



Wigan Borough
Clinical Commissioning Group

Complaints Annual Report

2018-2019

Contents

Contents	Page
Introduction	2
Complaints Processed	2
The Parliamentary & Health Service Ombudsman	7
Patient Response	7
Conclusion	9

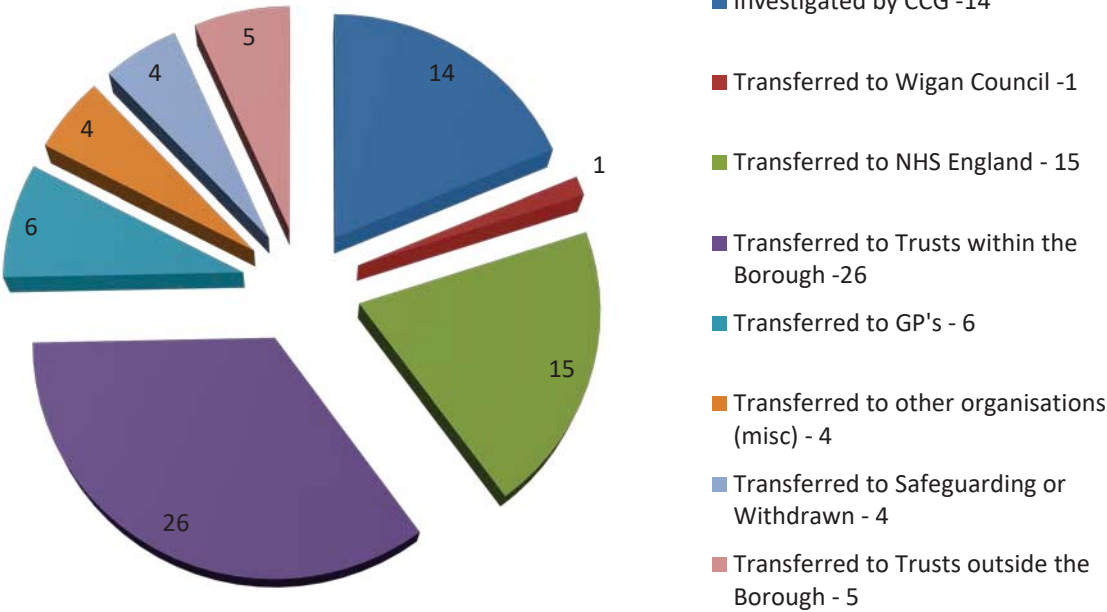
Introduction

1. This annual report summarises the activity that NHS Wigan Borough Clinical Commissioning Group (WBCCG) has engaged in during the year ending 31 March 2019 in respect of complaints and associated correspondence. The detail contained in this report has also been provided in-year to the Corporate Governance Committee.
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 stages and, secondly escalation to the Parliamentary and Health Service Ombudsman (PHSO).
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

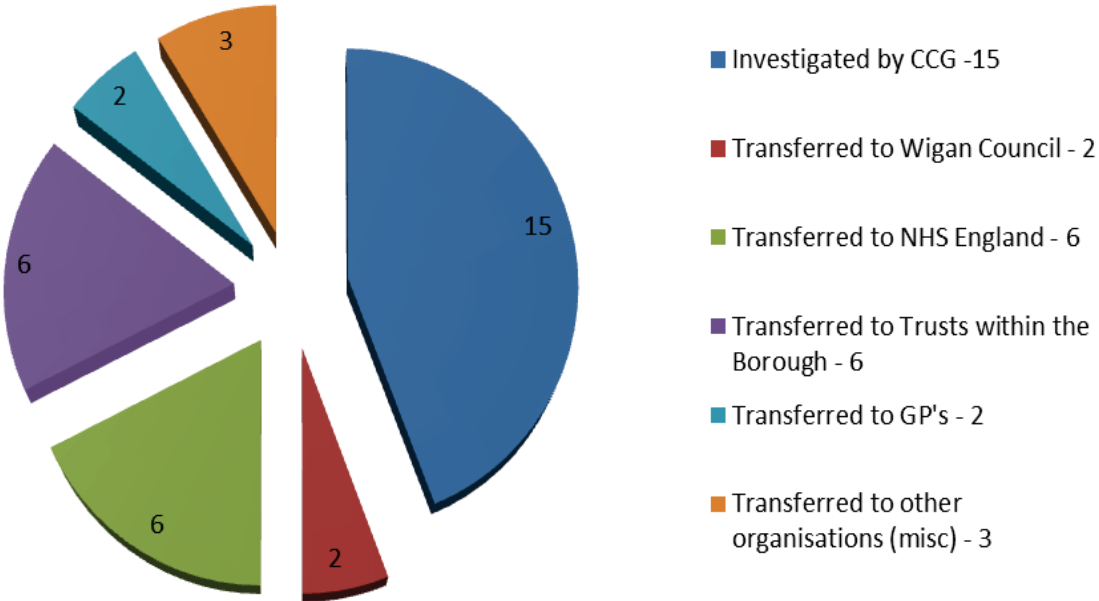
Complaints Received

4. During the period 1 April 2018 to 31 March 2019 the Governance Team received 14 complaints compared to 15 complaints received in 2017/18. Analysis is shown for the past three years in the charts that follow.
5. During the period 1 April 2018 to 31 March 2019 the Governance Team has also dealt with 61 detailed enquiries that have not escalated into complaints after exploring the issues with the complainants and achieving satisfactory resolution. In many cases the individuals have sought further clarification from other NHS bodies such as NHS England, Wrightington, Wigan & Leigh NHS Foundation Trust, North West Boroughs NHS Foundation Trust, Northwest Ambulance Service or Wigan Council.

