

## Complaints Annual Report 2013 - 2014

### 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 2013 to March 2014, and includes comparison data from 2010 to 2014.

### 2. Customer care data analysis 2013 - 2014

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

Directorate	Enquiry by Level					Total	Percentage
	Level 1	Level 2	Level 3	Level 4	Level 5		
A & D	4	37	11	1	1	54	18.12%
A F S	6	38	4	2	0	50	16.78%
AYSS	0	4	12	5	0	21	7.05%
Bolton	2	33	13	9	1	58	19.46%
Salford	1	39	19	6	0	65	21.81%
Trafford	1	27	18	4	0	50	16.78%
<b>Totals:</b>	14	178	77	27	2	298	100.00%
<b>Percentage</b>	4.70%	59.73%	25.84%	9.06%	0.67%	100.00%	

Levels are determined as:

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

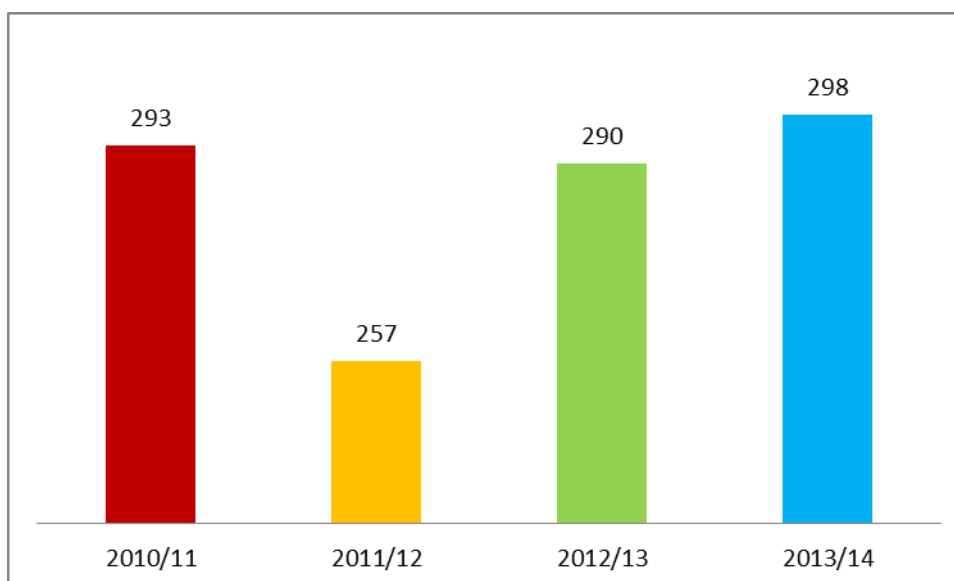
**Level 2**, low impact: Inconvenience and some distress

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

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

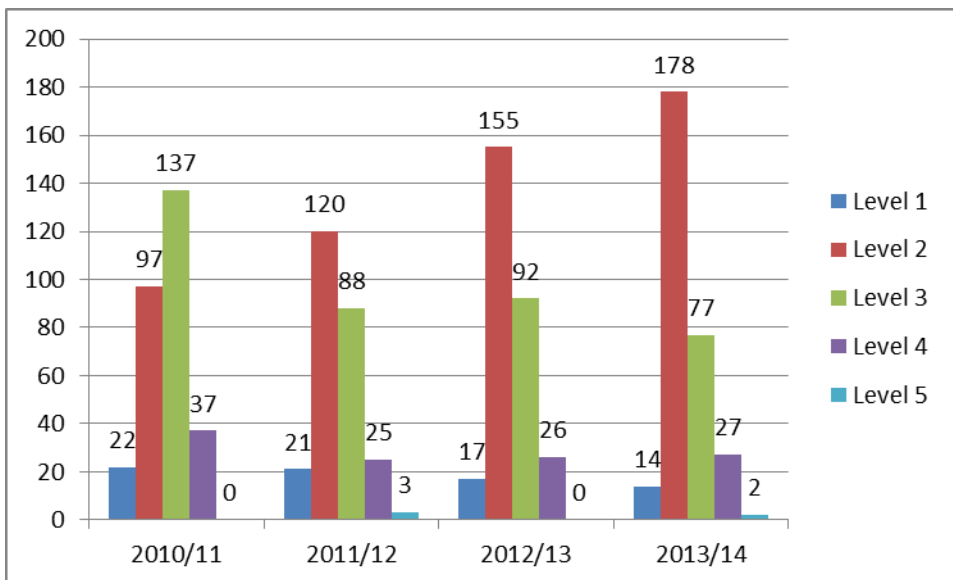
**Level 5**, serious and adverse impact: Major harm and / or loss

