



*Wigan Borough
Clinical Commissioning Group*

**Complaints Annual Report
2016/17**



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 2017 in respect of complaints and associated correspondence. The detail contained in this report has been provided bi-monthly to the Corporate Governance Committee.

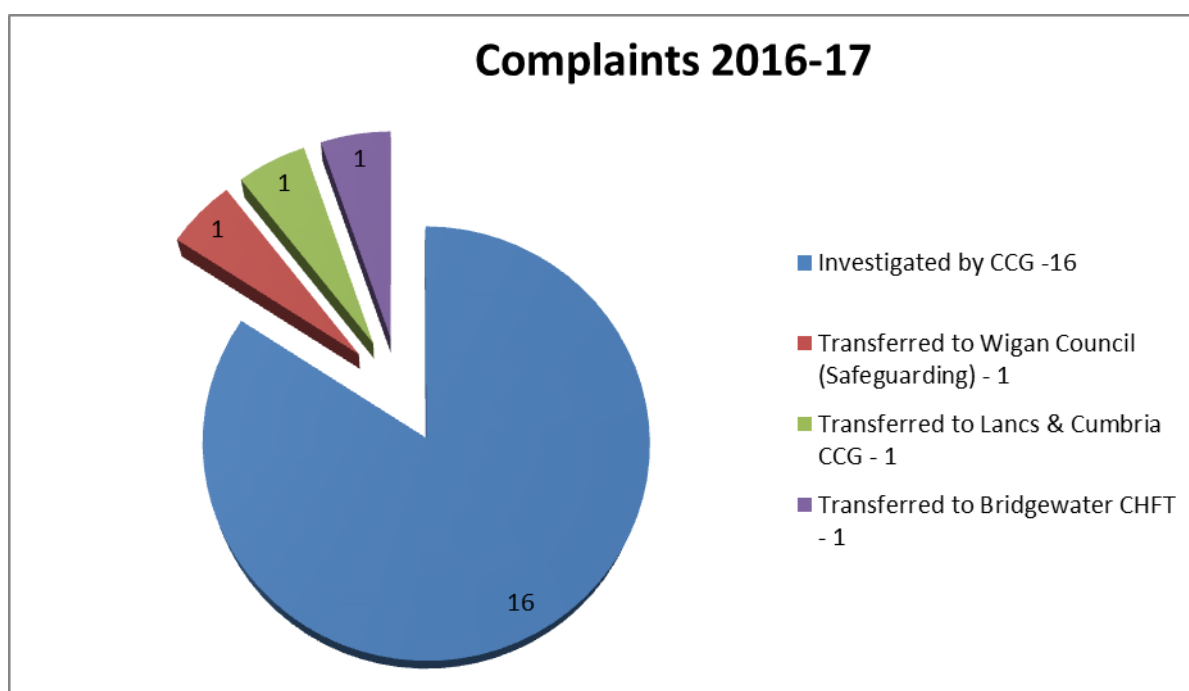
1.2. The Local Authority Social Services and NHS Complaints Procedure (England April 2009), brought together a combined complaints system for all health and social care complaints. This process has two stages; local resolution with most cases resolved at this stage and, secondly escalation to the Parliamentary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

