



*Wigan Borough
Clinical Commissioning Group*

COMPLAINTS ANNUAL REPORT

1 APRIL 2013 – 31 MARCH 2014

1. Introduction

1.1. This annual report summarises the activity that NHS Wigan Borough Clinical Commissioning Group (WB CCG) has engaged in during the year ending 31 March 2014 in respect of complaints and associated correspondence. The detail of this report has been provided bi-monthly to the Corporate Governance Committee and quarterly to the Clinical Governance Committee to highlight any areas of concern to the Governing Body through those Committees.

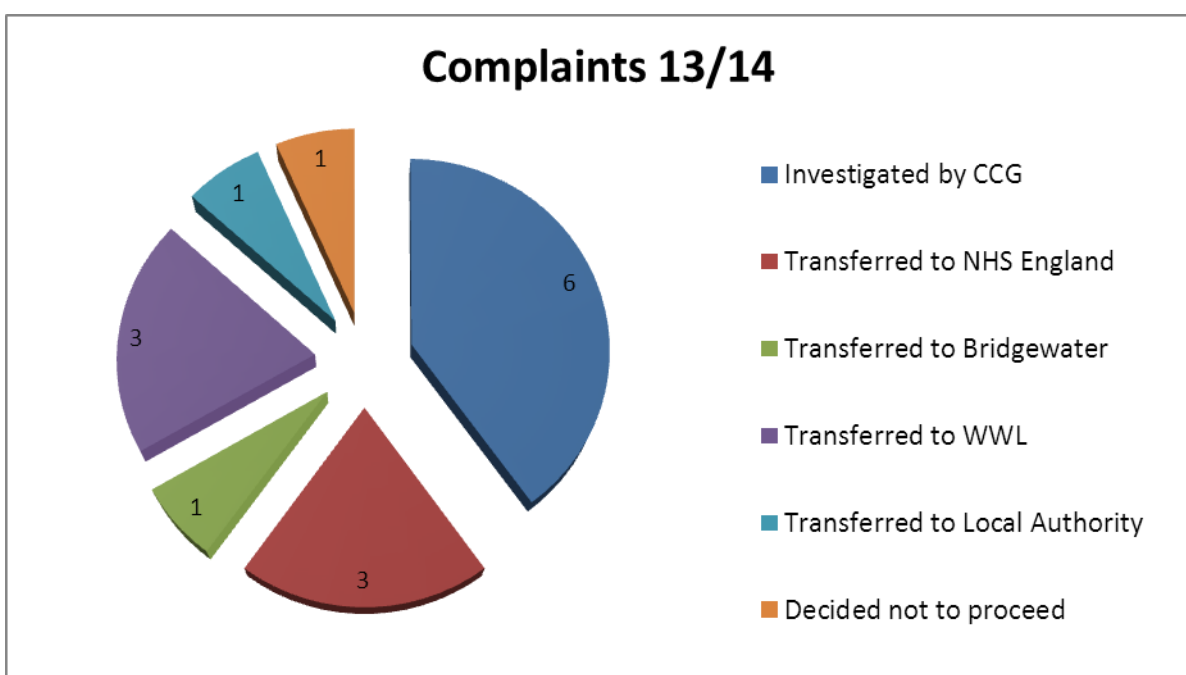
1.2. The Local Authority Social Services and NHS Complaints Procedure (England April 2009), brought together a combined complaints system for all health and social care complaints. This process has two stages; local resolution with most cases resolved at this stage and escalation to the Parliamentary Health Service Ombudsman (PHSO).

