

BNSSG CCG Governing Body Meeting

Date: Tuesday 2nd June 2020

Time: 1:30pm

Location: Virtual meeting to be held via Webex. Details within the calendar invite

Agenda Number :	7.3
Title:	Customer Services and Complaints
Purpose: For Information	
Key Points for Discussion:	
<p>To provide the Governing Body with triangulated information relating to patient experience across Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG CCG) in order to identify areas of good practice and those in need of improvement.</p> <p>During Quarter 4 of 2019/20, the Customer Services Team received a total of five hundred and twenty one (521) contacts across a range of feedback mechanisms including complaints, compliments, advice and liaison enquiries and MP enquiries. The information available has been analysed and (aside from general administrative queries including people requiring contact details) the five top subjects for contact were:</p> <ul style="list-style-type: none"> • GP Primary Care • Continuing Healthcare • Mental Health • COVID-19 related enquiries • Exceptional Funding Requests (EFR) / Individual Funding Requests (IFR) <p>Actions taken as a direct result of feedback included:</p> <ul style="list-style-type: none"> • The Customer Services Team has started to develop a training programme for CCG staff regarding patient feedback, how this is used and why it is important to the CCG as service commissioners. 'Lunch and learn' sessions have been postponed due to the COVID-19 pandemic; however complaints tutoring is being planned in with departments, to improve the process for patients. • The Customer Service Team has started to work more closely with the Communications and Engagement Team, to improve processes related to MP enquiries. • Patient feedback has been used to analyse and improve processes within other departments within commissioning, including updating paperwork sent to patients, reviewing policies and reviewing appeals and panels processes. • There has been active engagement with Customer Services teams from other organisations, to promote a more unified and consistent approach when liaising with patients. • There has also been closer working between the Customer Services Team and other CCG departments: to streamline the complaints process and to ensure a fair and transparent approach across the organisation. • A complaints tracker has been developed and is shared weekly with the Executive Team to assist with delivery of timely responses 	

Recommendations:	The Governing Body is asked to note the contents of the report.
Previously Considered By and feedback :	This report has been reviewed by the Quality Committee on 21 May 2020
Management of Declared Interest:	Considered – No conflicts
Risk and Assurance:	Any risks, or potential risks identified through patient experience are brought to the attention of the relevant commissioning manager so that mitigations can be considered. Covid-19 has impacted the speed of response to many enquiries.
Financial / Resource Implications:	While there are no direct financial resource implications associated with complaints handling, other than the costs associated with the post funded through the establishment, there is the potential for the Parliamentary and Health Services Ombudsman to recommend financial remedy as an outcome where their investigation shows failings and a level of harm to the patient.
Legal, Policy and Regulatory Requirements:	The CCG is required to handle all complaints in line with the NHS Complaint Regulations 2009.
How does this reduce Health Inequalities:	The NHS Complaint Regulations 2009 and the CCG Policy on the Management of Compliments, PALS enquiries and Complaints are inclusive and where a patient has a particular need the team will adapt their approach to meet this. This includes but is not limited to taking a written account over the phone where the patient does not have access to email or would find it difficult to put their concerns in writing and arranging for interpretation services where English is not the patients first language.
How does this impact on Equality & diversity	The NHS Complaint Regulations 2009 and the CCG Policy on the Management of Compliments, PALS enquiries and Complaints are inclusive are accessible to all and do not discriminate against any of the nine protected characteristics.
Patient and Public Involvement:	The triangulation of the patient experience information will provide an evidence base from which commissioners can accurately monitor the quality of commissioned services across BNSSG.
Communications and Engagement:	Not applicable
Author(s):	Vicky Daniell – Customer Service Manager
Sponsoring Director / Clinical Lead / Lay Member:	Sarah Truelove – Deputy Chief Executive

Patient Experience Report 2019 - 2020 (Q4)

1. Background

Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group (BNSSG CCG) recognises that good patient experience is a fundamental component of good quality care. Understanding patients' views of commissioned services is an essential feature of monitoring the services commissioned. One of the key challenges facing commissioners is not how to obtain, but how to use patient experience data intelligently to lead to real improvements. By analysing and triangulating patient experience information, themes and trends can be ascertained to better understand this.

