



**REPORT TO: HEALTH AND SOCIAL CARE INTEGRATION JOINT BOARD –  
24 AUGUST 2022**

**REPORT ON: QUARTERLY COMPLAINTS PERFORMANCE – 1<sup>st</sup> QUARTER 2022/23**

**REPORT BY: CHIEF FINANCE OFFICER**

**REPORT NO: DIJB57-2022**

### **1.0 PURPOSE OF REPORT**

The purpose of this report is to summarise the complaints performance for the Health and Social Care Partnership (HSCP) in the first quarter of 2022/23. The complaints include complaints handled using the Dundee Health and Social Care Partnership Social Work Complaint Handling Procedure, the NHS Complaint Procedure and the Dundee City Integration Joint Board Complaint Handling Procedure.

### **2.0 RECOMMENDATIONS**

It is recommended that the Performance and Audit Committee (PAC):

- 2.1 Notes the complaints handling performance for health and social work complaints set out within this report.
- 2.2 Notes the work which has been undertaken to address outstanding complaints within the HSCP and to improve complaints handling, monitoring and report.

### **3.0 FINANCIAL IMPLICATIONS**

None

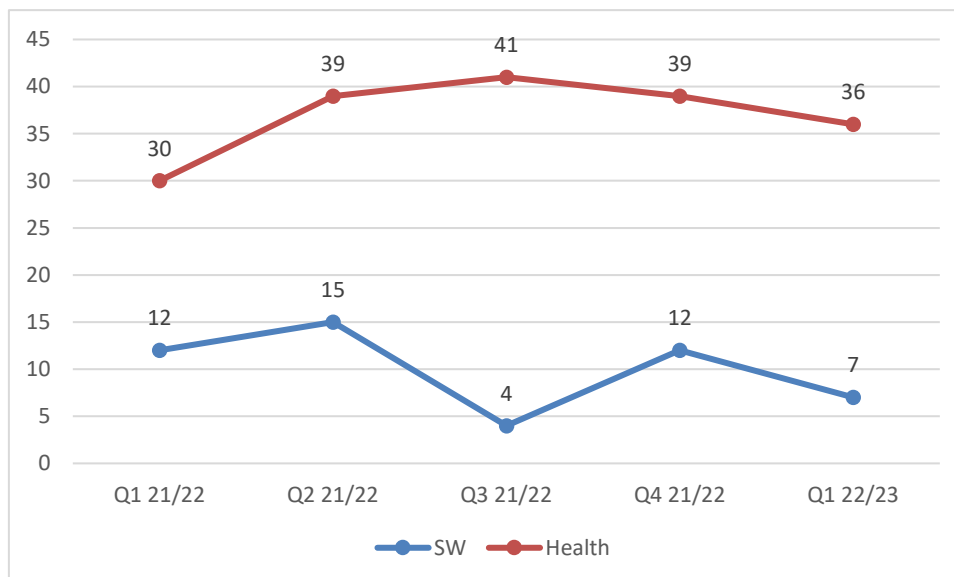
### **4.0 MAIN TEXT**

- 4.1 Since the 1<sup>st</sup> April 2017 both NHS and social work complaints follow the Scottish Public Service Ombudsman Model Complaint Handling Procedure. Both NHS Tayside Complaint Procedure and the Dundee Health and Social Care Partnerships Social Work Complaint Handling Procedures have been assessed as complying with the model complaint handling procedure by the SPSO.
- 4.2 Complaints are categorised by 2 stages: Stage 1: Frontline Resolution and Stage 2: Investigation. If a complainant remains dissatisfied with the outcome of a Stage 1: Frontline Resolution complaint, it can be escalated to a Stage 2. Complex complaints are handled as a Stage 2: Investigation complaint. If a complainant remains dissatisfied with the outcome of Stage 2: Investigation complaint they can contact the Scottish Public Services Ombudsman who will investigate the complaint, including professional decisions made. Complaints about the delivery of services are regularly presented to the Clinical, Care and Professional Governance Group to inform service improvement.
- 4.3 The required SPSO reporting categories are included as appendix 1 at the end of the report.

#### 4.4 Complaints Received

In the first quarter of 2022/23 a total of 7 complaints were received about social work or social care services and 36 about Health services in the Dundee Health and Social Care Partnership.

**Number of complaints received quarterly**



The graph shows that compared to quarter four, both channels of complaints have seen a decrease this quarter.

