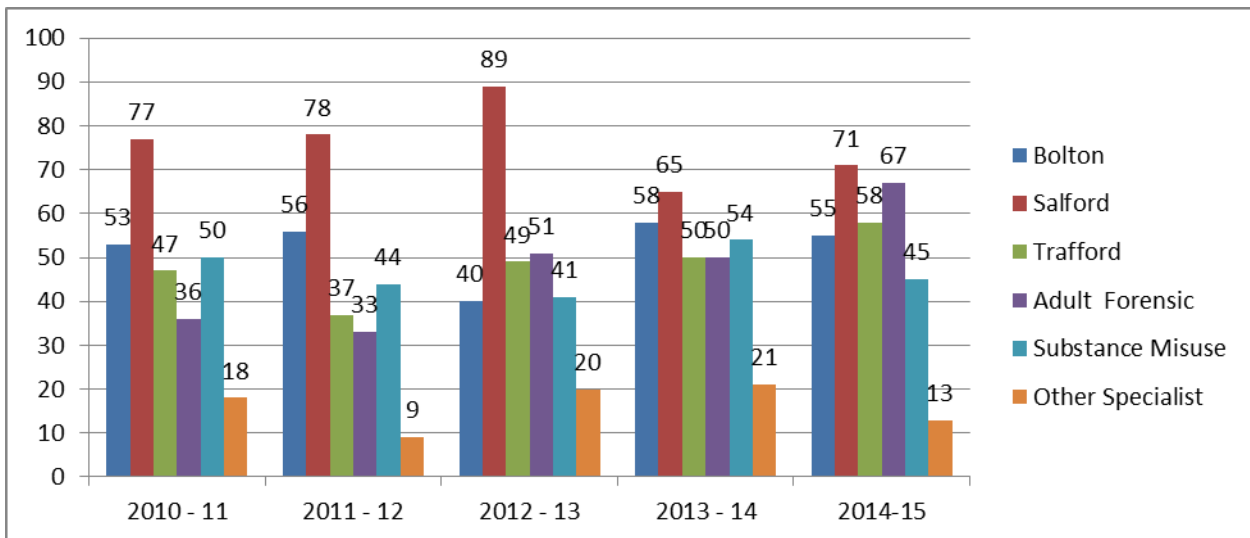


- The number of level 4 complaints decreased by 41% in 2014/15.
- The number of level 2 complaints increased by 20% in 2014/15.