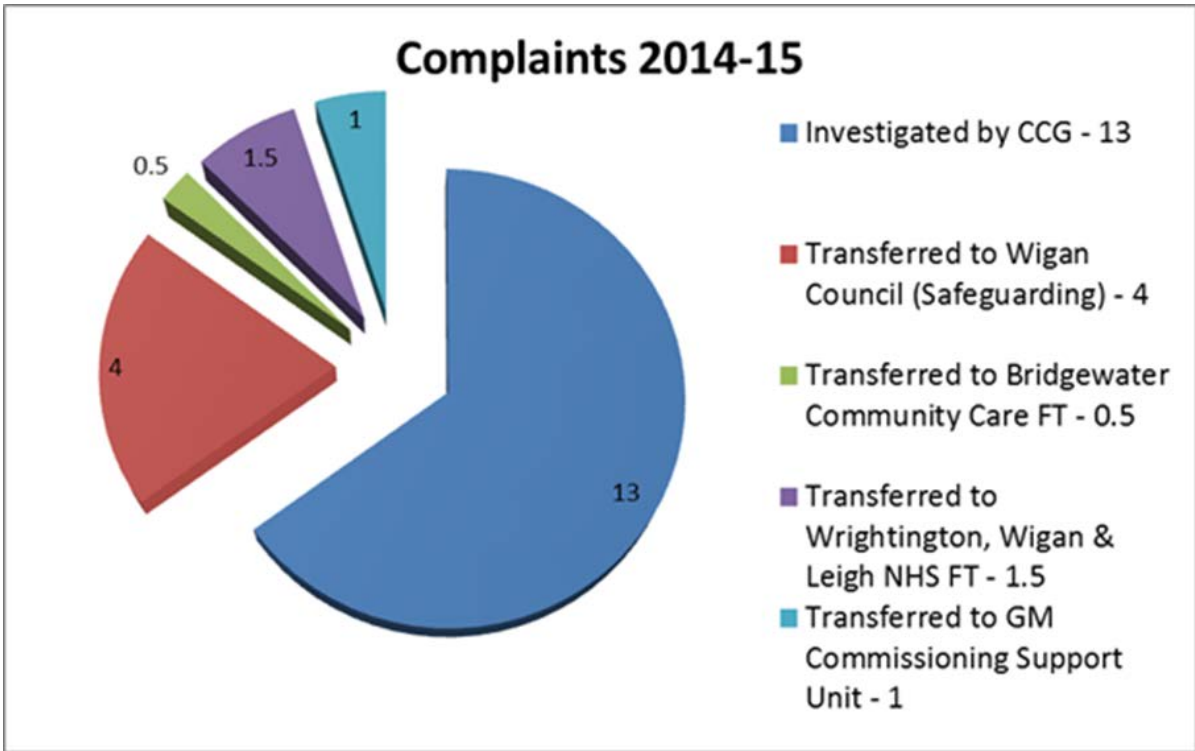
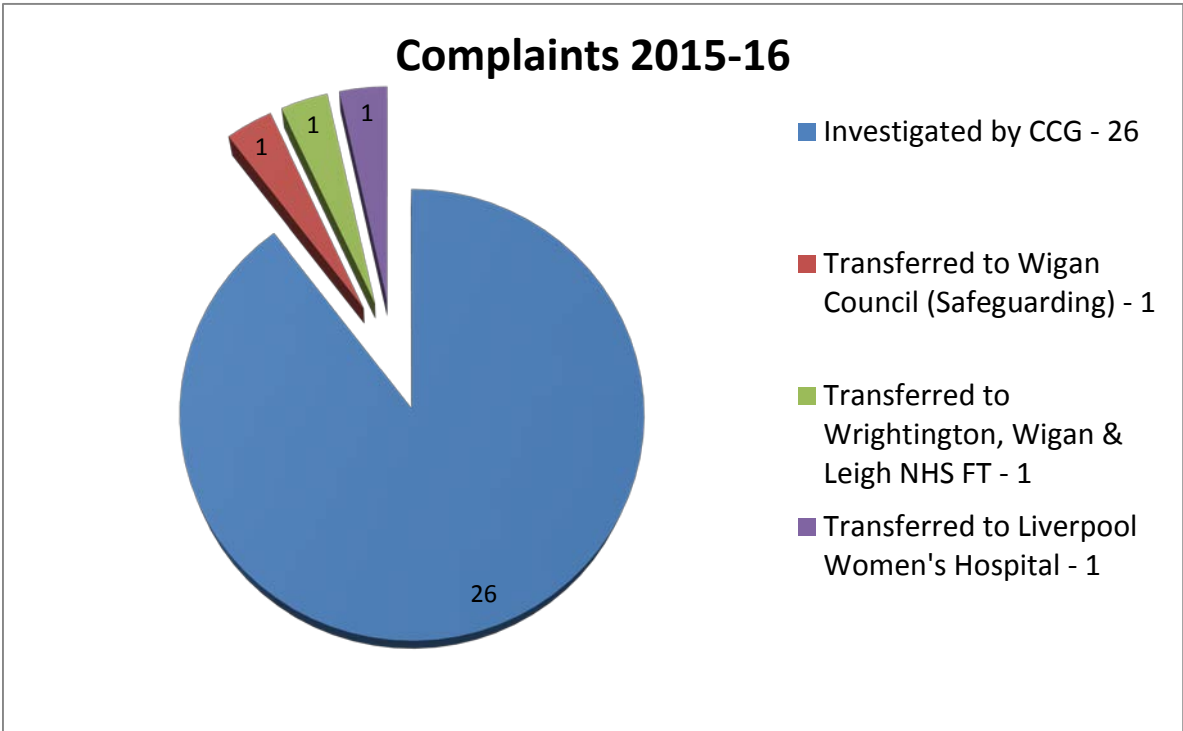
1.3. Our complaints procedure is underpinned by the Parliamentary and Health Service Ombudsman's 'Principles for Remedy' which are:

