

### The Christie NHS Foundation Trust - Complaints 2017/18

The NHS Complaints Regulations sets out a complaints process with two stages: local resolution (carried out by the NHS body) and, if the complainant remains dissatisfied, referral to the Parliamentary and Health Service Ombudsman.

The complaints process is patient focused and driven, with a great emphasis on personal contact with the complainant to aid resolution and to agree a response timeframe. National timescales for responses were removed in the 2009 review of the Complaints Regulations and replaced with the ability to agree individual response deadlines on a case by case basis with the complainant. Internal timescales have remained in place at The Christie as detailed below to ensure responses are issued promptly and it is on rare occasions only when a different response deadline is agreed with the complainant. This would only happen where key people are unavailable, for reasons such as annual leave, to input into the response.

#### Responding to a complainant

The Christie process for managing complaints, which involves grading the complaints on a scale of 1 to 5, was introduced in April 2012 as set out in the table below:

1	2	3	4	5
Query/suggestion Verbal concerns resolved by the end of the next working day There is alleged harm Following investigation the complaint issues are considered to be unfounded	Allegation that service received substandard Simple complaints which can be resolved quickly There is minor harm (requiring first aid type treatment)	Single issue complaints with allegation of lack of appropriate care Where there is an allegation of moderate harm (requiring professional intervention to remedy)	Multiple issue complaints with allegations of lack of care Where there is an allegation of severe harm (requiring professional intervention to remedy and which will result in permanent or long term harm)	Multiple issue, complex complaints where death has occurred as a direct consequence of what has been alleged Risk to organisational reputation

We contact each complainant in order to fully understand their issues and to agree the type of response with the complainant. This may be a written response, resolution meeting or conference call where all the issues are addressed.

We also agree the timescales for that response with each individual complainant. Where a written response is requested, we have a 15 day response time for grades 1 and 2 and a 25 day response time for grades 3 and above. The differential response times are because of the level of investigation needed for more complex complaints. We may very occasionally agree a longer response time, for example where a response is needed from a key member of Trust staff who may be on annual leave, or if the complaint involves a number of organisations.

#### Complaints received:

In 2017/18, The Christie received 73 complaints. This remains at 0.02% of total activity, as it was in financial year 2016/17.

The graphs and tables below show the number of complaints received by each division. Where complaints involve a number of divisions, only the lead division is recorded.



	Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Total
Network Services	0	13	13	27	0	53
Cancer Centre Services	0	7	3	8	0	18
Estates and Facilities	0	1	0	0	0	1
Research and Development	0	0	0	0	0	0
Other	0	1	0	0	0	1
<b>Total</b>	<b>0</b>	<b>22</b>	<b>16</b>	<b>35</b>	<b>0</b>	<b>73</b>

The above table depicts the grading of complaints at the time they are received into the Trust. The grades are reviewed as part of the investigation process and some are downgraded at the end of the investigation according to the outcome of the investigation.

The table below shows the number of complaints that related to inpatient and outpatient activity:

IP/OP	Activity
Inpatient	17
Outpatient	55
Other	1
<b>Total</b>	<b>73</b>

We continue to resolve complaints at source; our clinicians, matrons, ward sisters and charge nurses have a high profile on wards and in clinical departments where they focus on the patient experience and ensure continual improvement in care and service delivery on a day by day basis.

All complaints are reviewed weekly by the executive directors and all new complaints are triaged through an executive review process so that there is a triangulation between incidents, claims and complaints.

All issues within a complaint are logged separately so if a complainant raises a number of issues all relating to care and treatment, all of these issues are logged separately.