**2.4 Number of complaints received by each service 2014 / 15**

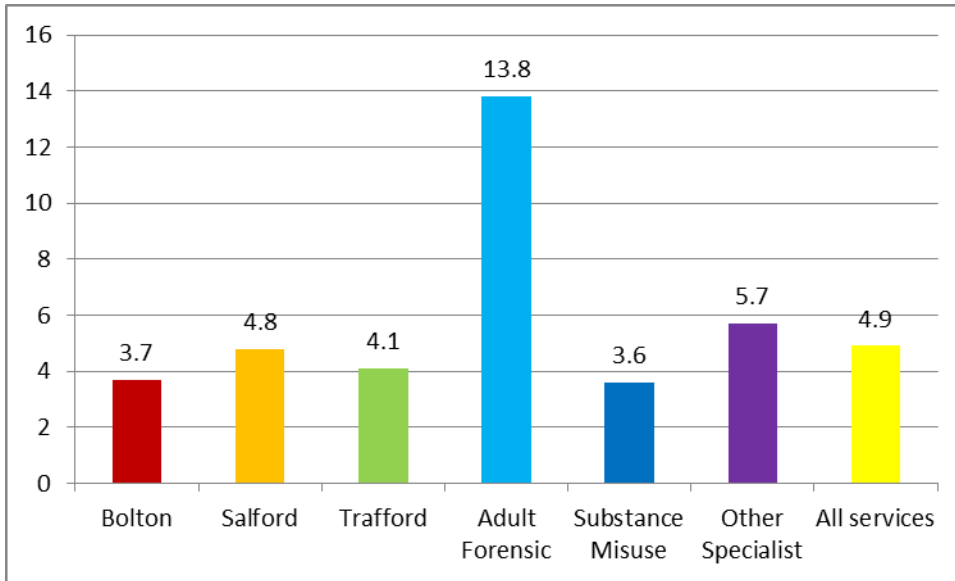


**2.5 Complaints received by each service comparison data 2010 / 15**

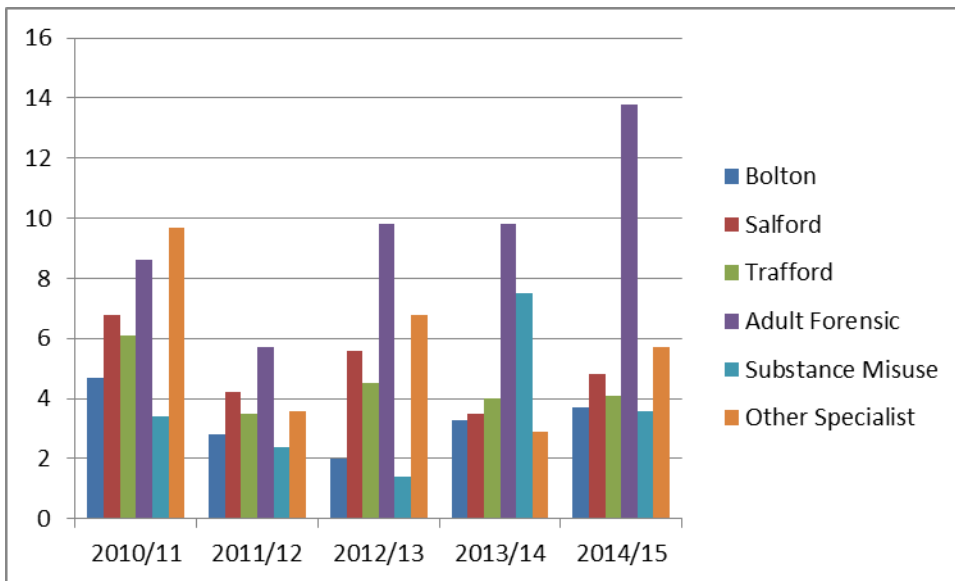


- The largest percentage increase in complaints in 2014/15 was 34% in Adult Forensic Services
- The largest percentage decrease in complaints in 2014/15 was 38% in Other Specialist Services

**2.6 Number of complaints per 10,000 recorded service user / carer contacts 2014 / 15**



**2.7 Complaints per 10,000 recorded service user/care contacts comparison data 2010 / 15**



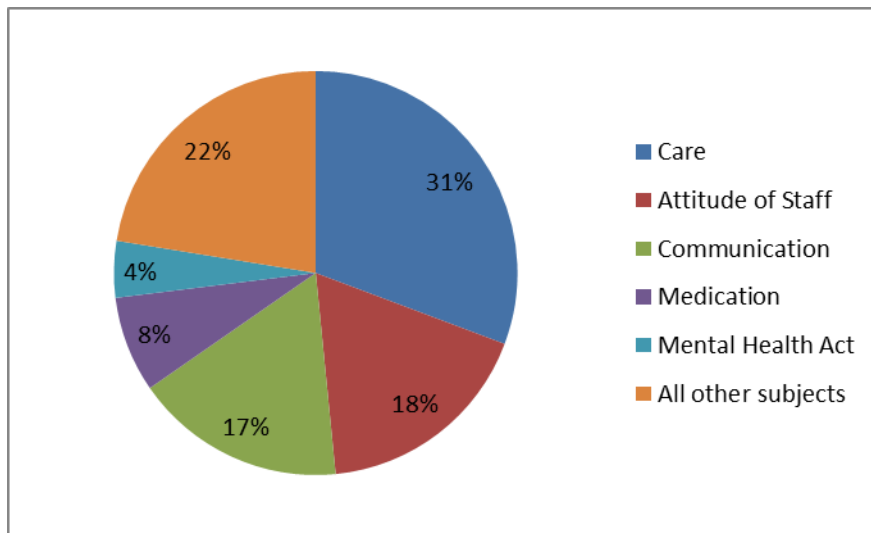
- Bolton complaints increased by 12% to 3.7 per 10,000 recorded contacts but Bolton still received proportionately less complaints than Salford or Trafford.
- Salford complaints increased by 37% to 4.8 per 10,000 recorded contacts which was proportionately more than Bolton and Trafford.
- Trafford complaints increase by 3% to 4.1 per 10,000 recorded contacts, Trafford received proportionately more complaints than Bolton but less than Salford.
- Substance Misuse complaints measured against number of service user contacts decreased 52%
- Adult Forensic Service complaints increased by 41% to 13.8 per 10,000 recorded contacts.
- Other Specialist Services complaints increased by 97% to 5.7 per 10,000 recorded contacts.