#### 2.2 Total complaints 2010 – 2014



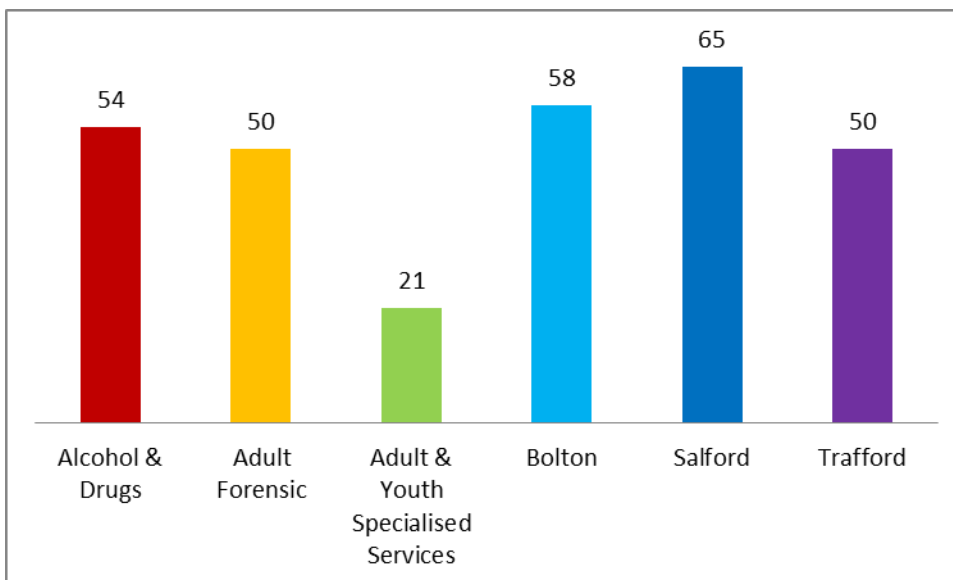
- The total number of complaints received increased by 2.8% in 2013/14.

### 2.3 Complaints received comparison data 2010-2014

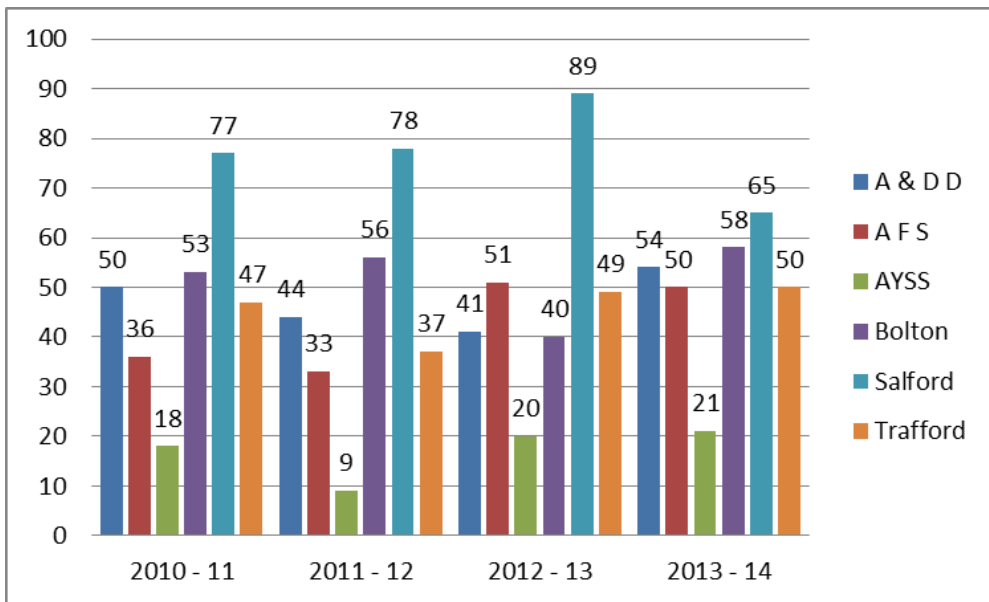


- The number of level 3 complaints decreased by 16.3% in 2013/14.
- The number of level 2 complaints increased by 14.8% in 2013/14.