A range of mechanisms are used to gather feedback from patients including but not limited to complaints and compliments, general queries, patient surveys, professional feedback and Healthwatch reports.

2. Customer Services Team Quarterly Performance

Figure 1: Customer Services Team Quarterly Performance

	Q1	Q2	Q3	Q4
Formal Complaints about the CCG Directly				
Total number received within the period	9	14	17	22
Number acknowledged within 3 working days*	8	11	13	20
Number responded to within agreed timescales	5	2	3	17
Number responded to without agreement to extend timescales	2	5	2	0
Number still open that have carried over to next quarter	2	7	9	5

	Q1	Q2	Q3	Q4
Formal Complaints coordinated by the CCG				
Total number received within the period	6	16	7	14
Number acknowledged within 3 working days*	6	14	7	14
Number responded to within agreed timescales	2	4	4	7
Number still open that have carried over to next quarter	4*	11	2	7

	Q1	Q2	Q3	Q4
Formal Complaints copied to the CCG				
Total number received within the period	7	8	12	43

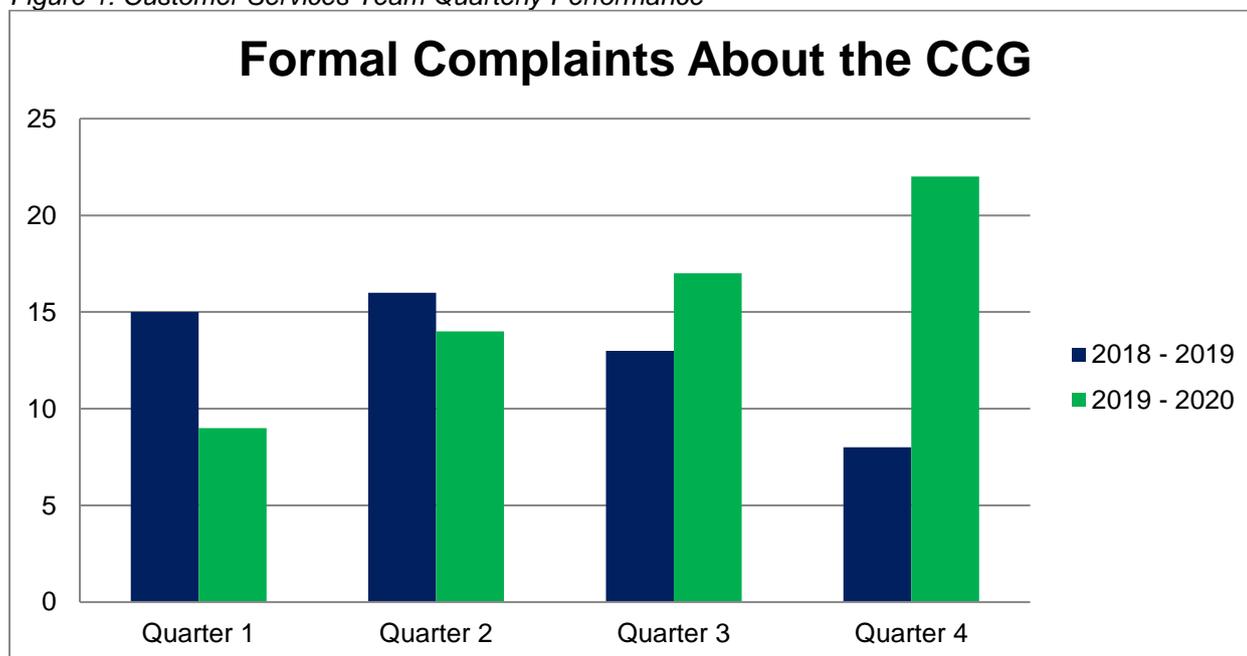
	Q1	Q2	Q3	Q4
Formal Complaints received by the CCG and passed to the provider				
Total number within the period	18	14	15	27