### 3. Subjects and Themes

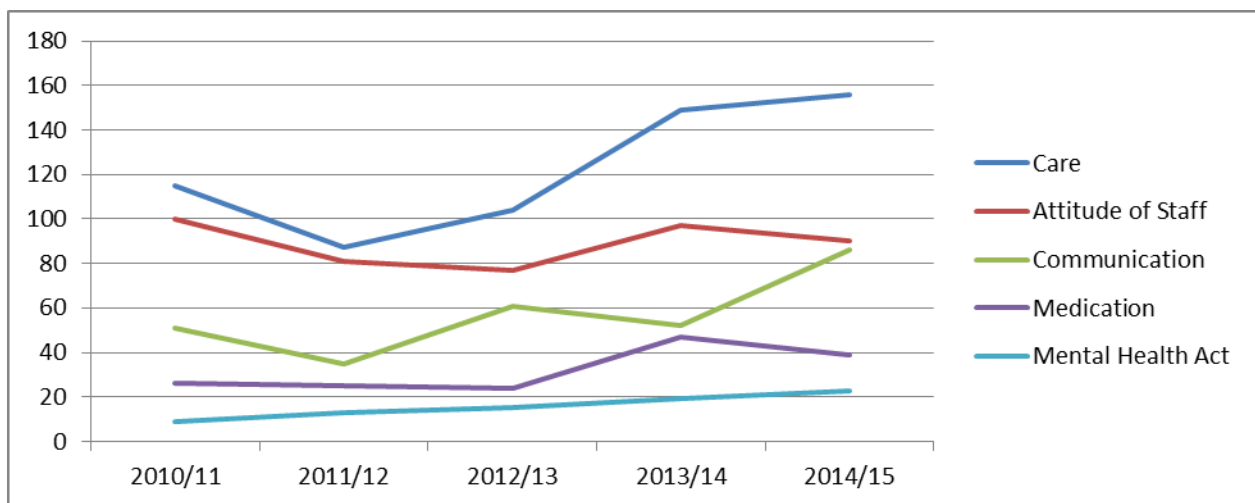
#### 3.1 Top five subjects recorded against all complaints received

	Bolton	Salford	Trafford	Adult Forensic	Substance Misuse Services	Other Specialist	Total
Care	26	40	36	32	16	6	156
Attitude of Staff	12	24	16	17	19	2	90
Communication	20	23	25	4	10	4	86
Medication	3	5	8	6	11	6	39
Mental Health Act	4	1	4	14	0	0	23
All other subjects	20	22	22	37	9	4	114
<b>Total</b>	<b>85</b>	<b>115</b>	<b>111</b>	<b>110</b>	<b>65</b>	<b>22</b>	<b>508</b>