### 2.4 Number of complaints received by each directorate 2013/14

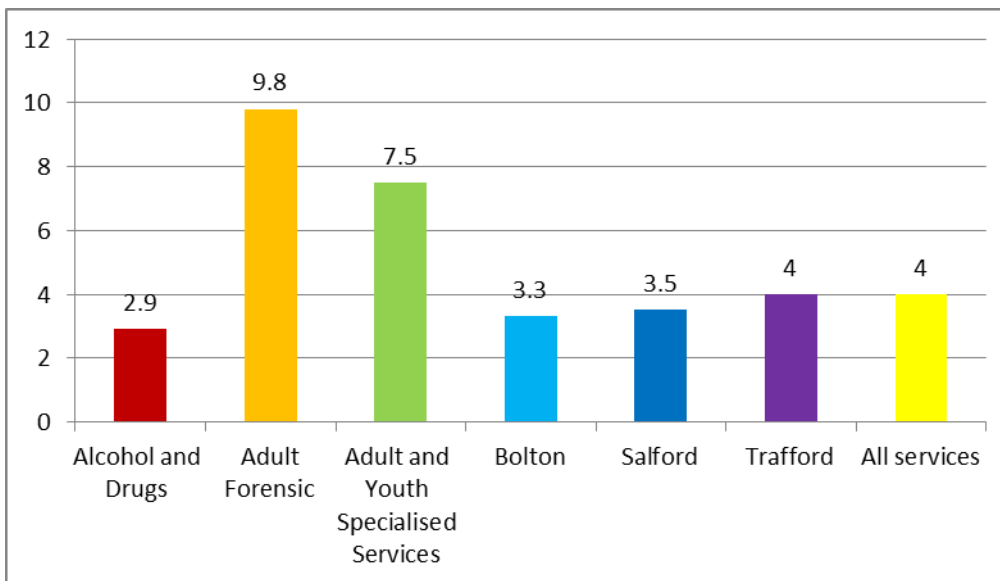


## 2.5 Complaints received by each directorate comparison data 2010-2014

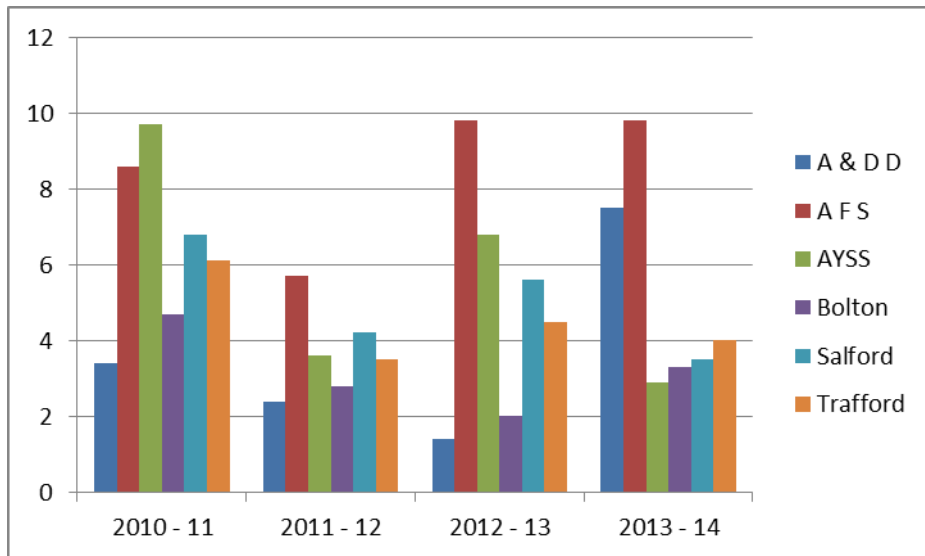


- The largest percentage increase in complaints in 2013/14 was 35% in Bolton
- The largest percentage decrease in complaints in 2013/14 was 27% in Salford