	Q1	Q2	Q3	Q4

General Enquiries				
Total number of general enquiries received within the period	391	301	247	378
Number of general enquiries acknowledged within 3 working days*	344	267	238	377
Number of enquiries resolved	375	280	231	372
Number still open that have carried over to next quarter	16	21	14	6
	Q1	Q2	Q3	Q4
MP Enquiries				
Total number of MP enquiries received within the period	20	30	16	29
Number of enquiries acknowledged within 3 working days*	20	29	8	29
Number of enquiries resolved within 25 working days	16	17	10	29
Number of enquiries resolved within agreed extended timescales	2	5	0	0
Number still open that have carried over to next quarter	2	8	2	0
	Q1	Q2	Q3	Q4
Compliments				
Number of compliments received within the period	10	2	7	8

Within the Formal Complaints about CCG Directly category, two complaints were not acknowledged within the agreed timescales and one General Enquiry was acknowledged late. One complaint acknowledgement and the General Enquiry acknowledgement were completed late by the Customer Services Team and were due to human error. The other complaint came in through another avenue and was not passed directly to the Customer Services Team, meaning the acknowledgement was delayed. These issues have been addressed and highlighted within the team and relevant parties to prevent any reoccurrence.

Figure 1: Customer Services Team Quarterly Performance



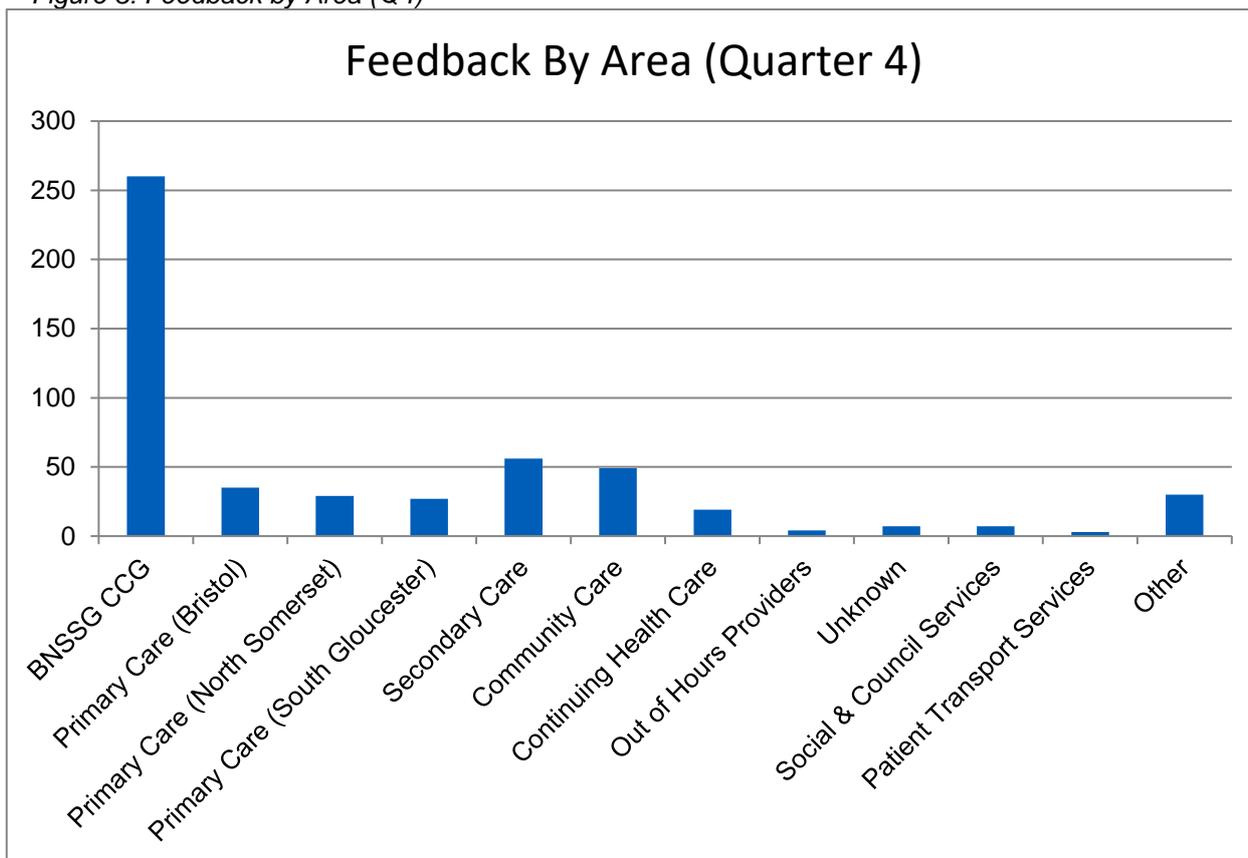
Year on year and throughout 2019/2020 there has been a rise in the number of complaints received. We believe this is partly due to increased awareness of the CCG and our services, including the Customer