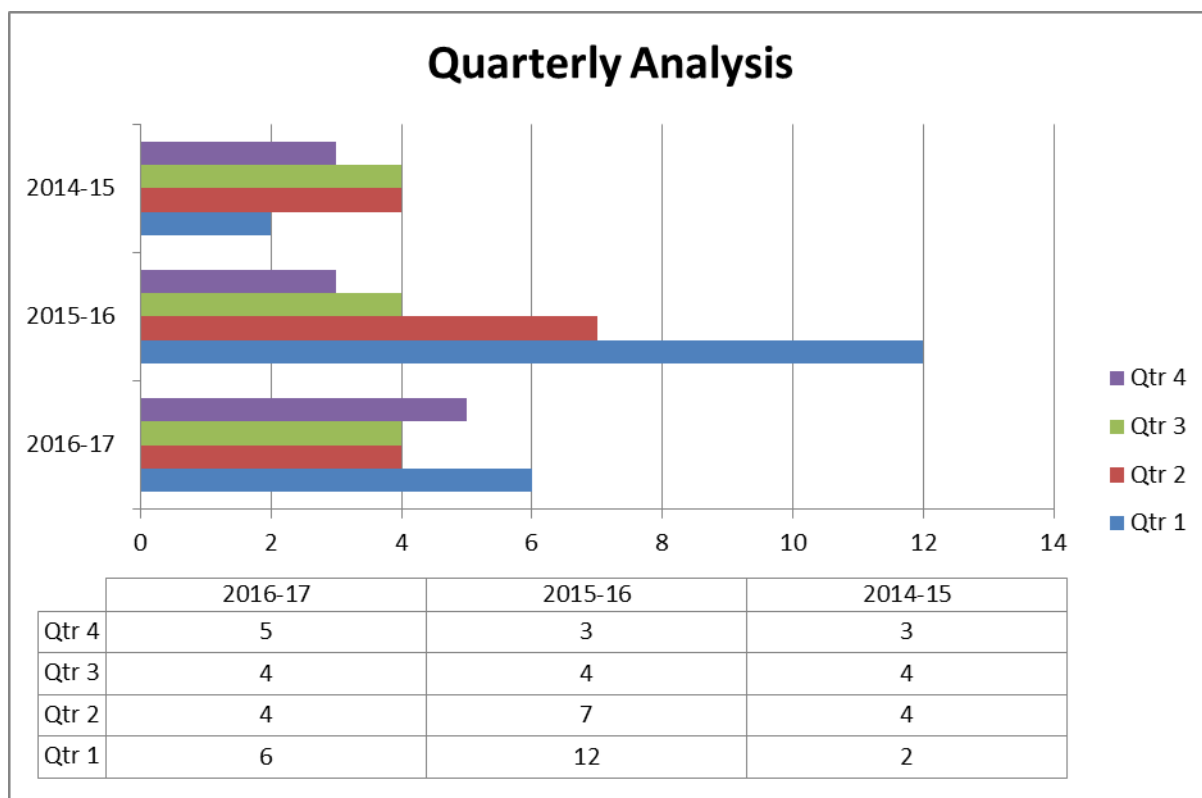
- Getting it right
- Being customer focussed
- Being open and accountable
- Being fair and proportionate
- Putting things right
- Seeking continuous improvement

2. Complaints Processed

2.1. During the period 1 April 2016 to 31 March 2017 the Governance Team received 19 complaints compared to 26 complaints in 2015/16. Analysis is shown below:







2.2. The nature of the majority of complaints investigated by WBCCG concerned funding and Continuing Healthcare (CHC) assessments as summarised below:

Issue	Date Received	Date Closed	Outcome	Actions/Comments
1. Refusal of EUR funding for Cosmetic Surgery	12/04/16	30/05/16	Not upheld	No further contact from patient after closing letter issued
2. Querying how a CHC funding request has been dealt with by the CCG	12/04/16	30/05/16	Partly upheld	Apology offered for not fully informing patient representative when stages in process were completed. Issues addressed. No further contact from patient after closing letter issued
3. Delays in obtaining date for operation at a provider (beyond 18 weeks). Delays	05/05/16	07/07/16	Upheld	Issues addressed and new appointment

Issue	Date Received	Date Closed	Outcome	Actions/Comments
caused by refurbishment of theatres.				accepted. No further contact from patient after closing letter issued.
4. Difficulty obtaining prescriptions out of the Wigan Borough area	17/05/16	30/06/16	Not upheld	No further contact from patient after closing letter issued
5. Querying a CHC Retrospective Review	30/06/16	12/08/16	Not upheld	No further contact from patient after closing letter issued
6. Concerns raised continuing healthcare at a Nursing Home	30/06/16	12/08/16	Partly upheld	A commissioner visit was undertaken with improved outcome. Concerns were addressed. No further contact from complainant after closing letter issued.
7. Failed knee operation at a private hospital (NHS patient)	25/07/16	09/02/17	Legal case against provider	Referred to Solicitors by private hospital
8. Refusal of 2 nd IVF Cycle	12/09/16	23/09/16	Not upheld	Transferred to correct CCG as not a Wigan patient
9. Failure of providers to provide adequate healthcare	17/09/16	23/03/17	Partly upheld	Issues addressed - actions to ensure approach to care in A&E for Learning Disability patients addressed. No further contact from patient after closing letter issued
10. Concerns regarding treatment received by provide when referred to	03/10/16	24/01/17	Not upheld	Issues addressed. No further contact from patient after

Issue	Date Received	Date Closed	Outcome	Actions/Comments
Mental Health services				closing letter issued
11. Concerns regarding a relatives treatment at a Nursing Home	02/11/16	11/01/17	Not upheld	Transferred to correct provider
12. Exclusion from obtaining diabetic consumables from the NHS	22/11/16	12/12/16	Partly upheld	Apology offered for incorrect information offered, patient referred back to GP. Issues addressed. No further contact from patient after closing letter issued
13. Concerns over treatment and the issuing of a DNRCPR order for a relative	29/11/16	30/11/16	Not upheld	Transferred to Safeguarding
14. Concerns regarding lack of mental health services within the borough	28/11/16	14/2/17	Not upheld	No further contact from patient after closing letter issued
15. Issues regarding funding for fertility treatment	15/12/16	03/03/17	Not upheld	No further contact from patient after closing letter issued
16. Dissatisfaction with the outcomes of the CHC Assessment	03/01/17	28/02/17	Not upheld	No further contact from patient after closing letter issued
17. Refusal of EUR funding for laser treatment	10/01/17	13/03/17	Not upheld	No further contact from patient after closing letter issued
18. Delays in processing a CHC case	17/01/17	03/04/17	Partly upheld	Issues addressed. Apology offered for delay due to backlog in retrospective cases. No further contact from patient after

Issue	Date Received	Date Closed	Outcome	Actions/Comments
				closing letter issued.
19. Issues regarding interest payable on CHC remuneration case	17/02/17		Not upheld	Final letter sent but further enquiries made by complainants, awaiting closure.