## 2.6 Number of complaints per 10,000 recorded service user / carer contacts 2013/14



## 2.7 Complaints per 10,000 recorded service user/care contacts comparison data 2010-2014



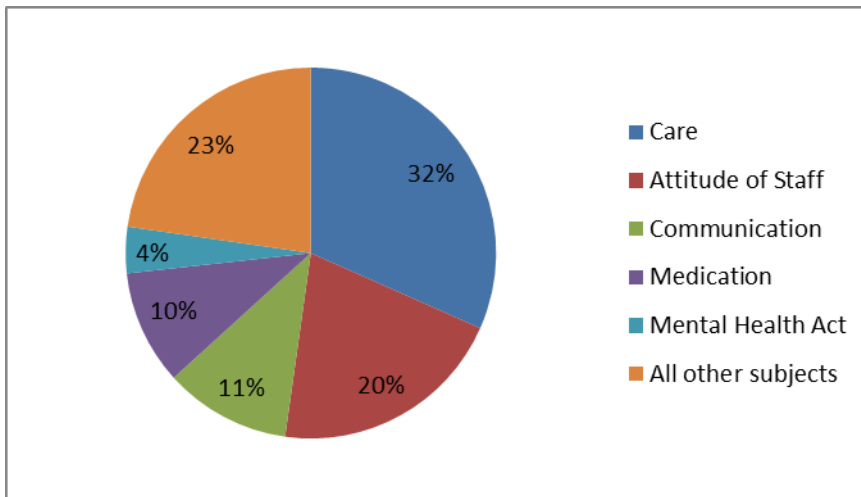
- Alcohol and Drugs complaints measured against number of service user contacts increased by 436% (This rise was mostly accounted for by complaints arising from the bedding in of the Cumbria service).
- Adult Forensic Service complaints remained constant at 9.8 per 10,000 recorded contacts.
- Adult and Youth Specialised Services complaints decreased by 57% to 2.9 per 10,000 recorded contacts.
- Bolton complaints increased by 65% to 3.3 per 10,000 recorded contacts but Bolton still received proportionately less complaints than Salford or Trafford.
- Salford complaints decreased by 38% to 3.5 per 10,000 recorded contacts which was proportionately more than Bolton but less than Trafford.
- Trafford complaints decreased by 11% to 4.0 per 10,000 recorded contacts but Trafford nevertheless received proportionately more complaints than Salford or Bolton.

## 3. Subjects and Themes

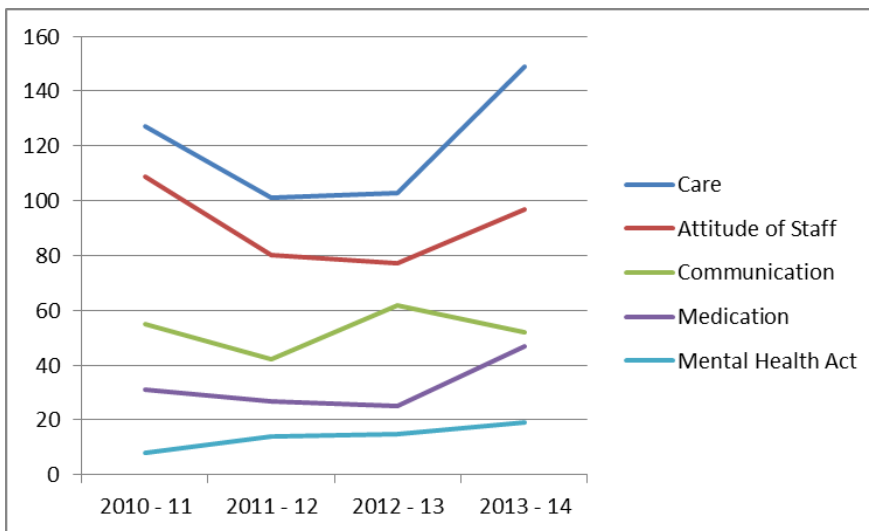
### 3.1 Top ten subjects recorded against all complaints received

	A & D	A F S	A Y S S	Bolton	Salford	Trafford	Total
Care	28	11	11	30	42	27	149
Attitude of Staff	12	16	8	20	24	17	97
Communication	6	7	8	12	9	10	52
Medication	23	3	2	4	7	8	47
Mental Health Act	0	7	1	4	2	5	19
Personal Safety	0	4	1	3	6	2	16
Admission	0	0	1	4	5	1	11
Ward Environment	1	6	0	0	3	0	10
Patient property & expenses	0	6	0	2	1	1	10
Discharge	0	1	1	1	3	3	9