Services department. We have also amended our methods for capturing and reporting patient contacts; resulting in an increase in figures.

3. General Overview of Feedback Received by Organisation

BNSSG CCG received feedback from five hundred and twenty one (521) sources in Quarter 4. This feedback includes all general enquiries, complaints, compliments and MP enquiries. The MP enquiries recorded are all enquiries that have been processed and subsequently captured by the Customer Services Team. The table below identifies the areas to which the feedback related.

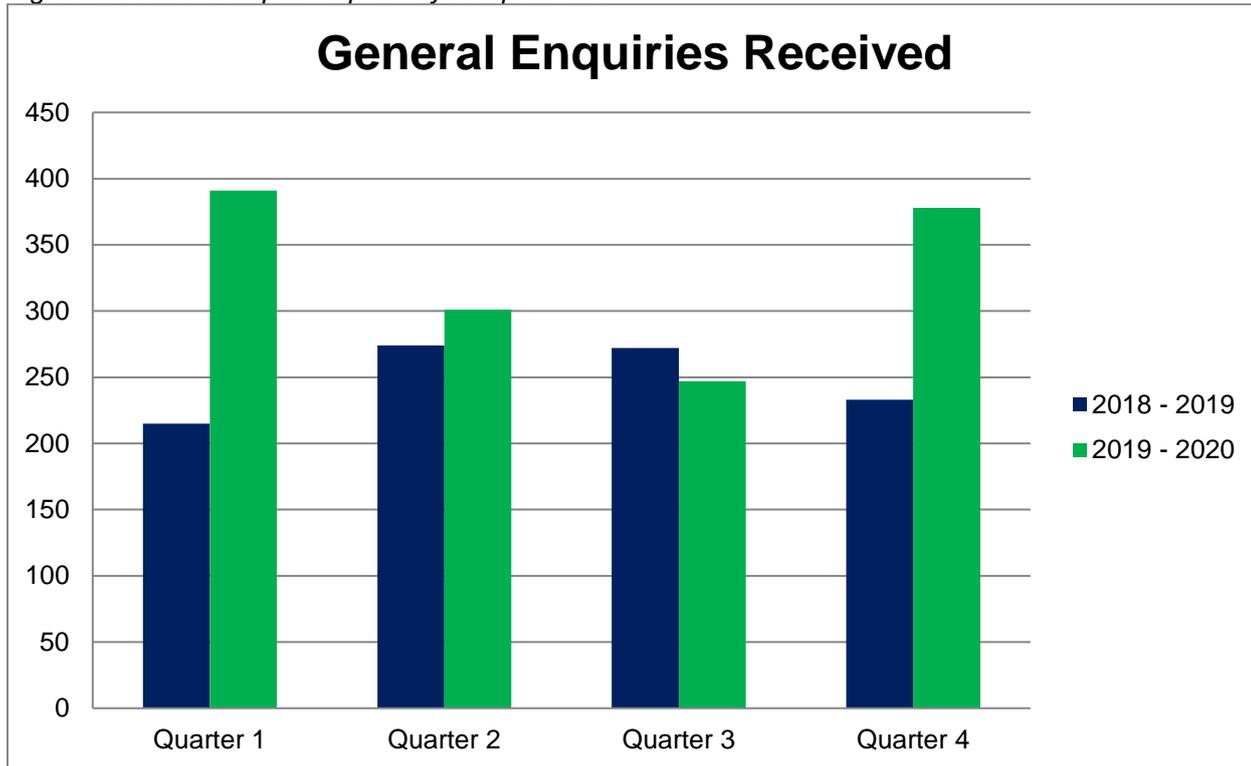
Figure 3: Feedback by Area (Q4)



