



**CONFIDENTIAL**

## Quality Committee Meeting – learning from complaints

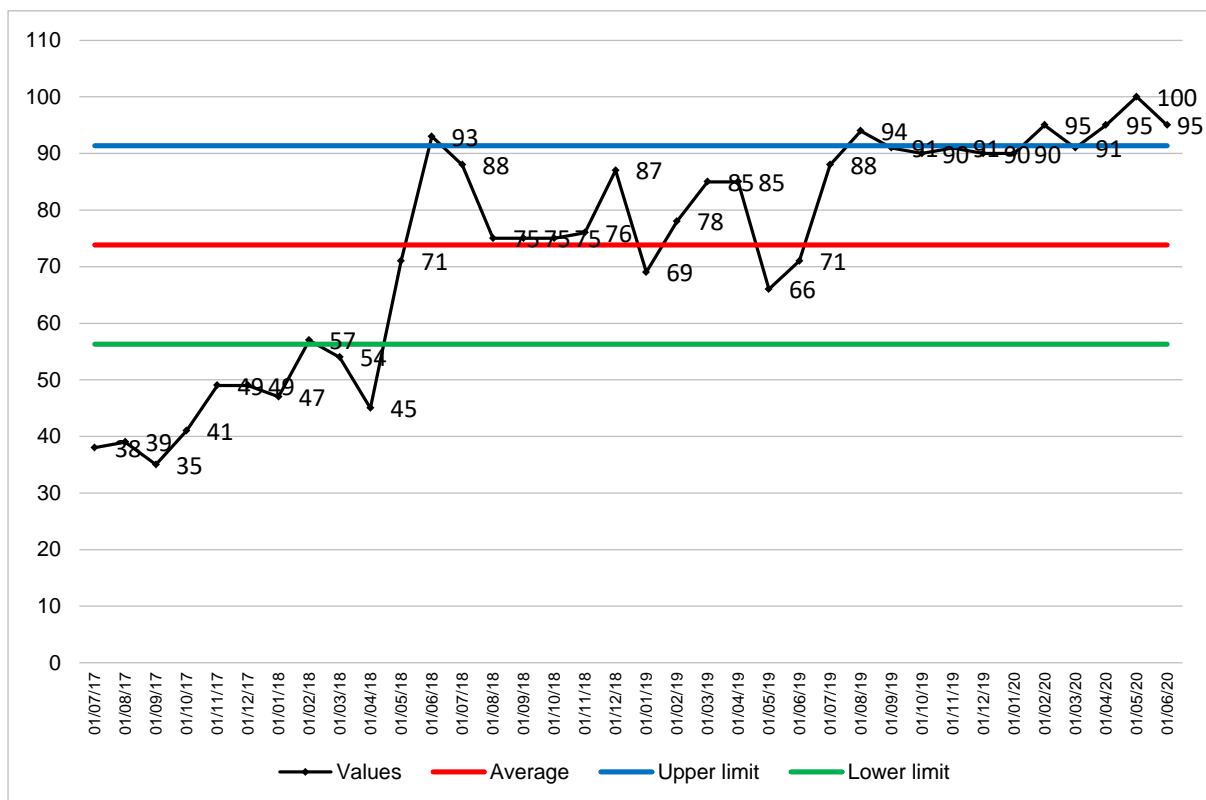
### Overview

We continue to achieve and exceed our target for complaints responded to within 25 working days (figure 1). The priority focus for 2020/21 is to use an improvement approach to learn from themes of complaints and embed key actions as part of the patient experience improvement programme.

The Trust received 69 complaints in Quarter 1 April–June 2020. The top three themes are communication (35%), values and behaviours (13%) and patient care (13%).

This report highlights how we have embedded learning from complaints at a Trust-wide level; through embedding actions into the improvement programme, and also how we have addressed these complaints with specific actions taken at a patient-level.