#### 3.2 Top five complaints' subjects



#### 3.3 Top five complaints subjects 2010 / 15

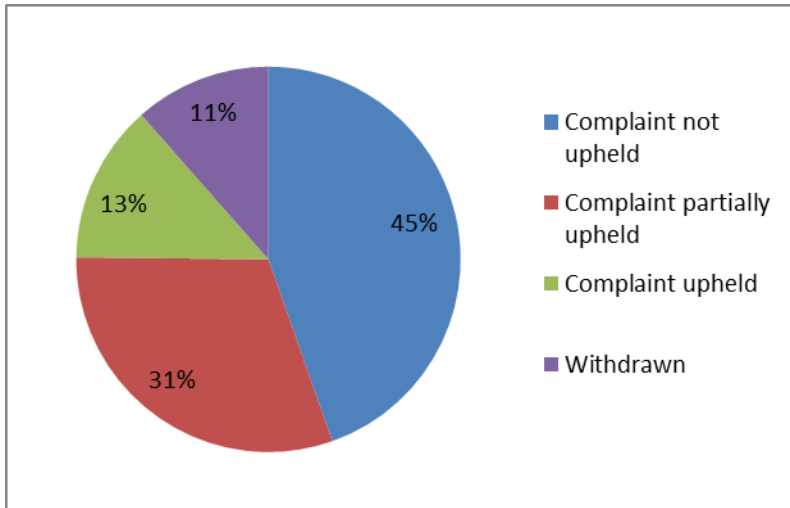


#### 4. Outcomes of complaints

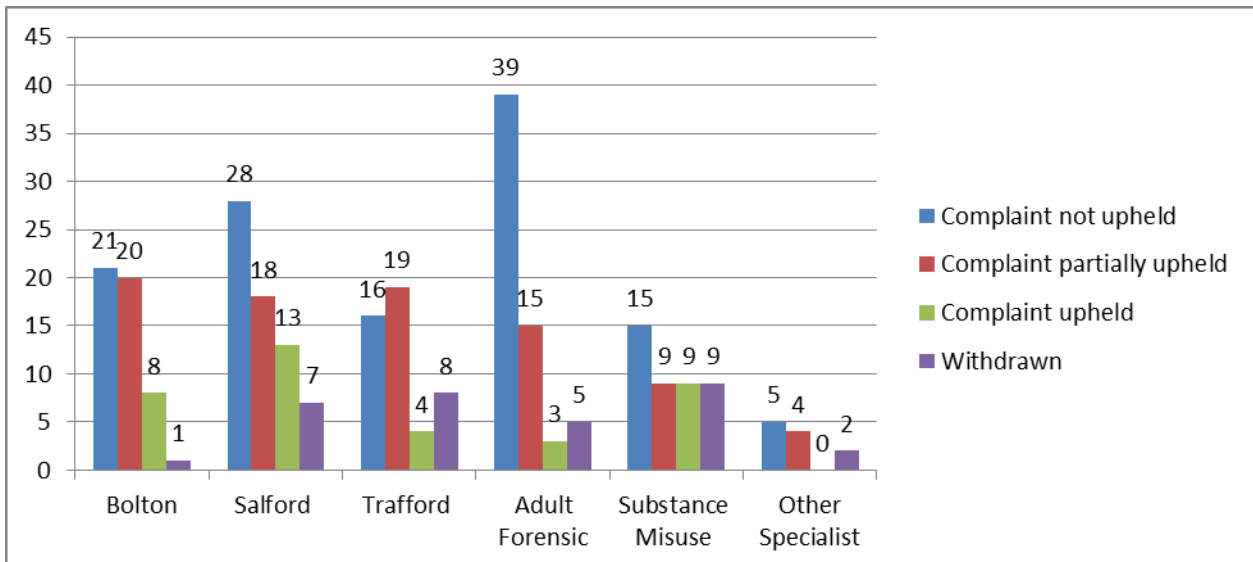
##### 4.1 Outcomes of complaints opened and closed 2014 / 15

Complaint not upheld	124
Complaint partially upheld	85
Complaint upheld	37
Withdrawn	32
<b>Totals:</b>	<b>278</b>