3. Feedback Received in Quarter 4

During Quarter 4 of 2019/20, the Customer Services Team received a total of five hundred and twenty one (521) contacts across a range of feedback mechanisms. This feedback includes complaints, compliments, general enquiries and MP enquiries; all of which has been analysed to identify any clear themes and trends.

Figure 4: General enquiries quarterly comparisons

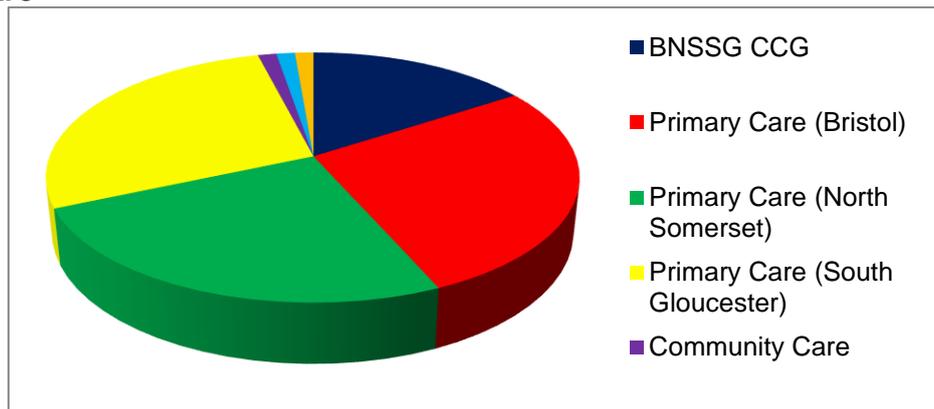


Year on year and throughout 2019/2020 there has been a rise in the number of general enquiries received. We believe this is partly due to increased awareness of the CCG and our services, including the Customer Services department. Additionally in Quarter 4 of 2019 / 2020 we started to see an increase in numbers due to the COVID-19 pandemic. We have also begun to improve working processes with other departments, meaning that a greater number of patient contacts are being effectively captured and reported.

Aside from enquiries relating to general administrative enquiries and requests for contact information, the top five (5) areas accounting for 521 episodes of feedback relates to:

- GP Primary Care
- Continuing Healthcare
- Mental Health
- COVID-19 related enquiries
- Exceptional Funding Requests (EFR) / Individual Funding Requests (IFR)

GP Primary Care



There were seventy six (76) communications about Primary Care throughout Quarter 4. Twenty one (21) of these related to the Bristol area. Nineteen (19) were about North East Somerset, twenty one (21) relating to South Gloucestershire and twelve (12) came under BNSSG CCG.