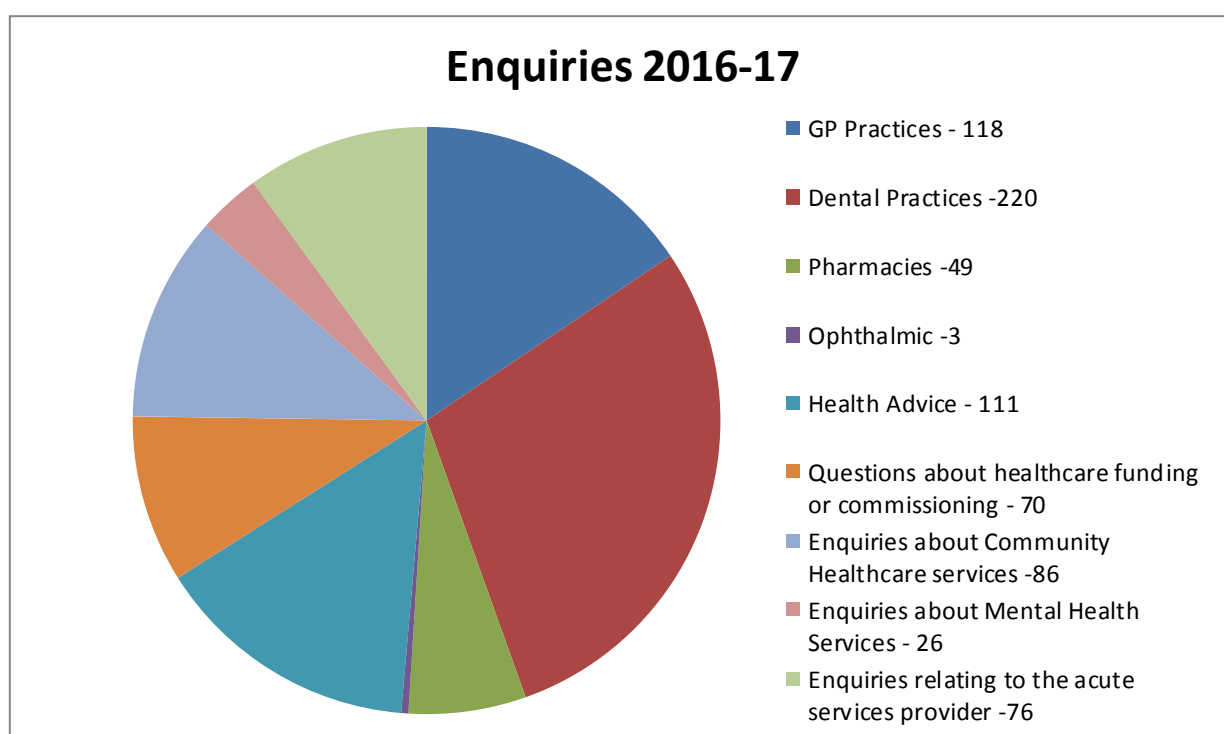
3. The Parliamentary & Health Service Ombudsman