#### 4.5 Social Work complaints by reason for concern

Complaint themes continue to be monitored for trends and looking at the table below, we can see that for the 2<sup>nd</sup> quarter running Delays have been the most frustrating element for complainants making complaints.

	Q4 2021/22	Q1 2022/23
Attitude, behaviour or treatment by a member of staff	2	0
Delay in responding to enquiries and requests	7	9
Dissatisfaction with our policy	0	1
Failure to provide a service	1	0
Failure to follow the proper administrative process	0	0
Failure to meet our service standards	2	2

The numbers of social work complaints received this quarter are small.

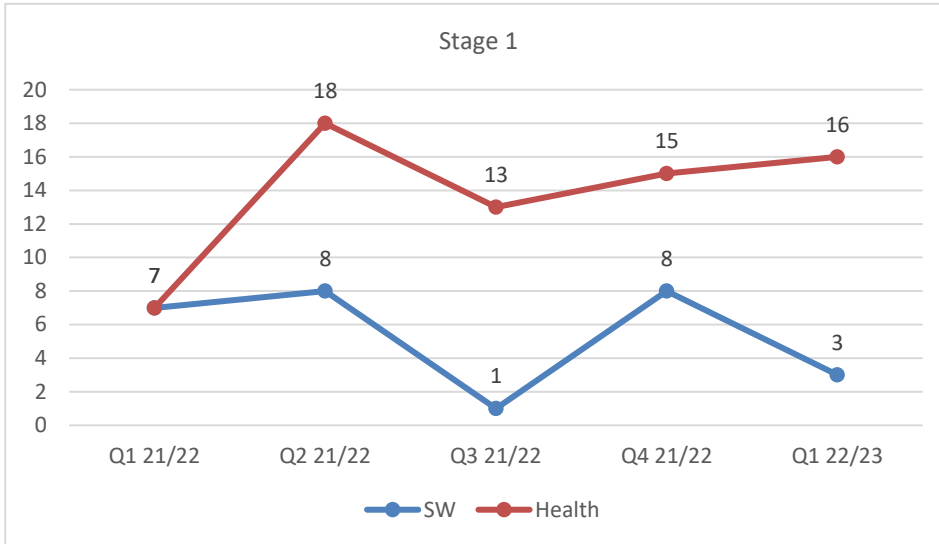
#### 4.6 Health complaints by reason for concern

Disagreement with treatment / care plan	6
Lack of continuity	1
Letter wording	1
Problems with medication	3
Unacceptable time to wait for an appointment	8
Lack of support	6
Shortage of staff	3
Patient not being verbally told	1
Email	1
Telephone	1
Error with prescription	1
Poor medical treatment	1
Abruptness	1
Conduct	1

14 complaints did not have a theme recorded.

For future complaint reports we will track reasons for concern so we can easily see which are the problem areas and require further work.

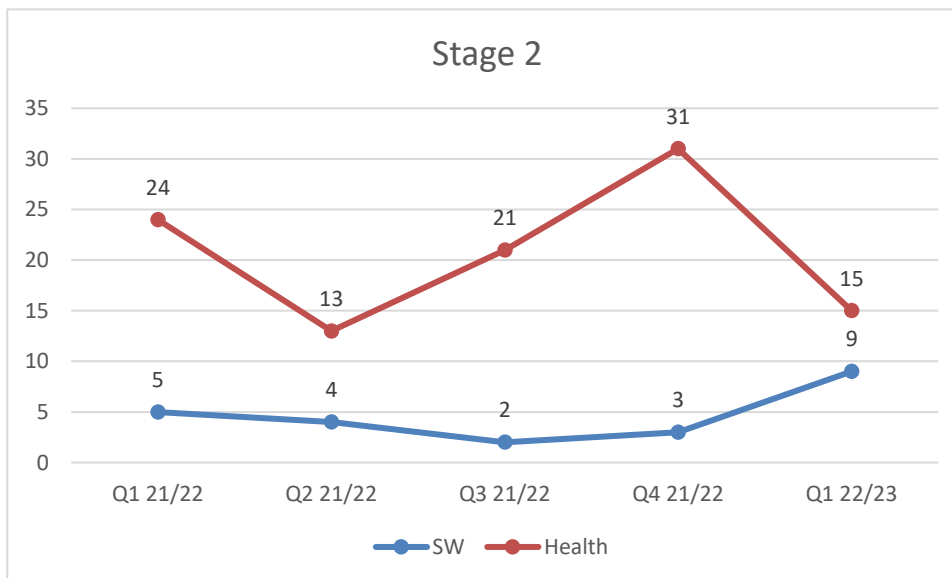
#### 4.7 Complaints Stages



Stage 1 complaints are completed within 5 days or given a maximum extension of a further 10 days.