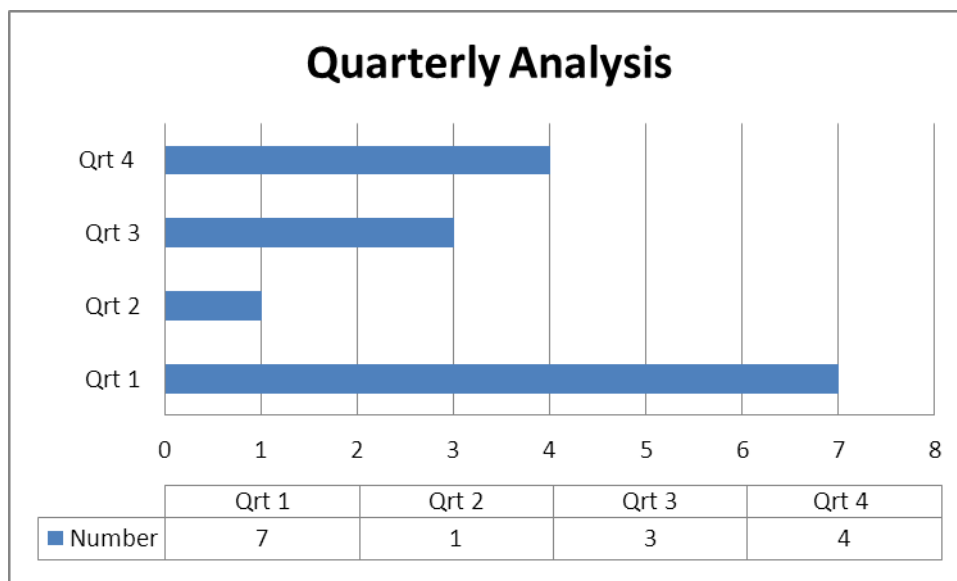
1.3. Our complaints procedure is underpinned by the Parliamentary Health Service Ombudsman's 'Principles for Remedy' which are:

- Getting it right
- Being customer focussed
- Being open and accountable
- Being fair and proportionate
- Putting things right
- Seeking continuous improvement

2. Complaints Information

2.1. As this is the first year following the CCG's authorisation there are no comparisons to be made. The chart below identifies the complaints that WB CCG have received during the year to 31 March 2014 which totalled 15. Analysis is shown below:





2.2. The nature of the majority of complaints investigated by WB CCG concerned funding and continuing healthcare assessments as summarised below:

2-13	Funding for mental health treatment that was previously paid for privately outside the area
6-13	Refusal of funding under the EUR policy for a particular type of hair treatment
8-13	Delay in receiving a diagnosis from a service commissioning by the CCG
9-13	Issues with mental health services commissioned by the CCG
11-13	Continuing Care retrospective period not assessed
16-14	Treatment of a patient from the CHC assessment team

3. The Parliamentary Health Service Ombudsman

3.1. During this reporting period the Ombudsman received one complaint which was investigated and the decision concluded that the CCG had appropriately dealt with the request for funding and the subsequent complaint.

