

<b>Meeting: Governing Body</b>			
<b>Meeting Date</b>	22 September 2021	<b>Action</b>	Receive
<b>Item No.</b>	8e	<b>Confidential</b>	No
<b>Title</b>	Patient Services Activity and Analysis Report – between 1 April 2021 and 30 June 2021 (Quarter 1, 2021 – 2022).		
<b>Presented By</b>	Will Blandamer, Executive Director of Strategic Commissioning		
<b>Author</b>	Faith Farnworth-Collinge, Patient Services Case Officer		
<b>Clinical Lead</b>	-		

<b>Executive Summary</b>
<p>This report provides information and statistical data on all Patient Services activity that was received from NHS Bury CCG patients between 1 April 2021 and 30 June 2021 (Quarter 1, 2021 – 2022).</p> <p>Within this period, Patient Services received 221 contacts, decreasing from 337 contacts in the previous reporting period. The following list provides the breakdown.</p> <ul style="list-style-type: none"> <li>• 33 Freedom of Information requests</li> <li>• 9 PALS contacts to the Contact Centre</li> <li>• 123 PALS contacts direct to Patient Services</li> <li>• 19 Complaints</li> <li>• 35 MP enquiries</li> <li>• 0 Parliamentary and Health Service Ombudsman reviews</li> <li>• 2 Compliments</li> <li>• 0 Claims</li> </ul> <p>19 complaints were received between 1 April 2021 and 30 June 2021. Following the investigation of these cases, 4 complaints were upheld in full, 1 complaint was upheld in part, 2 complaints were not upheld, 6 complaints were withdrawn, 1 complaint was classed as other as this was referred for investigation to NHS England and 5 cases are ongoing.</p> <p>35 MP enquiries were received between 1 April 2021 and 30 June 2021. Following the investigation of these cases, 26 MP Enquiries were closed following investigation, 2 were withdrawn and 7 cases are ongoing.</p> <p>The report highlights that NHS Bury CCG continues to perform at a consistently high level in responding to Freedom of Information requests within 20 working days. Between 1 April 2021 and 30 June 2021, 100% of requests received were responded to within this timeframe.</p>

Recommendations
<p>It is recommended that Governing Body:-</p> <ul style="list-style-type: none"> <li>• Receive the Patient Services report;</li> <li>• Note the information provided;</li> </ul>

Links to CCG Strategic Objectives	
<b>SO1 - To support the Borough through a robust emergency response to the Covid-19 pandemic.</b>	<input type="checkbox"/>
<b>SO2 - To deliver our role in the Bury 2030 local industrial strategy priorities and recovery.</b>	<input type="checkbox"/>
<b>SO3 - To deliver improved outcomes through a programme of transformation to establish the capabilities required to deliver the 2030 vision.</b>	<input checked="" type="checkbox"/>
<b>SO4 - To secure financial sustainability through the delivery of the agreed budget strategy.</b>	<input type="checkbox"/>
Does this report seek to address any of the risks included on the Governing Body Assurance Framework? If yes, state which risk below:	
GBAF	

Implications						
Are there any quality, safeguarding or patient experience implications?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Has any engagement (clinical, stakeholder or public/patient) been undertaken in relation to this report?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Have any departments/organisations who will be affected been consulted?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Are there any conflicts of interest arising from the proposal or decision being requested?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Are there any financial Implications?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
These will be addressed through management of the risks						
Has a Equality, Privacy or Quality Impact Assessment been completed?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Is a Equality, Privacy or Quality Impact Assessment required?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>

Are there any associated risks including Conflicts of Interest?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Are the risks on NHS Bury CCG's risk register?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>

Governance and Reporting		
Meeting	Date	Outcome
Quality and Performance Committee	08/09/2021	Report was received for review and information. The Quality and Performance Committee noted the detail.