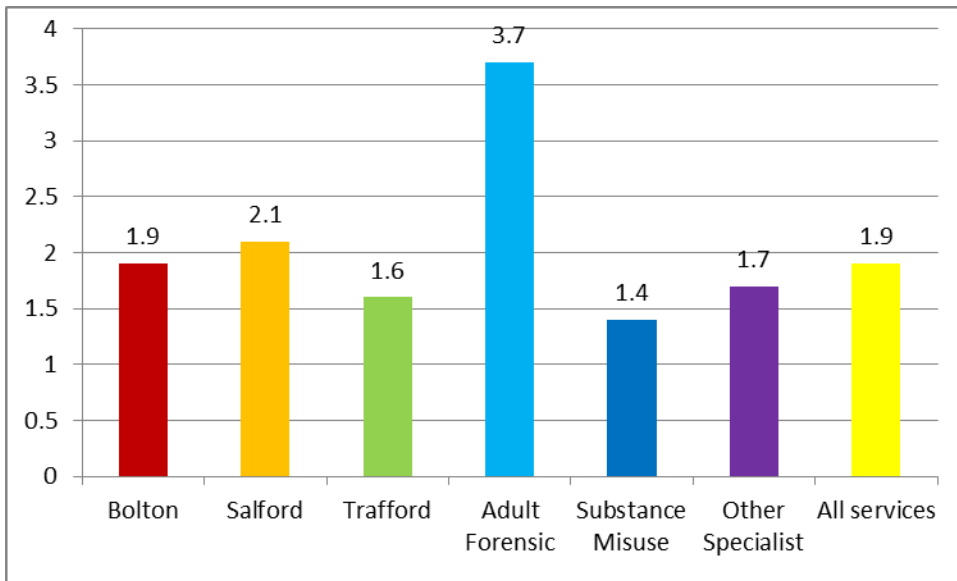
##### 4.2 Outcomes of complaints opened and closed 2014/15



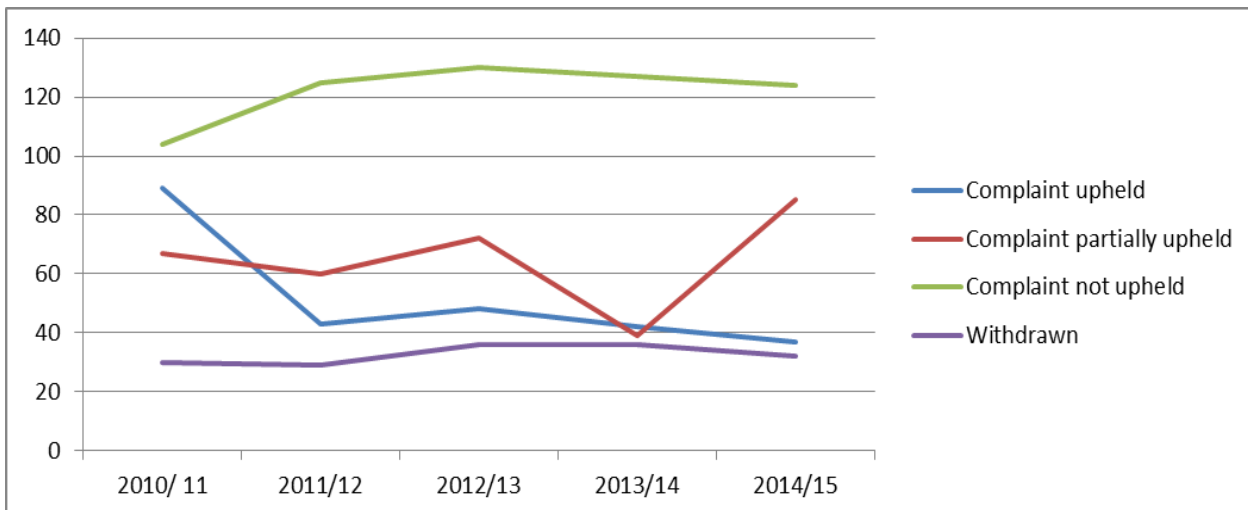
##### 4.3 Outcomes of complaints opened and closed in 2014 / 15 by service