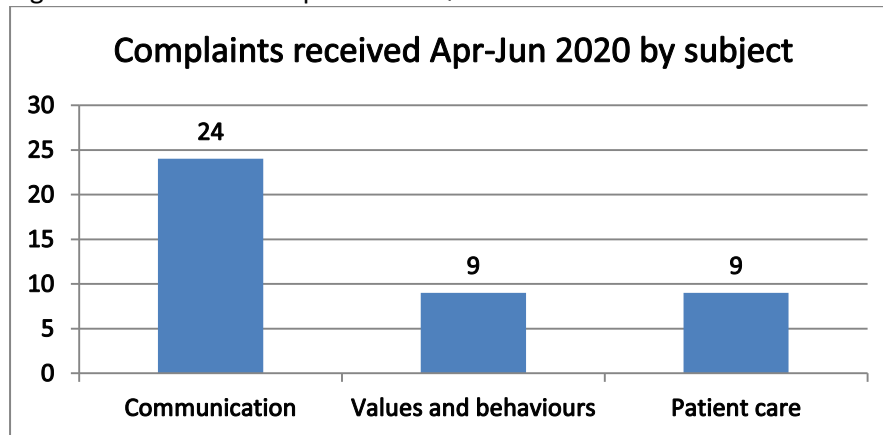
Figure 1. Performance against this complaints responded to within 25 working days from July 2017- June 2020:



## Learning from complaints – Q1

The Trust received 69 complaints in Quarter 1 April–June 2020 (figure 2).

Figure 2. Themes of complaints for Quarter 1



The most complained about subject is communication (35%), followed by values and behaviours (13%) and patient care (13%).

### Communication

We have received a number of complaints and concerns regarding communication in relation to outpatient appointments during the COVID-19 pandemic.

- Patients have turned up at hospital for appointments that were either “virtual” or due to take place by telephone or video.
- We have received complaints and concerns during this quarter from relatives regarding communication with families, especially if they haven’t been able to visit patients on the ward due to restrictions in place.
- We received a complaint about a member of staff sharing their experiences of working during the COVID-19 pandemic widely on a social media platform which caused distress and upset to the family of a patient who died in our care.

### Patient Care

- We received a complaint regarding the care and treatment a patient received in ITU and that he developed pressure sores.

### Values and Behaviours

- We responded to a complaint for the Women’s Division about a woman’s care and treatment whilst in labour, in particular the attitude of the midwife that looked after her and that she was not treated in a professional or kind manner.

	<b>'You said'</b>	<b>'We did'</b>	<b>'Still to come'</b>
<b>Theme</b>	<b>Sub-themes</b>	<b>Immediate actions taken to address complaints</b>	<b>Building learning into Trust-wide improvement programme</b>
<b>Communication</b>	Poor communication in relation to format of outpatient appointments (F2F vs virtual) during the COVID-19 pandemic	<ul style="list-style-type: none"> <li>• Apology and verbal explanation provided by Divisional team to patient and appointment rescheduled.</li> </ul>	Patient experience learning in outpatient transformation programme; <ul style="list-style-type: none"> <li>• Reconfiguring Cerner to display outpatient appointment type</li> <li>• Using DrDr to send text reminders to patients</li> <li>• QIA deep dive into outpatient appointments to ensure we are not creating inequalities of access</li> </ul>
	Poor communication on restricted visiting policy	<ul style="list-style-type: none"> <li>• Apology and written explanation to patient.</li> <li>• Staff reminded to ensure that they explain the current visitor policy to our patients and their relatives.</li> </ul>	
	Staff sharing experiences of working during pandemic on social media specific to patient	<ul style="list-style-type: none"> <li>• Staff member spoken to regarding compliance with code of conduct at work.</li> <li>• Email communication to all staff and volunteers reminding them of the code of conduct.</li> </ul>	<ul style="list-style-type: none"> <li>• Embedded learning in staff health and wellbeing programme' Set up health and wellbeing outlets for staff as alternative means to share experiences</li> <li>• Restarted Schwartz rounds</li> </ul>
<b>Patient care</b>	Patient developed pressure sores on ITU	<ul style="list-style-type: none"> <li>• Written response explaining outcome of investigation and apology provided to patient for shortfall in their care and treatments.</li> </ul>	<ul style="list-style-type: none"> <li>• Quality round on pressure ulcers</li> <li>• ITU training for ward nurses</li> </ul>
<b>Values and behaviours</b>	Attitude of midwife during birth experience	<ul style="list-style-type: none"> <li>• Staff member discussed complaint with supervisor and asked to write a reflective piece.</li> <li>• Patient received written apology and explanation.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff L&amp;D programme</li> <li>• PROUD behavioural framework</li> </ul>