Numbers fluctuate within Social Work between quarters.

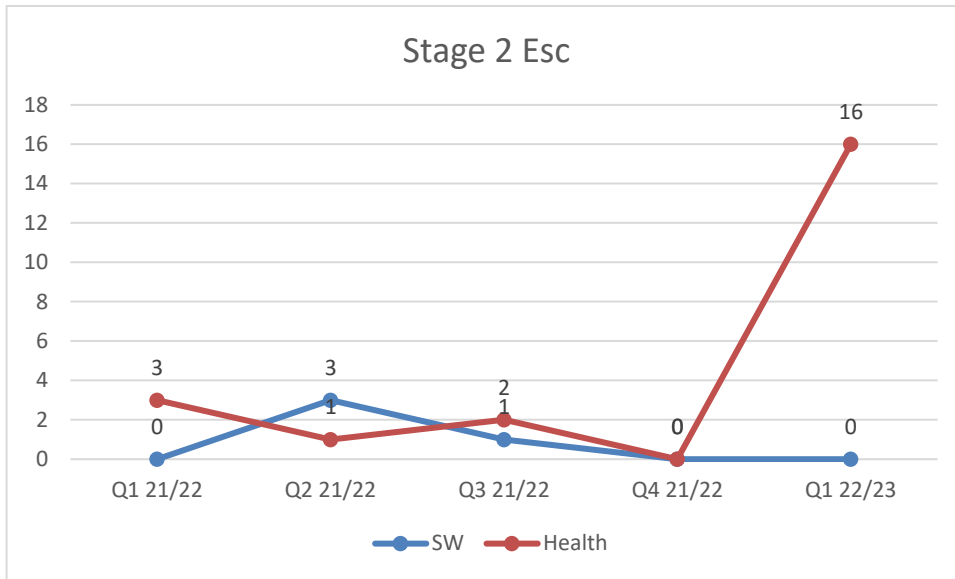
Numbers within Health are creeping back up to the high we saw in Q2 last year.



Stage 2 complaints are completed within 20 working days and can be extended also.

Social Work stage 2 complaints have seen a spike this quarter.

Health stage 2 complaints have seen a decline in over 50% of stage 2 complaints this quarter compared to Q4.



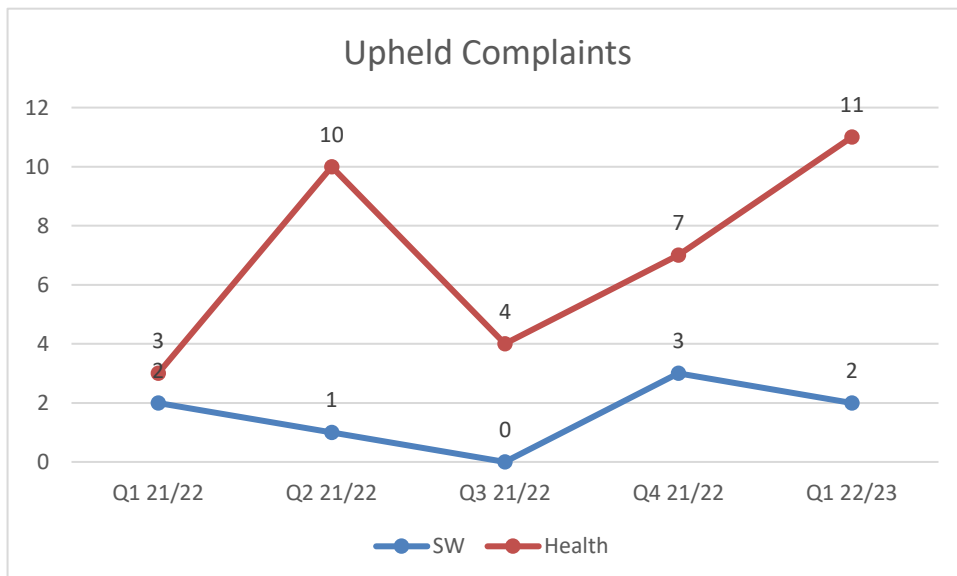
Stage 2 escalated complaints are those which are escalated from stage 1 to stage 2 after being logged and possibly responded to. Health complaints have taken a sharp rise this quarter.