## **Patient Services Activity and Analysis Report Quarter 1, 1 April 2021 – 30 June 2021**

### **1. Introduction**

- 1.1. This report provides an overview in respect to activity related to NHS Bury CCG's Patient Services function.
- 1.2. Whilst the report specifically covers the period 1 April 2021 and 30 June 2021, reference is also provided to open cases received prior to the reporting period which remain open and also those that have been closed within this timeframe.

### **2. Background**

- 2.1. Patient Services covers a vast remit including coordinating Freedom of Information requests, managing the complaints process including Parliamentary and Health Service Ombudsman (PHSO) enquiries, overseeing responses to MP queries, recording and acknowledging compliments, overseeing any claims received relevant to NHS Bury CCG. Patient Services also handle complex queries which cannot be resolved within the 3-day PALS timeframe
- 2.2. The Council Contact Centre provide a responsive telephone service for all Patient Advice and Liaison Service, Monday to Friday, 9am – 5pm.
- 2.3. During the COVID-19 pandemic, NHS Bury CCG followed Government guidance in respect of remote working. The Patient Services team have worked remotely during this time and continue to do so. Soft phone technology has been installed within the team and the team are contactable via phone between the hours of 10am – 4pm, Monday to Friday.

### **3. Patient Services Update**

- 3.1 The purpose of the report is to provide information, data and intelligence on all activity within Patient Services function for the period 1 April 2021 to 30 June 2021. The following activity is reported:

#### **Summary of all activity**

- 3.2 For Quarter 1, 1 April 2021 to 30 June 2021, NHS Bury CCG Patient Services and the Contact Centre received a total of 221 contacts, decreasing from the 337 contacts received between 1 January 2021 – 31 March 2021 (Quarter 4).
- 3.3 The following table provides a comparison of contacts received by case type and quarter:

	2021-2022	2020-2021			
Summary of all activity	Quarter 1	Quarter 4	Quarter 3	Quarter 2	Quarter 1
Freedom of Information Requests	33	35	25	37	28
PALS Enquiries to Contact Centre	9	8	9	8	11
PALS Enquires direct to Patient Services	123	207	41	39	38
Complaints	19	13	10	6	3
MP Enquiries	35	72	16	20	16
Mayor of Manchester Enquiry	0	0	0	0	1
Parliamentary and Health Service Ombudsman	0	0	0	0	0
Claims	0	0	0	0	1
Compliments	2	2	1	0	1
Total	221	337	102	110	99

### PALS enquiries direct to the Contact Centre

3.4 Whilst not a statutory function, the PALS service was introduced as part of the NHS Plan 2000 and is very much intended to provide advice and support to NHS patients and their relatives and carers, and can, for instance, act as a first point of contact for complaints, as well as providing information on NHS services.

3.5 The table below outlines the activity levels in respect of general enquiries received by the Contact Centre:

	Quarter 1			Quarter 4			Quarter 3			Quarter 2			Quarter 1		
	Jun-21	May-21	Apr-21	Mar-21	Feb-21	Jan-21	Dec-20	Nov-20	Oct-20	Sep-20	Aug-20	Jul-20	Jun-20	May-20	Apr-20
Number of Calls (answered and abandoned)	1	16	32	44	15	13	6	8	12	14	6	9	9	3	12
Number of Calls Abandoned	1	1	0	4	0	3	1	1	1	1	1	0	1	0	0
Call Answer Response Rate %	0%	94%	100%	91%	100%	81%	86%	89%	92%	93%	83%	100%	89%	100%	100%

3.6 The Contact Centre monitor the responsiveness of answering calls received. The overall position for Q1 is 65% which is 26% lower than previous the quarter.