### 3.2 Top five complaints' subjects



### 3.3 Top five complaints subjects 2010 – 2014

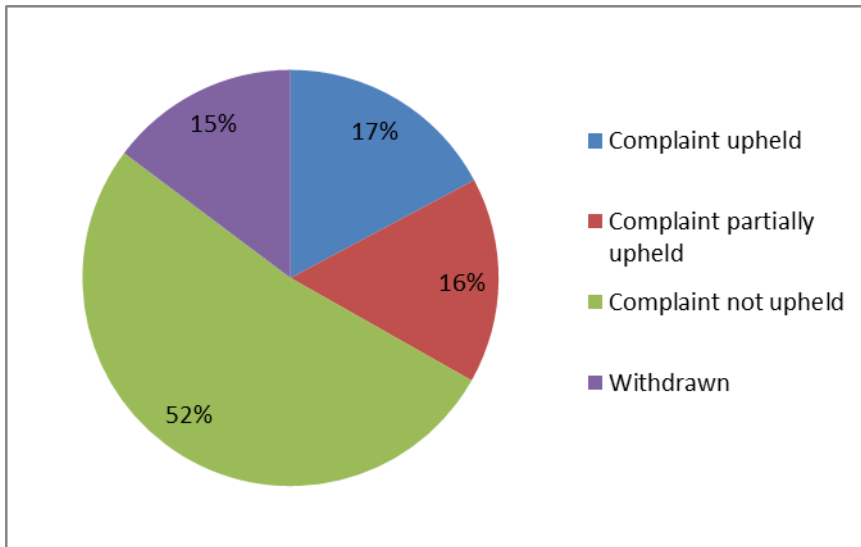


## 4. Outcomes of complaints

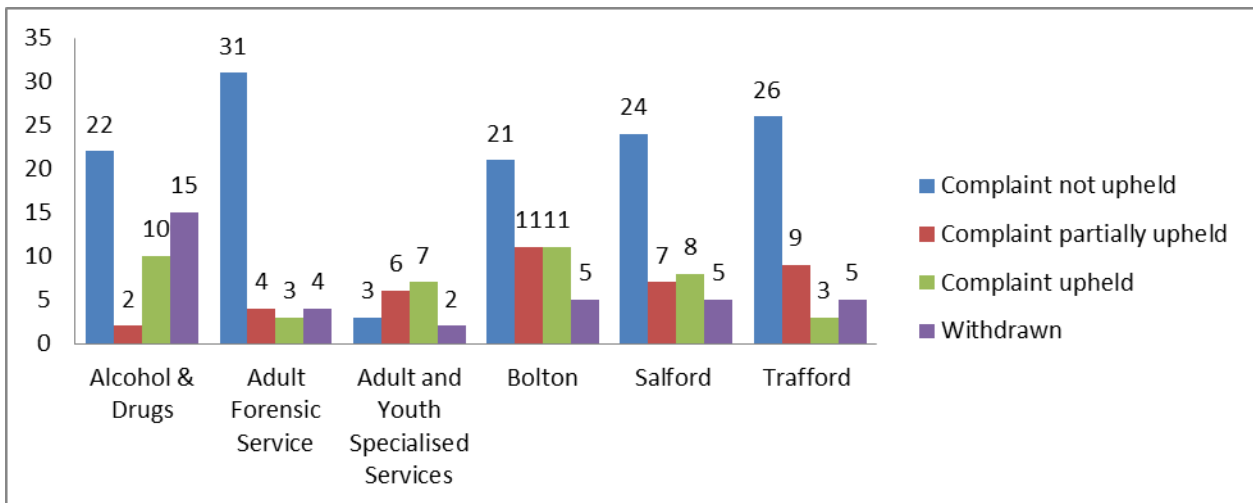
### 4.1 Outcomes of complaints opened and closed 2013/14

Complaint upheld	42
Complaint partially upheld	39
Complaint not upheld	127
Withdrawn	36
<b>Totals:</b>	<b>244</b>