Social Work stage 2 escalated complaints have remained at 0 for the second quarter running.

#### 4.8 Complaint Outcomes

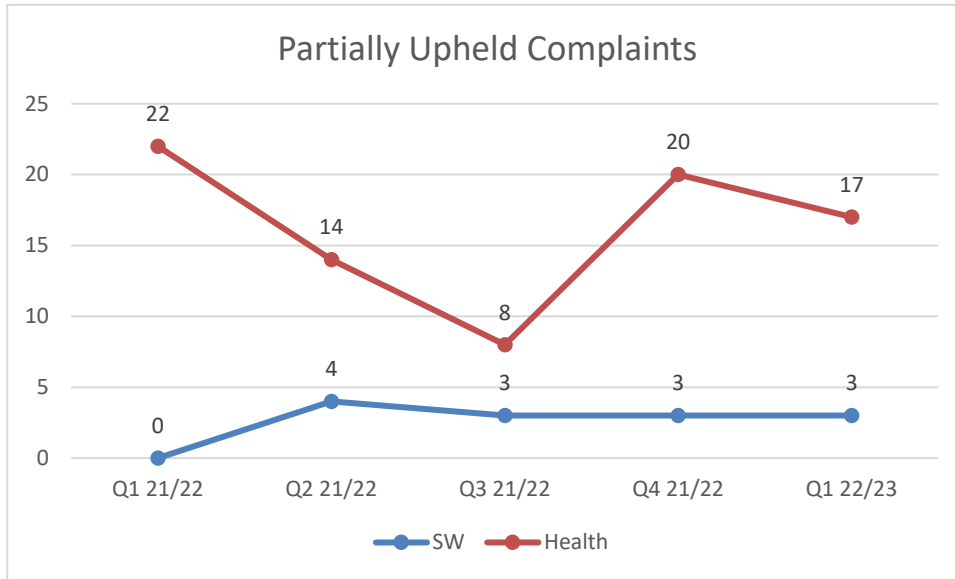
Partially upheld and upheld complaints receive planned service improvements logged against them by the allocated complaint investigator and these must be completed within a set timeframe.

These planned service improvements can range from process improvements or re-design to team briefings regarding staff attitude and behaviour.



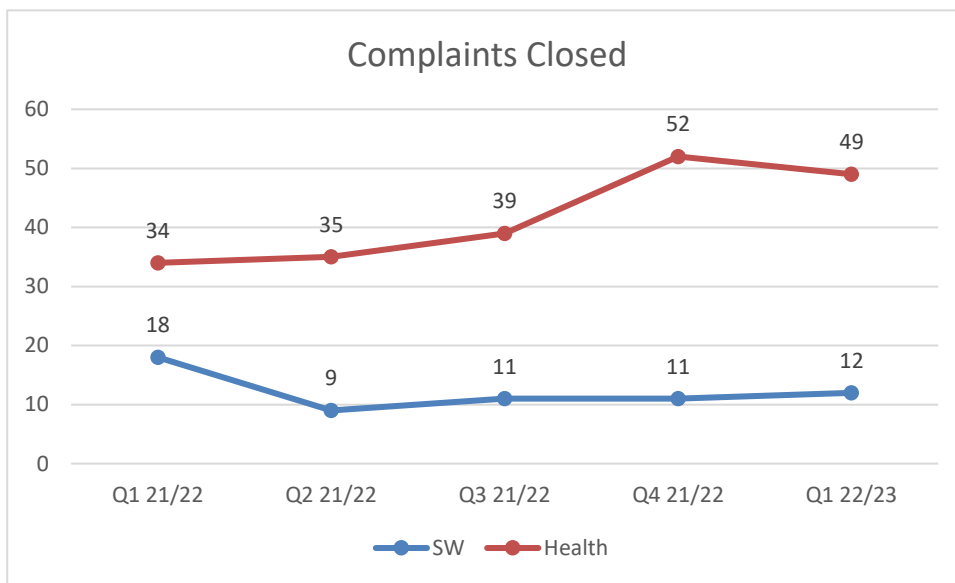
Upheld complaints have increased within Health for the second quarter running and are at an all time high for the last year.

Social Work upheld complaints have declined slightly after seeing an increase in Q4.