**4.4 Proportion of upheld complaints per 10,000 recorded service user / carer contacts 2014 / 15**



**4.5 Outcomes of complaints opened and closed between 2010 and 2015**



**5. Proportion of complaints responded to within agreed time scales**

	Responses inside agreed timescales	Responses outside agreed timescales
Level 2	91%	9%
Level 3	85%	15%
Level 4	92%	8%
Level 5	100%	0%
Total	90%	10%

## **6. Service improvements arising out of complaints**

Whenever a complaint is upheld or partially upheld an action plan is developed in respect of each upheld aspect of the complaint setting out the service improvements necessary to ensuring that the identified problems to not recur. 105 actions resulting from upheld complaints were logged on DATIX in 2014 / 15. Progress against the action plans is monitored by the Customer Care Team.

## **7. Complaints referred to the Parliamentary and Health Service Ombudsman**

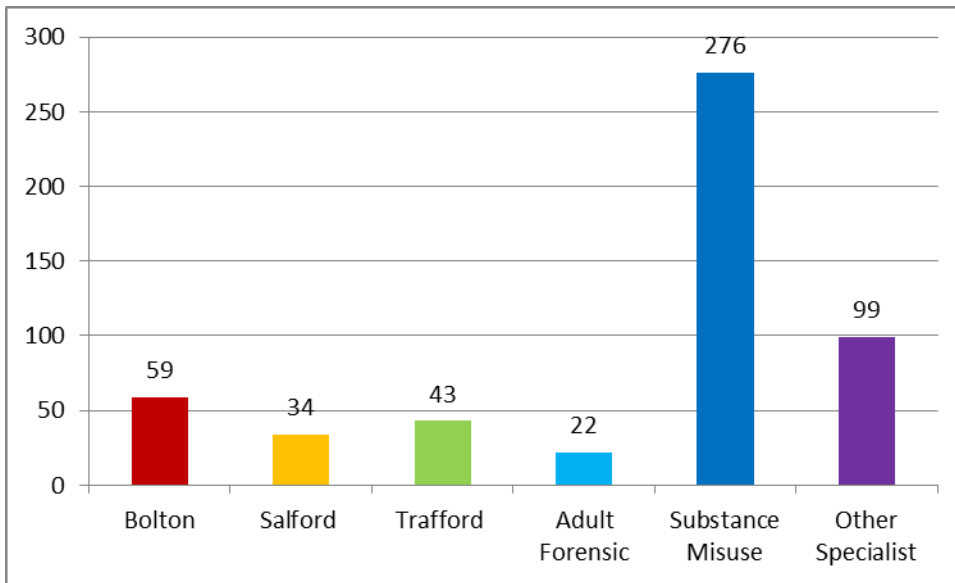
The Trust has been formally informed of three complaints which have been considered by the Parliamentary and Health Service Ombudsman (PHSO) in 2014 - 15.

Two complaints investigations by the PHSO were concluded in 2014 / 15. One complaint was partially upheld and led to two recommendations which have been implemented, the second complaint was not being upheld.