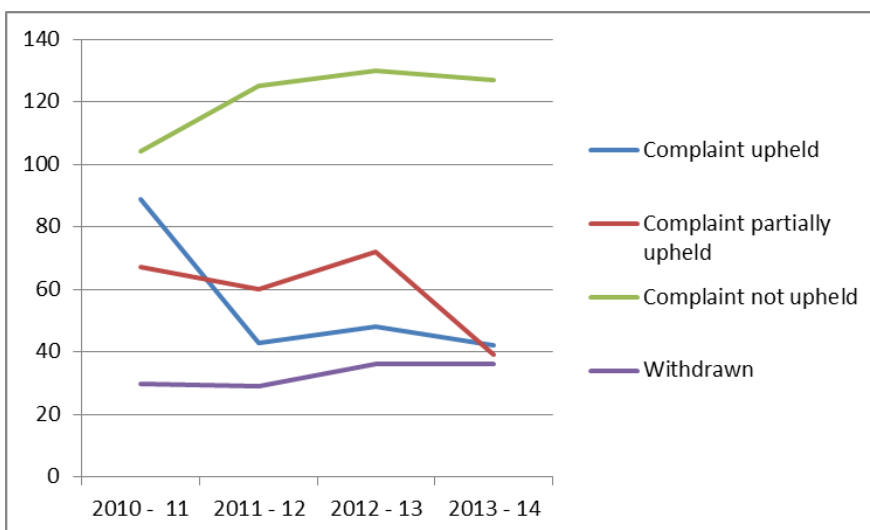
#### 4.2 Outcomes of complaints opened and closed 2013/14



#### 4.3 Outcomes of complaints opened and closed between 2010 and 2014 by Directorate



#### 4.4 Outcomes of complaints opened and closed between 2010 and 2014



### 5. Timescales of complaints opened and closed

2009 states that complaints should be responded to: 'as soon as reasonably practicable after completing the investigation,..'

	Responses inside timescales	Responses outside timescales
<b>Level 2</b> (2 months)	<b>83%</b>	<b>17%</b>
<b>Level 3</b> (3 months)	<b>88%</b>	<b>12%</b>
<b>Level 4</b> (4 months)	<b>100%</b>	<b>0%</b>
<b>Level 5</b> (4 months)	<b>100%</b>	<b>0%</b>
<b>Total</b>	<b>86%</b>	<b>14%</b>

The total of 86% responses within timescales represents an improvement of 2% on 2012/13.

## 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. 95 actions resulting from upheld complaints were logged on DATIX in 2013/14. Progress against the action plans is monitored by the Customer Care Team.

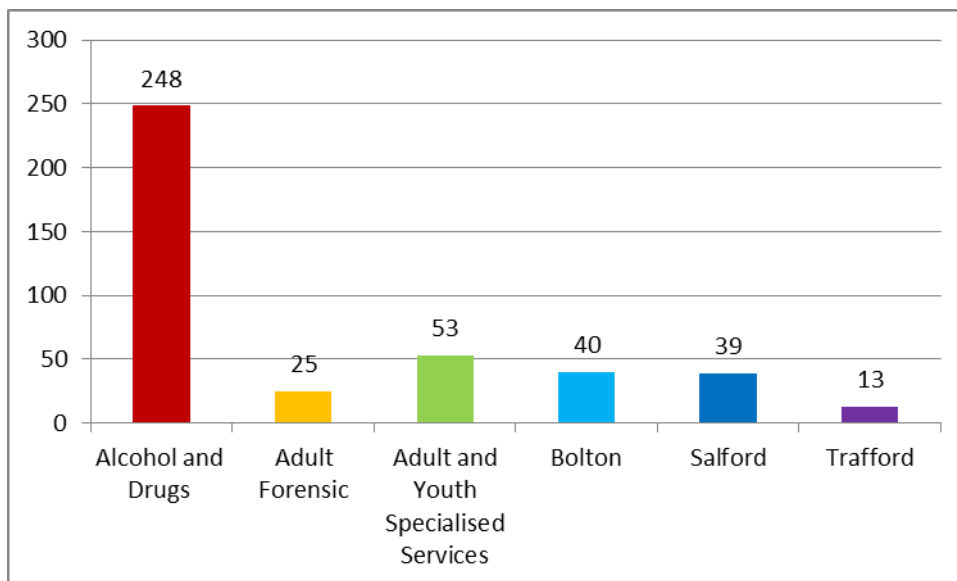
## 7. Complaints referred to the Parliamentary and Health Service Ombudsman

The Trust has been formally informed of one complaint which has been considered by the Parliamentary and Health Service Ombudsman (PHSO).

