

Meeting of Governing Body

Date: Tuesday 3rd December 2019

Time: 1.30pm

Location: Clevedon Hall, Elton Road, Clevedon, North Somerset, BS21 7RQ

Agenda Number :	7.1
Title:	Patient Experience Report
Purpose: For Information	
Key Points for Discussion;	
<p>To provide the Governing Body with triangulated information relating to complaints, enquiries and concerns across BNSSG CCG in order to identify areas of good practice and those in need of improvement.</p> <p>It has not been possible to find published comparison data from other CCG complaints/customer services' teams for the quarter 2 patient experience report quarter report. Contact has been made with Somerset, Wiltshire, Gloucestershire, Swindon, Wiltshire and BANES complaints/customer service teams to request sharing complaints/concerns and enquiries data between CCG's to include in the Q3 report.</p> <p>During Quarter 2 of 2019/20, the Customer Services received a total of four hundred and sixty two (462) contacts across a range of feedback mechanisms including complaints, compliments, advice and liaison enquiries and MP enquiries. The information available has been analysed and five top subjects for feedback were:</p> <ul style="list-style-type: none"> • Requests for general information • Access and waiting • General commissioning issues • CCG policy – Exceptional Funding Requests • Quality of clinical care <p>Actions taken as a direct result of feedback included:</p> <ul style="list-style-type: none"> • The CCG's Compliments, General Enquiries and Complaints policy was updated and approved by the Governing Body. An Easy Read version is being explored and will be made available on the CCG website. • Online videos in British sign language and for people with learning difficulties are now available on the Customer Services page of the website. These supplement the information that is already available regarding how to make a complaint. The videos are the same as those used by the Parliamentary and Health Service Ombudsman and were used with their permission. • The Customer Services Team has started to roll out 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 will now be implemented to take this forward. • The CCG attended an event organised by a local MP in the South Gloucestershire locality in relation to older people's services and frailty. This enabled the CCG to speak to and obtain patient feedback in relation to the design and delivery of a new integrated frailty service. 	



Recommendations:	The Governing Body is asked to note the contents of the report
Previously considered by and feedback :	Not applicable
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.
Financial / Resource Implications:	While there are no direct financial resource implications associated with complaints handling, 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 complaints and concerns information provides an evidence base from which commissioners can monitor the quality of commissioned services across BNSSG.
Communications and Engagement:	Not applicable
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