3.1. None of the above complaints lodged with the CCG during this reporting period were referred to the Ombudsman.

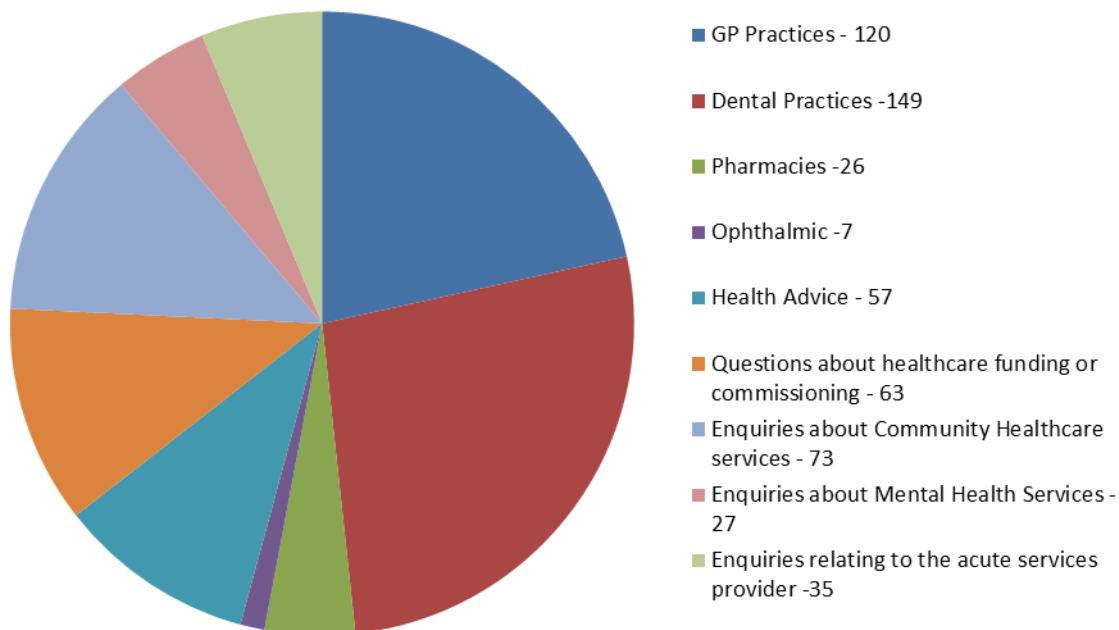
4. Patient Response

Enquiries through CCG at Wigan Life Centre

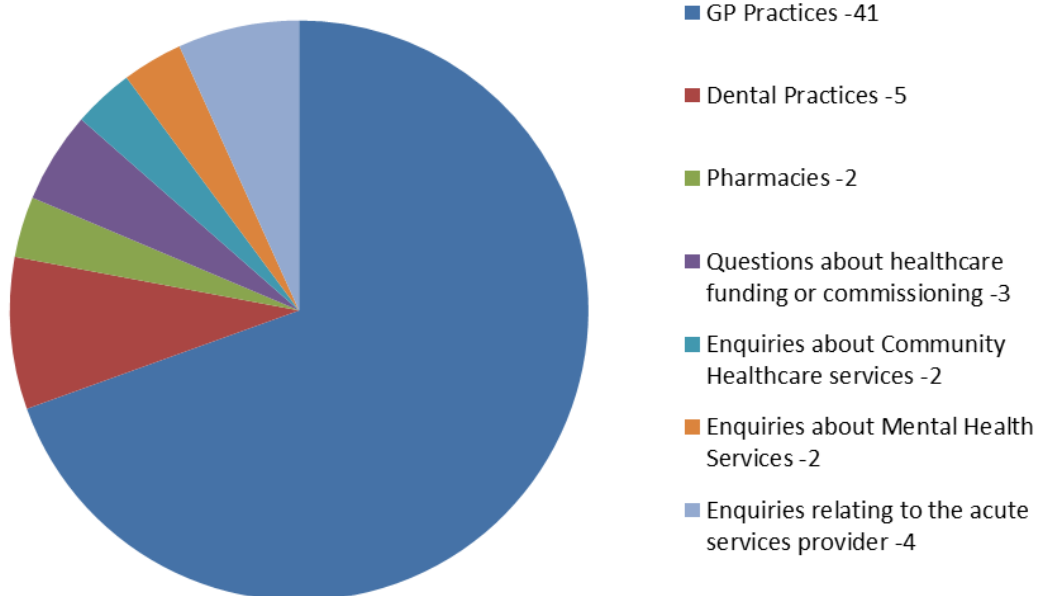
4.1. For the period 1 April 2016 to 31 March 2017 the Governance Team and CCG Reception have dealt with 759 enquiries relating to health services. In many cases, the enquiries were resolved or information provided that assisted in avoiding the need to make a complaint. Analysis and comparison to last year follows:



Enquiries 2015-16



Enquiries 2014-15



Member of Parliament Letters

4.2. The CCG has received 25 MP letters on behalf of constituents during the period 1 April 2016 to 31 March 2017 compared to 28 the previous year. Most of the enquiries related to clarification required regarding funding issues and information in respect of the provision of services.

Freedom of Information Requests

4.3. During the period 1 April 2016 to 31 March 2017, the CCG has received 307 Freedom of Information requests compared to 275 in the previous year. The requests are dealt with on our behalf by Greater Manchester Shared Services, who provide quarterly activity reports on progress and completion, however significant input to the response process is provided by CCG staff. Below is a table showing activity for the year:

Freedom of Information Requests Received	April 16	May 16	June 16	July 16	Aug 16	Sept 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	March 17	Total to date
Answered within 20 working days	31	24	24	21	23	22	25	26	20	28	25	27	296
Answered in more than 20 working days	0	1	1	0	0	1	0	0	1	1	0	0	4
Ongoing	0	0	0	0	0	0	0	0	0	0	0	0	0
Withdrawn	0	1	0	0	1	1	0	3	1	1	0	0	7
Total to date	31	25	25	21	24	23	25	29	22	30	25	27	307

5. Conclusion

No trends have been identified in the pattern of complaints and enquiries over the last 3 years; however it is pleasing to note that the number of complaints in 2016/17 has reduced when compared to the previous year.