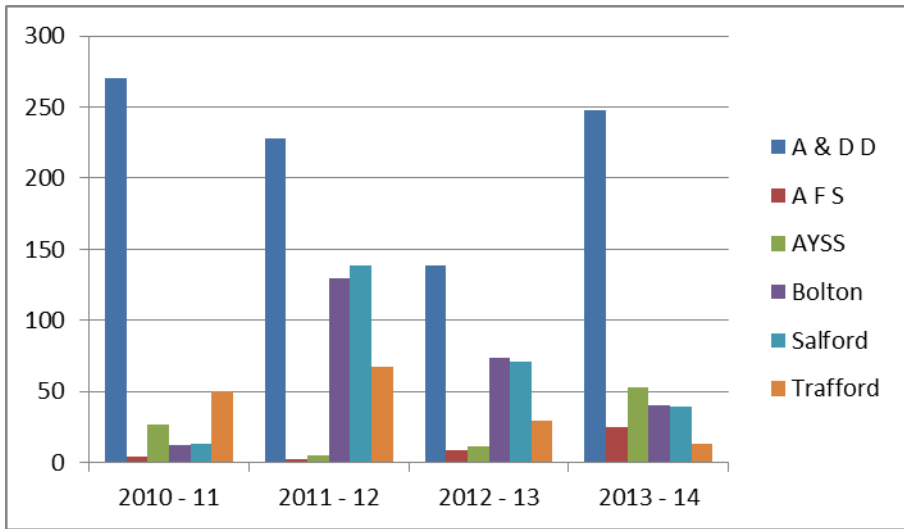
Two complaints investigations by the PHSO were concluded in 2013 - 14. One complaint investigation's findings led to one recommendation, the second investigation's findings led to three recommendations.

## 8. Compliments

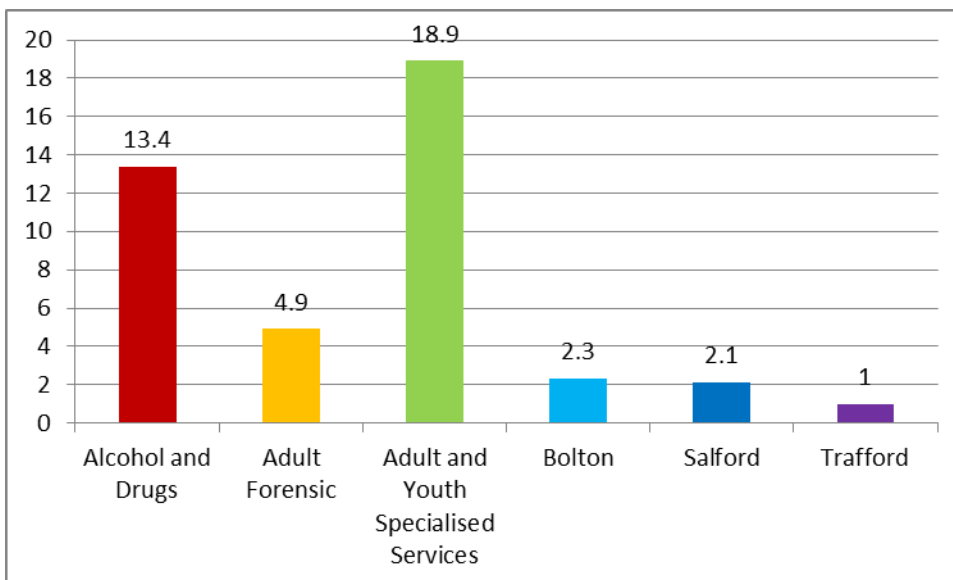
### 8.1 Compliments recorded per Directorate