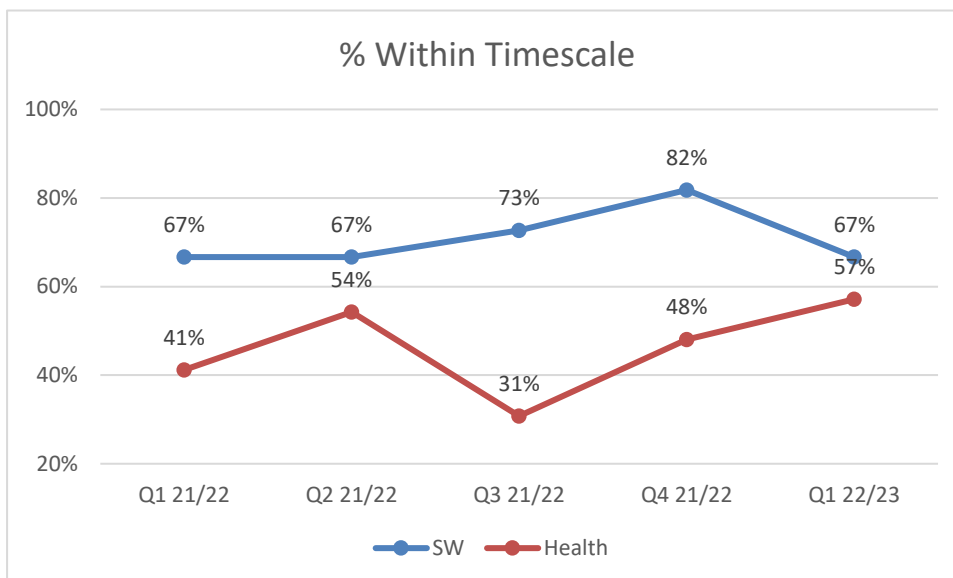


Social Work Partially Upheld complaints have remained relatively stable for the last three quarters while Health have seen a slight decline this quarter compared to last.

#### 4.9 Complaints Closed & Resolved Within Timescales



The numbers of complaints closed have remained relatively stable compared to previous quarters.



There has been a sustained improvement in the numbers of complaints closed within timescales for Health complaints.

Work to improve complaint performance is ongoing and weekly reports on open complaints is provided to the Operational Management Team.

#### 4.10 Planned Service Improvements

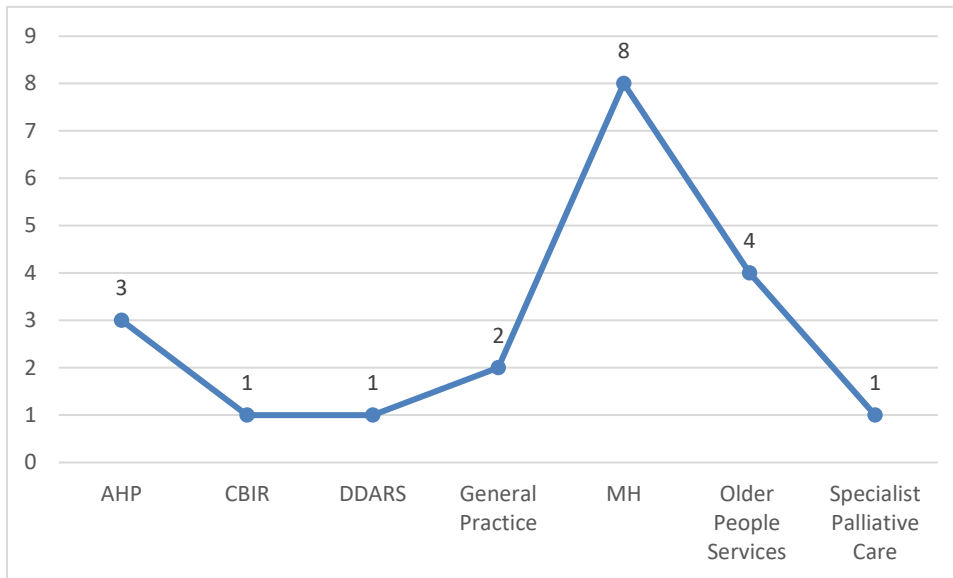
There were 33 partially upheld or upheld complaints which have all identified a cause and have service improvements planned to address these. By putting these planned service improvements in place, we look to minimise complaints of the same nature being received.

#### 4.11 Open Complaints

	Total Open	20 days or less	21-39 days	40-99 days	100 days +	180 days +	Average Days
SW	3	1	0	0	1	1	142
Health	20	11	2	5	1	1	38

The above table shows the numbers of open complaints by the numbers of days open. There are few complaints that are very late and these are being monitored.

