

Sent via email

Information Governance

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Ref: FOI2016/031

5 April 2016

Dear [REDACTED]

Freedom of Information Act 2000 request: Complaints & PALs

With reference to your request for information, dated 10th March, made under section 1(1) of the Freedom of Information Act, I am writing to inform you of the outcome of your information request.

You asked the following:

1. How many staff, full time equivalent work in your complaints department by grade and full time equivalent

We have two members of staff working within our Complaints department, 1 Manager (band 7) and 1 Complaints Officer (band 6).

2. What are the reported levels of complaints within your organisation for the past 3 financial years

The reported levels of complaints for the last 3 financial years are as follows:

2013/14 – 98

2014/15 – 95

2015/16 – 129 (to date).

3. How is your complaints information reported, measured in terms of performance, targets?

Monthly reports provided to;

- Individual commissioners
- Quality Committee
- Board

Divisional reports

- Produced by each Division a monthly basis and presented at monthly Divisional meeting

Quarterly reports provided to;

- Individual commissioners
- Quality Committee
- Board
- Quality Stakeholders Referencing Group
- HSCIC- K041 a data only

Annual report & yearly Quality Account- provided to;

- Individual commissioners
- Quality Committee
- Board

KPI's include responding to all formal complaints within 3 working days, 90% target of complaints responded to within 25 working days (where simple complaints) 100% target for complaints responded to within agreed timescale (more complex complaints).

Target to reduce the amount of complaints received per year around staff attitude and communication by 20% from 2012/2013 for financial year 2015/2016.

- 4. How many staff full time equivalent work within your clinical services to support the completion of complaints responses?**
We have a band 7 Complaints Manager and 1 band 6 Complaints Officer, senior staff also support the process.
- 5. How many staff, full time equivalent work within your PALS department by grade?**
We have 4 Patient Experience Facilitators at Band 6 working on a weekly rota basis with one Facilitator covering the PALS department per week.
- 6. How many staff, full time equivalent support the management corporately of Serious Incidents?**
We have a fully staffed Patient Safety Team which is led by the Head of Patient Safety and includes four Patient Safety Managers, a Serious Incident Coordinator, a Corporate Risk Facilitator and a Patient Safety Administrator. The Director of Patient Safety and four Associate Directors of Quality also support the incident and Serious Incident process.
- 7. How many staff, full time equivalent support the management of incidents corporately?**
As described above, the fully staffed Patient Safety Team all support the management of incidents corporately; Head of Patient Safety, four Patient Safety Managers, Serious Incident Coordinator, Corporate Risk Facilitator and Patient Safety Administrator. The Director of Patient Safety and four Associate Directors of Quality also support the incident and Serious Incident process.
There are four Patient Safety Managers.
- 8. How many staff, full time equivalent are dedicated to the support of serious incidents management of incidents within your clinical services?**
As above – one Serious Incident Coordinator (but they also manage the incident reporting system).
- 9. How many incidents/serious incidents have been reported within your organisation for the last 3 financial years?**

Year	Incidents (all types)	Serious Incidents
2013/14	6647*	177
2014/15	6436*	221
2015/16 (to date)	6141*	183

**this is all incidents (not rejected) on the incident reporting system reported within these dates. This includes all types of incidents (patient and non-patient) and will also include incidents which have been identified by our staff but actually occurred within another organisation.*

Therefore in 2013/14 of 6647 reported incidents 177 were reported externally as Serious Incidents and investigated using Root Cause Analysis (3%) in 2014/15 it was 221 of 6436 (3%) and in 2015/16 to date it was 187 of 6141 (3%).

10. How many staff full time equivalent work on litigation and claims (inquests included)?
please confirm the numbers of inquests and claims received by the organisation over the past 3 financial years

One full time manager at band 7 who also covers complaints. The number of claims received over the last three financial years are as follows:

2013/14 = 12, 2014/15 = 13, 2015/16 = 12 (to date).

We are currently unable to provide you with the figures for inquests as these were not centrally recorded until very recently.

This completes our response to your request for information. If you are unhappy with our response, please write to us giving your reasons and we will address them. If you remain dissatisfied you are entitled to appeal to the Information Commissioner:

Customer Contact
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Tel: 0303 123 1113
http://ico.org.uk/concerns/getting/report_concern_foi

Yours sincerely,

Cyndee Massa
Information Governance Facilitator
Central London Community Healthcare NHS Trust