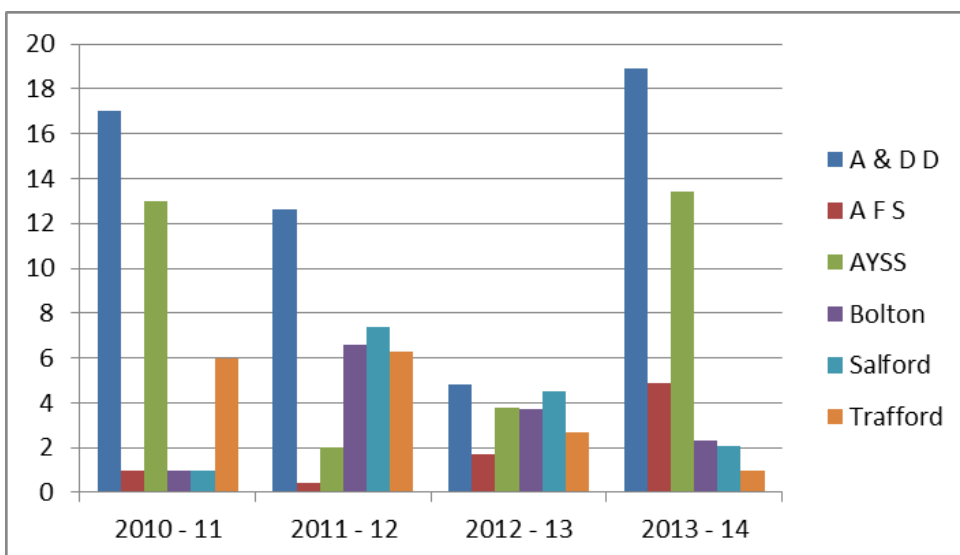
**8.2 Compliments recorded per Directorate over financial years 2010 - 14**



**8.3 Number of compliments per 10,000 recorded service user / carer contacts 2013/14**

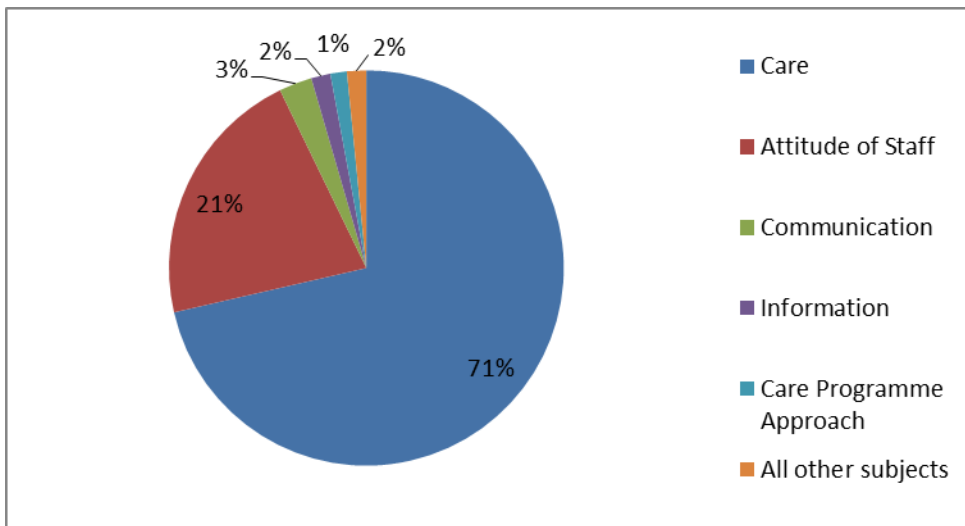


**8.4 Number of compliments per 10,000 recorded service user contacts comparison data 2010-14**

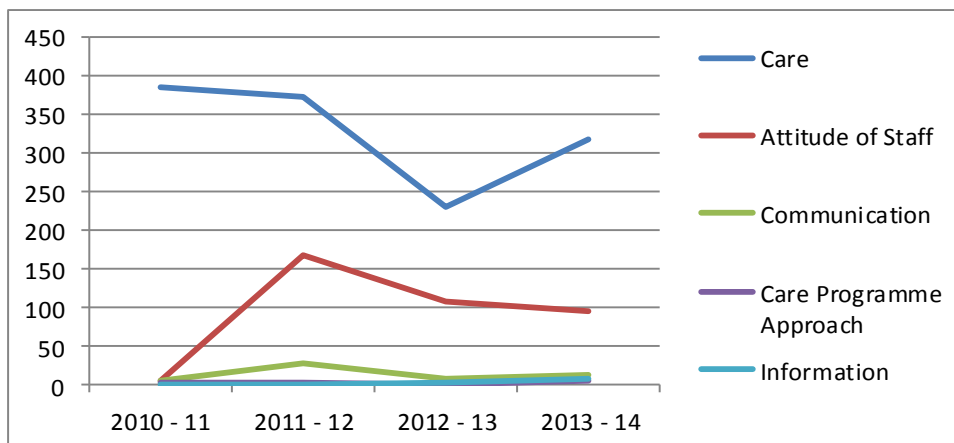




### 8.5 Top five compliment subjects



### 8.6 Top five compliment subjects over financial years 2010 - 11 to 2013 - 14



### Customer Care Team

June 2014