

## Oxleas Complaints Report 2016/17

### Complaints received

In 2016/17 there were approximately 980,000 patient contacts with our services; in the same period of April 2016 to March 2017 we received a total of 186 formal complaints (0.02% of overall patient contacts) and 79 informal complaints (0.01% of overall patient contacts).

The Trust is now reporting on all complaints received in writing both formally and informally. We are required to evidence what has happened with formal and informal complaints alike to show robust and open complaints management. This is in line with submissions to KO41 Data Collection and the outcome of the Savile enquiry, which highlighted informal and weak processes around the management of verbal complaints, poor documentation and complaints made at service level not being brought to the attention of management. We record any complaint that is made in writing to any member of Trust or Clinical Commissioning Group staff, or is originally made orally and subsequently recorded in writing. Once it is so recorded, it should be treated as though it was made in writing from the outset. Complaints and comments/suggestions that do not require investigation are not included in complaints reporting.

Of the 265 complaints received:-

- 135 (50%) relate to Adult Mental Health and Learning Disabilities (32 Bexley, 44 Bromley, 59 Greenwich)
- 64 (24%) relate to Adult Community Health (40 Bexley, 24 Greenwich)
- 33 (14%) relate to Children and Young Persons (13 Bexley, 5 Bromley, 15 Greenwich)
- 11 (4%) relate to Older Persons (3 Bexley, 5 Bromley, 3 Greenwich)
- 22 (8%) relate to Forensic and Prison Services

### Complaints investigated

Within the 265 complaints 689 concerns were raised. Of these 689 concerns raised, 67 (10%) were upheld, 364 (53%) partly upheld, 250 (36%) not upheld, and 8 (1%) were indeterminate.

Our review of the concerns raised has identified 3 significant themes:

	Investigated	Upheld/partly upheld	% upheld
Clinical Care	181	127	70%
Attitude of staff	152	90	59%
Communication	97	71	73%

### Complaints handling

In line with the Trust's Complaints Policy the aim is to respond to complaints received within 30 working days and agree extensions with the complainant when it is not possible to complete the investigation within this time frame. Of the 265 complaints 161 (61%) were completed within the agreed timescales a 7% lift on last year. Robust procedures for following up with the Directorates both those complaints that are overdue and those that are due with the complaints team have been implemented on a weekly basis. It is hoped this will show a continued improvement in achieving the target against timescales.

This year a programme of visits to services by the Complaints Service and PALS has taken place with the aim of raising awareness in handling complaints and concerns raised by service users, their family or advocates. Work continues to embed and disseminate lessons from complaints across all our services. The library of case studies for services to use in embedded learning events and to share at team meetings to encourage discussion and promote good practice has been added to. A significant piece of work has taken place in

ensuring the completion of outstanding actions identified following the investigation of a complaint. Of the 308 actions identified for 2016/17 302 were due to have been completed at the time of this report. 272 (90%) have been completed. We will continue our focus in these areas in 2017/18 to improve the quality of the services we provide.

**Parliamentary and Health Service Ombudsman (PHSO)**

Complainants who are dissatisfied with the Trust response have the right to ask that the PHSO reconsider their complaint. Since April 2016, three complainants asked for their case to be reviewed by the Ombudsman's Office. One investigation was partly upheld with regards to breach of confidentiality, the Trust is currently contesting this outcome with the Ombudsman's office. Both of the other cases were not upheld.