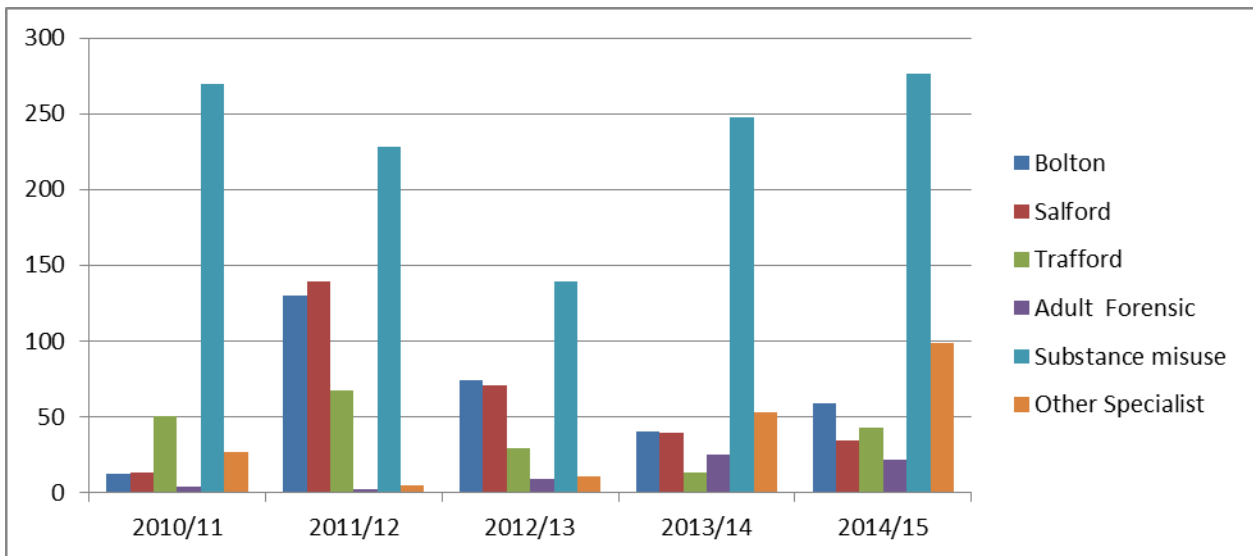


## 8. Compliments

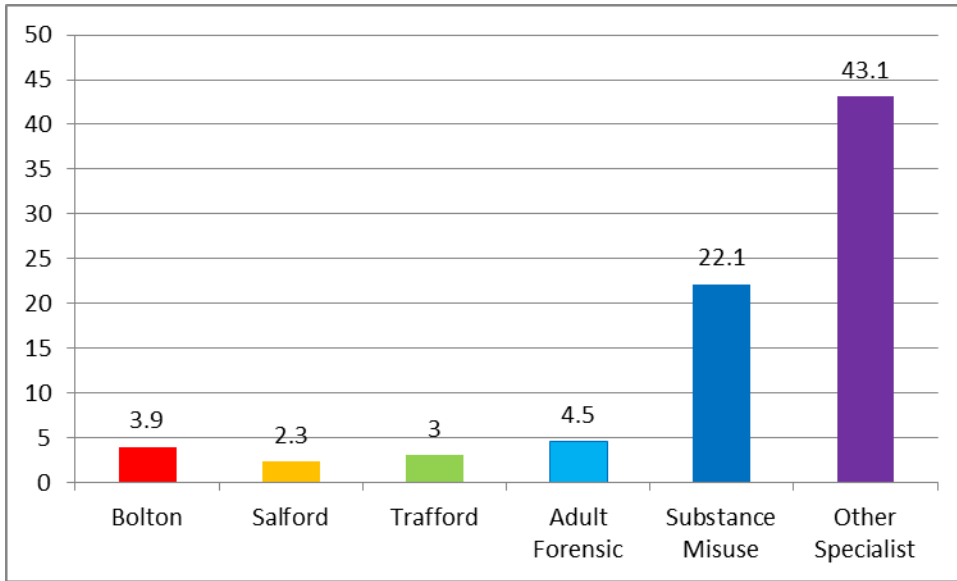
### 8.1 Compliments recorded per service