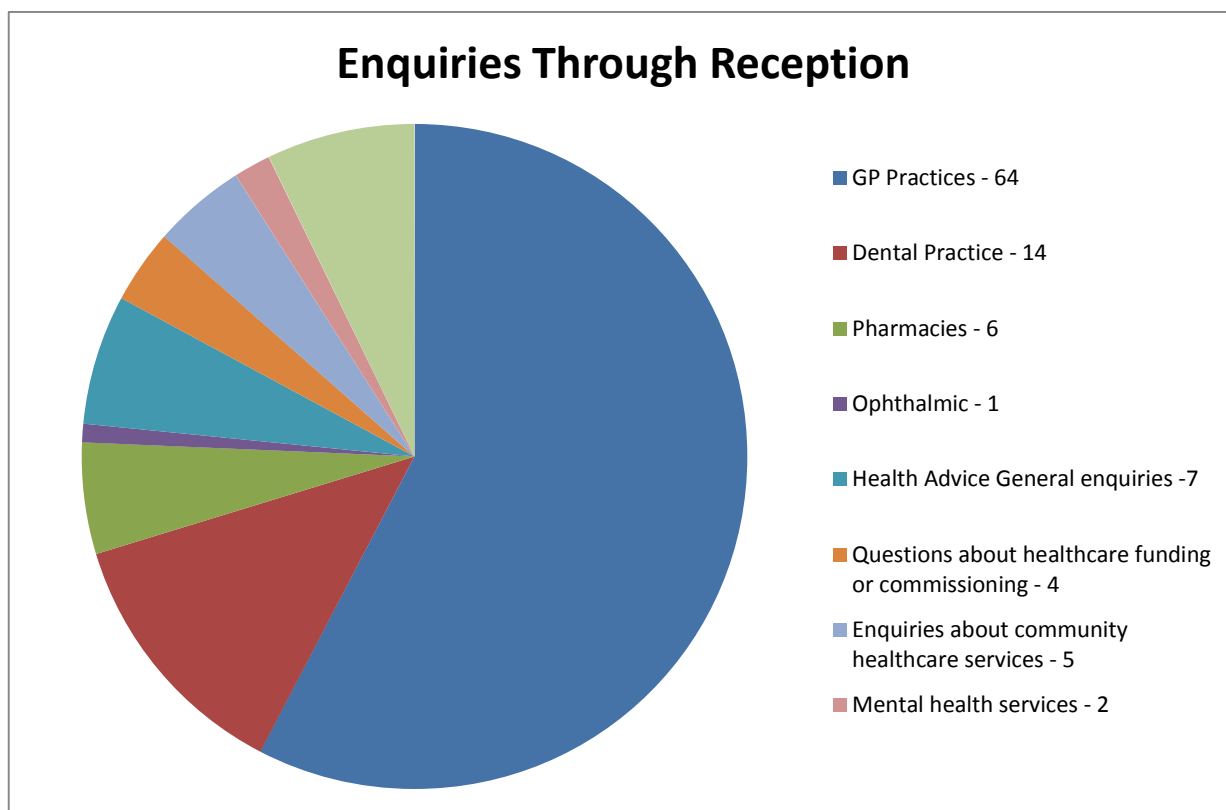
3.2. A criticism of the CCG from the Ombudsman in one case was that no written evidence of the complainant being signposted to the Ombudsman's office was available but as the complainant's request to the Ombudsman's office was made within three weeks of the final reply from the CCG, it was unable to conclude that the omission prevented the complainant from pursuing the complaint in a timely matter.

3.3. Steps were taken by the CCG to ensure all replies to complaints contain the correct information for signposting to the Ombudsman's office.

4. Patient Response

4.1. Enquiries through Wigan Life Centre CCG

4.1.1. For the period 1 April 2013 to 31 March 2014 the reception desk at Wigan Life Centre has dealt with 111 contacts relating to health services. In many of the contacts handled, the enquiries were resolved or information provided that assisted in avoiding the need to make a complaint. Breakdown shown below:



4.2. Member of Parliament Letters

4.2.1. The CCG has received 47 MP letters on behalf of constituents during the period 1 April 2013 to 31 March 2014. A large percentage of the enquiries related to services provided by GPs and we have therefore sought to inform MPs about the changes brought about by the Health & Social Care Act. Requests were also received for clarification regarding funding issues and information in respect of the provision of services.

4.3. Freedom of Information Requests

4.3.1. During the period 1 April 2013 to 31 March 2014, the CCG has received 280 Freedom of Information requests. The requests are dealt on our behalf by Greater Manchester Commissioning Support Unit, who provide monthly activity reports on progress and completion. Below is a table showing activity for the year:

Freedom of Information Requests Received	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct -13	Nov13	Dec-13	Jan-14	Feb-14	Mar-14	Total to date
Answered in more than 20 working days	14	11	7	18	17	21	1	3	2	2	3	1	100
Answered within 20 working days		5	2	2	8	12	14	22	12	31	19	33	160
Ongoing						0	1	1		1	1	4	8
Withdrawn			1	1	1	3	3		1	1	1	0	12
Total to date	14	16	10	21	26	36	19	26	15	35	24	38	280