	2021-2022	2020-2021													
	Quarter 1			Quarter 4			Quarter 3			Quarter 2			Quarter 1		
	Jun-21	May-21	Apr-21	Mar-21	Feb-21	Jan-21	Dec-20	Nov-20	Oct-20	Sep-20	Aug-20	Jul-20	Jun-20	May-20	Apr-20
Number of Contacts	0	6	3	6	0	2	3	1	5	0	4	4	5	1	5
Number of Contacts resolved within 3 working days	0	5	3	4	0	1	1	1	5	0	2	4	4	1	3
Number ongoing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

3.7 PALS contacts should be resolved within 3 working days. Of the 9 contacts received by the Contact Centre in Q1, a total of 9 issues were raised by patients (1 enquiry or complaint may raise more than 1 issue and may be about more than 1 service/organisation). General themes arising from the PALS enquiries are:

Themes/Issues arising from PALS Enquires received to Contact Centre between 1 April 2021 and 30 June 2021	Total
Access to Services	2
Appointment/Waiting Times	2
Communication	3
Medication	1
Treatment Received	1
<b>Total</b>	<b>9</b>

### PALS enquiries direct to Patient Services Function

3.8 The table below outlines the activity levels in respect of general enquiries received directly by the Patient Services Team:

	2021-2022						2020-2021								
	Quarter 1			Quarter 4			Quarter 3			Quarter 2			Quarter 1		
	Jun-21	May-21	Apr-21	Mar-21	Feb-21	Jan-21	Dec-20	Nov-20	Oct-20	Sep-20	Aug-20	Jul-20	Jun-20	May-20	Apr-20
Number of Contacts	26	31	66	129	48	30	19	11	11	8	18	13	13	12	13
Number of Contacts resolved within 4 working days	20	22	52	113	38	25	16	8	10	5	13	9	7	11	7
Number Ongoing	2	1	0	11	3	1	1	1	0	1	0	0	5	0	0

3.9 The following table provides an overview of the different themes by subject and issues raised arising from PALS contacts that were directly received by NHS Bury CCG in Quarter 1, 1 April 2021 to 30 June 2021. (1 enquiry or complaint may raise more than 1 issue and may be about more than 1 service/organisation).

Themes/issues arising from PALS received by organisation from 1 April 2021 and 30 June 2021	GP Surgeries	Manchester University NHS	NHS Bury CCG	Other Healthcare Providers	Pennine Acute Hospitals	Total
Access to Services - Funding issues	0	0	4	0	0	4
Access to Services - Other	4	0	3	3	1	11
Appointment/Waiting Times - Difficulties obtaining appointment	3	0	0	0	0	3
Appointment/Waiting Times - Length of wait for an appointment/admission	1	1	1	0	1	4
Behaviour - Inappropriate behaviour	0	0	0	0	2	2
Behaviour - Staff attitude	2	0	1	0	1	4
Communication - Breakdown of communication	2	0	0	0	0	2
Communication - Call-back not received	2	0	0	0	1	3
Communication - Problems contacting the service	1	0	1	0	1	3
Communication - Referral not received by secondary care	1	0	0	0	0	1
Communication - Unsuccessful resolution of PALS contact	0	0	0	0	1	1
Communication - Written information - Website out of date	0	0	1	0	0	1
Environment - Signage	0	0	1	0	0	1
Equipment - Decontamination issues	0	0	2	0	0	2
Information Request - Condition specific enquiry	0	0	1	0	0	1
Information Request - Primary Care enquiry	3	0	0	0	0	3
Information Request - Service specific enquiry	0	0	2	0	0	2
Medication - Commissioning decisions related to medication	0	0	1	0	0	1
Medication - Medication prescribing error	2	0	0	0	0	2
Medication - Refusal to prescribe medication	1	0	0	0	0	1
Medication - Repeat prescription issue	2	0	0	0	0	2
Nationwide Health Concerns - COVID-19	5	0	63	0	0	68
Patient Records - Failure to update/amend patient record	1	0	0	0	0	1
Treatment - Treatment received	6	0	0	0	3	9
Treatment - Treatment Received - Diagnosis	2	0	0	0	1	3
Unable to Code - Unable to categorise / unknown	5	0	4	1	1	11
<b>Total</b>	<b>43</b>	<b>1</b>	<b>85</b>	<b>4</b>	<b>13</b>	<b>146</b>