#### 4.12 Snapshot of Health open complaints across services



The graph above shows the current volume of open complaints within Health as of 26<sup>th</sup> July 2022.

#### 4.13 Compliments

We also received compliments about our services. Here are some of the compliments we have received this quarter.

**April 2022:** Amazed and very happy with the speed of the response from OT First contact and OT store for equipment provision. Delighted with the Service.

**April 2022:** I just wanted to send a quick message to thank you for your excellent service today. I have been putting off seeing about a chronic shoulder problem. I finally called earlier in the week expecting to have quite a wait before being able to see a physio. After calling at 8am this morning (as advised) I had a call back from the physio at 8.40, followed by an appointment at 10.40. Back at work with a course of exercises to follow by 11! Fantastic!  
When I'm sure you receive plenty of grumbles & the press seems to slam primary care on a daily basis I just wanted to send a note of thanks for your efficient service.

**May 2022:** A nice man just stopped me as I was walking to a client's house and said thank you for all the good work we do. He said his mum passed away 3 weeks ago and the equipment we provided really helped her and also family were caring for her. He was full of praise for our service which was really nice. So well done everyone.

**5.0 IJB Complaints**

No complaints about the Integration Joint Board have been received.

**6.0 POLICY IMPLICATIONS**

This report has been subject to the Pre-IIA Screening Tool and does not make any recommendations for change to strategy, policy, procedures, services or funding and so has not been subject to an Integrated Impact Assessment. An appropriate senior manager has reviewed and agreed with this assessment.

**7.0 RISK ASSESSMENT**

This report has not been subject to a risk assessment as it is provided for information and does not require a policy decision from the PAC.

**8.0 CONSULTATIONS**

The Chief Finance Officer and the Clerk were consulted in the preparation of this report.

**9.0 BACKGROUND PAPERS**

None

Dave Berry  
Chief Finance Officer

DATE: 26 July 2022



**SPSO Categories**

	<b>Social Work</b>	<b>Health</b>
	<b>Q1</b>	<b>Q1</b>
1a: the total number of complaints received per 1,000 population	0.06	0.30
1b: the total number of complaints closed per 1,000 population	0.10	0.40
2a: the number of complaints closed at stage 1 as % all complaints closed	25%	33%
2b: the number of complaints closed at stage 2 as % all complaints closed	75%	31%
2c: the number of complaints closed after escalation as % all complaints closed	0%	33%
3a: the number of complaints upheld at stage 1 as % of all complaints closed in full at stage 1	33%	44%
3b: the number of complaints not upheld at stage 1 as % of all complaints closed in full at stage 1	33%	13%
3c: the number of complaints partially upheld at stage 1 as % of all complaints closed in full at stage 1	0%	44%
3d: the number of complaints upheld at stage 2 as % of all complaints closed in full at stage 2	11%	20%
3e: the number of complaints not upheld at stage 2 as % of all complaints closed in full at stage 2	56%	47%
3f: the number of complaints partially upheld at stage 2 as % of all complaints closed in full at stage 2	33%	33%
3g: the number of escalated complaints upheld at stage 2 as % of all escalated complaints closed in full at stage 2	0%	6%
3h: the number of escalated complaints not upheld at stage 2 as % of all escalated complaints closed in full at stage 2	0%	56%
3i: the number of escalated complaints partially upheld at stage 2 as % of all escalated complaints closed in full at stage 2	0%	31%
4a: the average time in working days for a full response to complaints at stage 1	31	10
4b: the average time in working days for a full response to complaints at stage 2	50	31
4c: the average time in working days for a full respond to complaints after escalation	0	39
5a: the number of complaints closed at stage 1 within 5 working days as % of total number of stage 1 complaints	0%	6%
5b: the number of complaints closed at stage 2 within 20 working days as % of total number of stage 2 complaints	22%	33%

5c: the number of complaints closed after escalation within 20 working days as % of total number of escalated complaints	0%	25%
6a: number of complaints closed at stage 1 where extension was authorised as % of all complaints at stage 1	33%	6%
6b: number of complaints closed at stage 2 where extension was authorised as % of all complaints at stage 2	78%	0%
6c: number of complaints closed after escalated where extension was authorised as % of all complaints escalated	0%	19%

\*\*Please note all categories add up to 100% due to missing data, the use of resolved outcomes