The communications this quarter included a variety of general enquiries including several relating to services during the COVID-19 pandemic. There have been a number of complaints about the service and care provided by GP practices across the region, often relating to practices going through periods of change-management and some relating to service changes due to the COVID-19 pandemic.

The Customer Services Team continues to monitor potential trends or themes, work closely with the Primary Care Contracts Team to resolve concerns and will highlight any specific problems at the time they are recognised. Any practices that have received multiple complaints are flagged to the Primary Care Contracts Team; who continue to work closely with the practices in question. The team use data from the Primary Care Quality and Resilience Dashboard to identify practices requiring support and use the subsequent feedback from the Customer Services Team to help tailor this support as required.

It is worth noting that due to the COVID-19 pandemic, GP practices were advised to suspend non-urgent complaints investigations, in order to successfully reprioritise work and services. There have therefore been delays with responding to a number of complaints and enquiries concerning Primary Care, although the Customer Services Team and the Primary Care Contracts Team continue to chase these as required.

Continuing Healthcare

There were fifty five (55) enquiries relating to Continuing Healthcare (CHC). A number of these were concerning questions regarding forms, process and funding and several invoice enquiries. There were also requests to pass on information to the CHC team and requests for information regarding meetings.

There were also compliments for the CHC team and a few complaints, mostly challenging decisions related to the funding of healthcare packages.

The CHC team has worked closely with the Customer Services team to improve the complaints handling process and to ensure prompt replies for patients. The CHC team has also begun developing their appeals process and is putting in place a complaints tracker, using the weekly

spreadsheet implemented by Customer Services, to ensure that actions as a result of complaints investigations are completed and reviewed appropriately.

Mental Health

Forty one (41) communications concerned mental health. There were a number of signposting queries for access to services.

Patients expressed concerns about access to and waiting times for mental health services, in particular ADHD services. The Mental Health Team was already liaising closely with service providers and continues to do so. The team has used the feedback to review internal processes and inform decision making for future panels and reviews.

COVID-19

Towards the end of Quarter 4, we received thirty seven (37) communications concerning COVID-19, not counting those already captured within other areas, such as Primary Care. Many of these enquiries were offers of assistance to the NHS, during the pandemic. These offers included volunteer hours, equipment and premises for storage and working. There were also enquiries for information, especially concerning Personal Protective Equipment (PPE).

All of these enquiries were managed and responded to through the agreed channels, as per the CCG's emergency response planning.

Exceptional Funding Requests (EFR) / Individual Funding Requests (IFR)

Throughout Quarter 4, we received thirty three (33) enquiries related to Exceptional Funding Requests (EFR). There were a number of requests for information, concerning processes and contact details. There was also feedback and some complaints related to rejected funding requests for a range of conditions, with a number concerning In Vitro Fertilisation (IVF) treatment.

The EFR Team continue to work closely with the Customer Services Team and are using the feedback to improve patient processes and communications with patients. This includes reviewing documentation sent out to patients during the EFR process and making information more easily accessible; for example amending documentation sent to patients in relation to IVF treatment.

4 Parliamentary and Health Service Ombudsman (PHSO)

At the time of the Quarter 4 report there are officially no complaints being investigated by the Parliamentary and Health Service Ombudsman (PHSO). The PHSO had previously contacted us about three (3) complaints from 2018 / 2019; all three of which they had declined to investigate. Throughout 2019 / 2020, we have been contacted by the PHSO about five (5) complaints. Two of these the PHSO have declined to investigate and we are awaiting confirmation on whether they will investigate any of the remaining three.

5 Compliments received in Quarter 4

Eight (8) compliments were received in Quarter 4.

The essence of these compliments is captured in the vignettes below.

Would like to thank Customer Services for the support and help they have given with her complaint.

Patient

Wanted to thank the CHC team for the support a patient received throughout their last days of life.

Relative

Thanks to CHC for their support and putting in place a package of care to support her mother.