## Complaints

- 3.10 NHS Bury CCG has a duty under the NHS Complaints Regulations 2009 to ensure it makes appropriate provision for the handling of complaints, including:
- arrangements for the handling and consideration of complaints;
  - appointing a responsible person, known as a complaint manager;
  - a duty to co-operate with other bodies where complaints are raised;
  - making a written record of complaints received orally and provide a record of this to the complainant;
  - investigate complaints in a manner appropriate to resolve it speedily and efficiently, keeping the complainant involved during the investigation of progress made;
  - make information available on the process for making a complaint;
  - maintaining records of all complaints including the subject matter, outcome and notification of the response period, including any amends to the complainant; and
  - preparing an annual report for each 12 month period ending 31 March which includes specific detail on the number of complaints received, upheld and referred to the Health Service Commissioner, in addition to the subject matter, general areas for improvement and the effectiveness of the complaints handling process.
- 3.11 When a complaint, which is defined as a verbal or written expression of concern or dissatisfaction about an act, omission or decision which requires a response and/or redress, is received by the Patient Services team, a review is undertaken to determine if the complaint is a commissioner led investigation, should be led by another organisation or if it has already been referred to another organisation.
- 3.12 All concerns, complaints and MP enquiries received by NHS Bury CCG are risk assessed on receipt, using a risk grading matrix to ascertain the level of concern. All cases that are risk assessed as severe (15-25) or high (8-12) will be escalated to the Head of Corporate Affairs and Governance/Deputy Director of Governance and Assurance.
- 3.13 If a complaint is received which relates to one specific issue, and substantive evidence is found to support the complaint, then the complaint is recorded as **upheld**.
- 3.14 Where a complaint is made regarding more than one issue, and one or more of these issues (but not all) are upheld, the complaint will be recorded as **partially upheld**.
- 3.15 Where there is no evidence to support any aspects of a complaint made, the complaint is recorded as **not upheld**.

3.16 The table below provides a summary of the complaints received in this quarter:

	Case upheld in full	Case upheld in part	Case not upheld	Withdrawn	Other	Ongoing	Total
Complaint - Commissioner led investigation	3	1	1	4	0	5	14
Complaint - Led by another organisation	1	0	1	2	1	0	5
<b>Total</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>5</b>	<b>19</b>

	High (Amber:8-12)	Moderate (Yellow:4-6)	Very Low (Green:1-3)	Total
Complaint - Commissioner led investigation	4	10	0	14
Complaint - Led by another organisation	1	3	1	5
<b>Total</b>	<b>5</b>	<b>13</b>	<b>1</b>	<b>19</b>

3.17 The following table provides an overview of the different themes by subject and issues raised arising from contacts (Complaints and MP enquiries) that were directly received by NHS Bury CCG in Quarter 1, 1 April 2021 to 30 June 2021. (1 enquiry or complaint may raise more than 1 issue and may be about more than 1 service/organisation).

	Bury and Rochdale GP Out of Hours Service	GP Surgeries	NHS Bury CCG	Other Healthcare Providers	Pennine Acute Hospitals Trust	Total
Access to Services - Change of Commissioning Criteria	0	0	1	0	0	1
Access to Services - Effective use of resources	0	0	1	0	0	1
Access to Services - Not accepted as a new patient	0	0	1	0	0	1
Access to Services - Patient discharged by practice/service	0	0	0	1	0	1
Appointment/Waiting Times - Cancelled appointment	0	0	0	0	1	1
Appointment/Waiting Times - Difficulties obtaining appointment	0	0	0	0	1	1
Appointment/Waiting Times - Length of wait for an appointment/admission	0	0	0	0	1	1
Appointment/Waiting Times - Length of waiting time in clinic	1	0	0	0	0	1
Behaviour - Inappropriate behaviour	0	0	1	0	0	1
Nationwide Health Concerns - COVID-19	0	0	3	1	0	4
Treatment - Treatment received	0	1	1	0	2	4
Treatment - Treatment Received - Diagnosis	0	0	0	0	1	1
Unable to Code - Unable to categorise / unknown	0	0	2	0	2	4
<b>Total</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>2</b>	<b>8</b>	<b>22</b>

## MP Enquiries

3.18 When an MP raises a concern on behalf of a constituent, this is treated as a formal complaint. NHS Bury CCG also responds to queries from MPs that do not meet the criteria of a formal complaint. These are classified as MP enquiries in instances when the MP is requesting information for example about a service provided by NHS Bury CCG and is not raising a complaint about a service which is provided to a constituent.