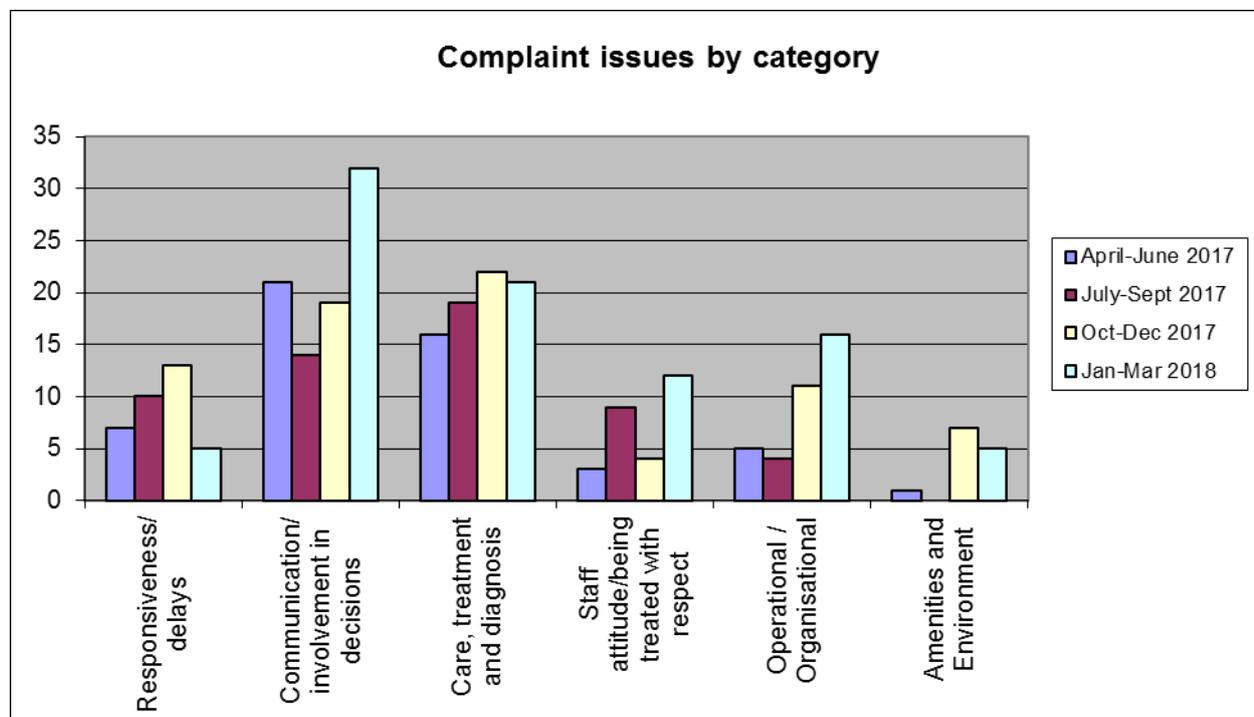
276 issues were raised within the 73 complaints received during this year. Although several were single issues mentioned once or twice, several themes are noticeable:

- 107 issues related to communication alone
- 59 related to care, treatment and diagnosis
- 36 related to staff attitude, values and behaviour, and privacy, dignity and respect
- 28 related to waiting times and delays



The receipt of these issues relating to communication and care is not indicative of a widespread problem in these areas and all of the concerns were thoroughly reviewed.

### Complaints Resolution



The table below outlines how each of our 73 complaints were resolved over the course of 2017/18. Where resolution has not been finalised, these are marked as pending resolution:

	Upheld	Partially Upheld	Not Upheld	Pending resolution	Total
<b>Written response</b>	13	27	19	1	<b>60</b>
<b>Resolution meeting</b>	1	5	5	2	<b>13</b>
<b>Total</b>	<b>14</b>	<b>32</b>	<b>24</b>	<b>3</b>	<b>73</b>

Five complaints were referred to the Parliamentary and Health Service Ombudsman (PHSO):

- Two were rejected as local resolution was not complete
- Two were requests for case files with no further update
- One was a request for comment on concerns raised by a complainant who we had responded to twice but who had not come back to us with further concerns

### Complaints survey

The Christie has routinely sent complainants a questionnaire since August 2013 asking their views on how their complaint was handled and their opinion of the complaint response. The



questionnaire was redesigned in August 2015 in line with The CQC report 'Complaints Matter' and Parliamentary Health Service Ombudsman 'My Expectations' 2015.

The data suggests that complainants feel that they can speak up and find the complaints process simple.

The behaviour of Trust Staff and the Complaints Team has been found to be empathetic, helpful and supportive. Complainants reported that they found that they were kept informed, their case was treated with respect and understanding, and a personal response was provided.

63% felt that their complaint had or might have made a difference and all felt confident to make a future complaint. Complainants felt empowered as a result of raising a complaint, although some complainants reported being anxious about future treatment despite assurances to the contrary.

### **Learning from Complaints 2017/18**

- Online PET/CT request form altered to give guidance on completion.
- Review of the organisation of breast clinics
- Independent review into the effects of the delay in commencement of radiotherapy
- Patient engagement workshop convened to capture feedback on patient experience in radiotherapy in terms of privacy/ dignity
- Communication to Health Records staff to ensure clinicians are made aware of the patient interview outcome for non-UK citizens and eligibility to treat
- Communication to all administration teams regarding the misuse of their Christie email account.
- Staff reminded of importance of changing pillowcases between patients via newsletter.
- Door sign worded and produced for display on the OPD entrance door, Wilmslow Road, identifying the hours when the entrance is closed.
- Exploration into the possibility of better ventilation in assessment rooms in Psycho-oncology
- Review currently being conducted into the inpatient chemotherapy patient pathway
- Consultant currently reviewing whether patients should have routine scans of the head.
- Process changed so that all new Team A doctor inductions will provide instruction around their requirement to adhere to the proforma sent up to the ward with chemotherapy patients.
- Posters placed on fridges reminding staff to check patients' allergies before giving food