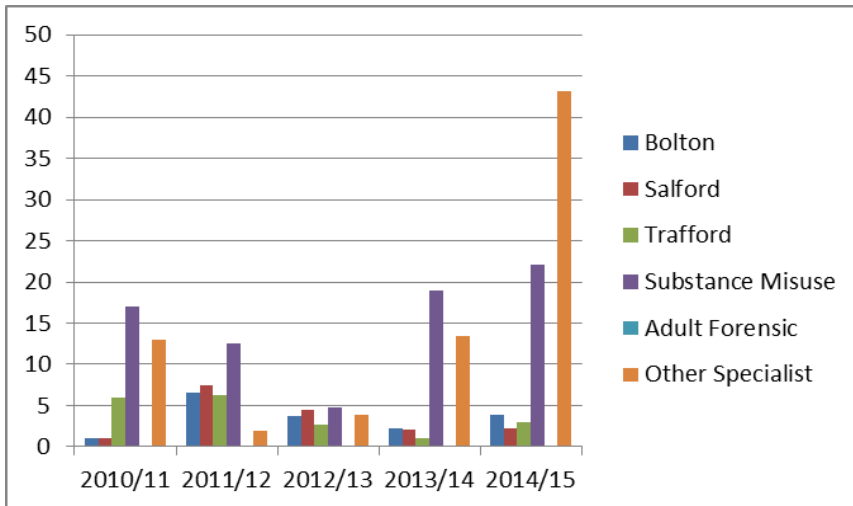
### 8.2 Compliments recorded per service over financial years 2010 - 15



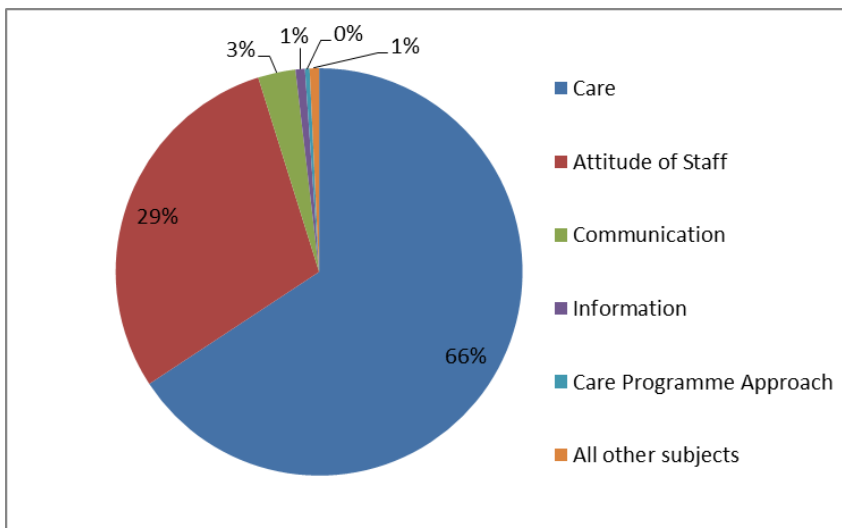
**8.3 Number of compliments per 10,000 recorded service user / carer contacts 2014/15**



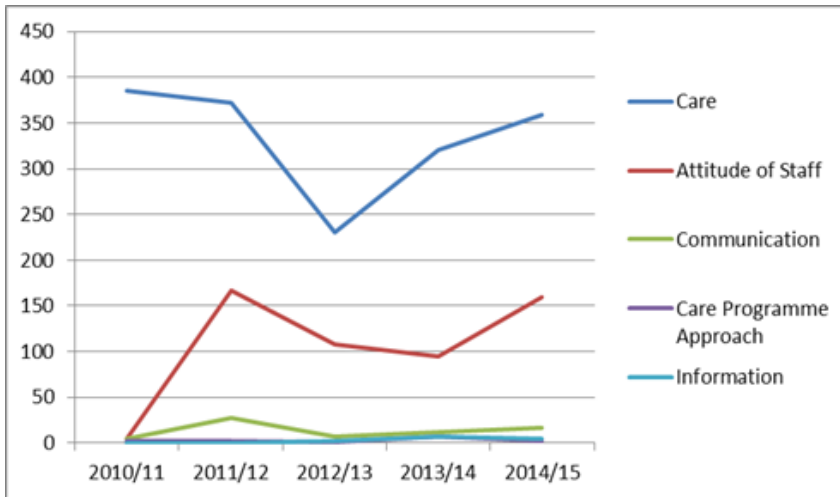
**8.4 Number of compliments per 10,000 recorded service user contacts comparison data 2010-15**



**8.5 Top five compliment subjects**



### 8.6 Top five compliment subjects over 2010 - 15



**Customer Care Team**

**April 2015**