3.19 During Quarter 1 NHS Bury CGG Patient Services handled 35 MP enquiries which was a decrease of 37 from the last quarter.



	2021-2022			2020-2021											
	Quarter			Quarter 4			Quarter 3			Quarter 2			Quarter 1		
	Jun-21	May-21	Apr-21	Mar-21	Feb-21	Jan-21	Dec-20	Nov-20	Oct-20	Sep-20	Aug-20	Jul-20	Jun-20	May-20	Apr-20
Number of MP Enquiries	14	7	14	17	27	28	4	5	7	8	8	4	8	4	5
High (Amber:8-12)	3	1	1	1	3	12	2	1	1	5	1	0	1	0	2
Moderate (Yellow:4-6)	7	2	10	14	20	11	1	2	5	3	4	4	6	3	2
Very Low (Green:1-3)	4	4	3	2	4	5	1	2	1	0	3	0	1	1	1

## Parliamentary and Health Service Ombudsman

- 3.20 The Parliamentary and Health Service Ombudsman (PHSO) is responsible for reviewing the way that healthcare organisations have handled patient complaints at the second and final stage of the NHS Complaints Procedure. Any complainant who is unhappy with the outcome of the investigation into their complaint has a right to ask the Ombudsman to review the way in which their complaint is investigated. However, NHS Bury CCG and Patient Services are committed to doing all that they can to resolve complaints to the complainant's satisfaction.
- 3.21 During this reporting period, NHS Bury CCG was not notified of any complaints that had been escalated to the Parliamentary and Health Service Ombudsman.
- 3.22 NHS Bury CCG did not receive the outcomes of any completed investigations during this reporting period.

## Claims

- 3.23 CCG's have a duty to respond to a range of legal claims brought by members of the public or other organisations.
- 3.24 There were no claims received by NHS Bury CCG in this reporting period.

## Compliments

- 3.25 There have been two compliments received by NHS Bury CCG Patient Services function for this reporting period. Both compliments were related to a member of NHS Bury CCG's Patient Services Team.
- 3.26 In the case of the first compliment, the patient thanked the Patient Services Case Officer for their assistance with getting the patient an appointment as the patient had been waiting for an appointment since September 2020.
- 3.27 In the case of the second compliment, the patient advised the Patient Services Case Officer went 'above and beyond' in arranging a date for the patient's surgery.

## Freedom of Information Requests

3.28 The Freedom of Information Act 2000 provides the public with a general legal entitlement to request non-confidential information held by NHS organisations. NHS organisations must, so far as can be reasonably expected, provide advice and assistance to persons who have or propose to make a request for information.

3.29 The following table provides a comparison of the number of Freedom of Information Requests (FOI's) which have been received by NHS Bury CCG Patient Services:

	2021-2022	2020-2021				2019-2020		
Freedom of Information Requests received by NHS Bury CCG	Quarter 1	Quarter 4	Quarter 3	Quarter 2	Quarter 1	Quarter 4	Quarter 3	Quarter 2
Number of requests received	33	35	25	37	28	39	26	33
Answered within 20 working days	33	34	24	37	14	35	26	30
Answered within more than 20 working days	0	0	0	0	0	0	0	0
Requested to resubmit due to COVID-19					9			
Withdrawn	0	1	1	0	0	0	0	0
Ongoing	0	0	0	0	5	4	0	3

## 4 Recommendations

4.1 Governing Body is asked to receive the Patient Services report and note the information provided

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