Daughter of Patient

Wanted to thank the CCG and NHS staff for their hard work and dedication during the COVID-19 pandemic.

Provider

Asked the CCG to pass on their thanks to the physio department at Weston Hospital.

Patient

Thanked the CHC team for their support and care of a patient.

Relative

Praise for the CCG and CHC team, concerning the care of his mother.

Son of Patient

Would like to thank Customer Services for pursuing her enquiry and keeping her informed of progress.

Patient

6 BNSSG Overview of Healthwatch Report

Each quarter the Customer Services Team gives an overview of the quarterly Healthwatch reports for Bristol, North Somerset and South Gloucestershire.

Quarter 4 is the first instalment of the Healthwatch report that has been available for several months, due to staffing issues within their organisation. In the latest quarterly report, Healthwatch explained how they are focusing on increasing digital communications, especially in light of the COVID-19 pandemic.

Throughout Quarter 4, Healthwatch collated fifty five (55) episodes of feedback from the population, covering a variety of issues. Thirty three percent (33%) of the contacts concerned COVID-19. The top three issues concerning COVID-19 were access, food and communication respectively.

Healthwatch provides the patient population with an avenue to provide feedback anonymously. The Customer Service Team is currently making contact with the Healthwatch team, to discuss complaints and enquiries logged with them; to see if there are possibilities for the CCG to support with responses, to ensure the needs of our patients are fully addressed.

7 Actions Taken in Q4

Quarter 4 included further staffing changes for the Customer Services Team, which has led to further changes and updates in terms of ways of working.

Customer Services have continued to look into streamlining processes and procedures and working more efficiently and effectively as a team; with the aim of providing a clearer and more efficient process for the public. This includes work to provide complaints tutoring for relevant departments, to improve patient experience and the quality of our responses.

There has been closer working between the Customer Services Team and other teams within the CCG; to improve processes and ensure swifter responses for patients. This has already delivered an improvement: as demonstrated by the improved figures relating to acknowledgement and response times.

8 Work in Progress

Work concerning processes and efficiency is ongoing. There will also be future work concerning an online feedback mechanism for patients. This is something that will be reviewed over the coming 6 months.

Work also continues concerning the new Standard Operating Procedures, which will be circulated to ensure understanding and compliance across the CCG.

Finally there is also ongoing work, concerning in-house complaints tutoring and delivering of training.

9 CCG Quality Strategy

Despite the move from the Nursing and Quality Directorate to the Corporate Services Team, the commitment of the Customer Services Team remains to ensure that patient experience is at the heart of everything that we do.

Glossary of terms and abbreviations

BNSSG	Bristol, North Somerset and South Gloucestershire
CCG	Clinical Commissioning Group
CHC	Continuing Healthcare
PPE	Personal Protective Equipment
EFR / IFR	Exceptional Funding Requests / Individual Funding Requests
IVF	In Vitro Fertilisation
PHSO	Parliamentary and Health Service Ombudsman



Bristol, North Somerset and South Gloucestershire Clinical Commissioning Group

Top Themes for Patient Feedback

The table below gives an overview of the top five subject areas for patient contact, showing the number of contacts for each. As previously noted these top five areas have been collated excluding general administrative queries, including requests for contact details.

	GP (Primary Care) / Primary Care	Continuing Healthcare	Mental Health	Other: COVID	EFR / IFR
BNSSG CCG	12	29	21		33
Primary Care (Bristol)	21	0	1		0
Primary Care (North Somerset)	19	0	0		0
Primary Care (South Gloucester)	21	0	1		0
Secondary Care	0	1	6		0
Community Care	1	9	7		0
Continuing Health Care	0	11	0		0
Out of Hours Providers	1	0	1		0
Unknown	1	0	0		0
Social & Council Services	0	5	0		0
Patient Transport Services	0	0	0		0
Other	0	0	4	37	0
Total	76	55	41	37	33