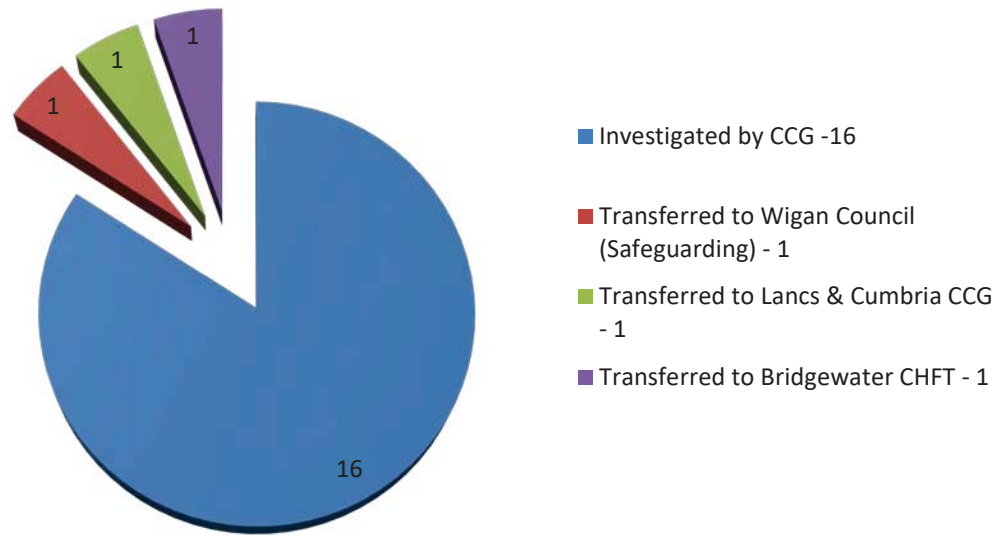
Complaints 2018-2019



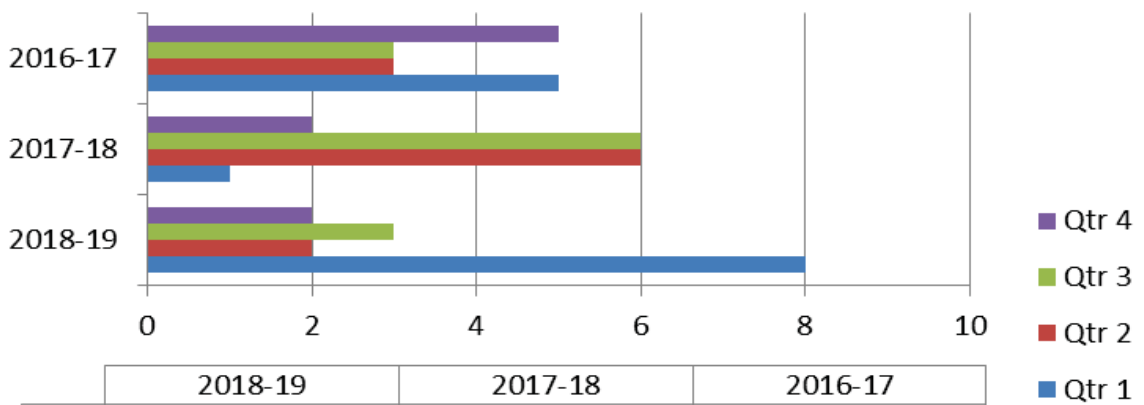
Complaints 2017-2018



Complaints 2016-17



Quarterly Analysis



	2018-19	2017-18	2016-17
Qtr 4	2	2	5
Qtr 3	3	6	3
Qtr 2	2	6	3
Qtr 1	8	1	5

6. The nature of the majority of complaints investigated by WBCCG concerned Continuing Healthcare (CHC) funding and checklist review issues as summarised in the table below.

	Issue	Date Received	Date Closed	Outcome	Actions/Comments
1.	Failure to keep personal data in secure manner	01/04/18	13/04/18	Partly upheld	No further contact from patient after closing letter issued.
2.	The CCG refusing to allow an item to be prescribed by the GP's	03/04/18	18/05/18	Not upheld	No further contact from patient after closing letter issued.
3.	Refusal to carry out a CHC review for a requested period	13/04/18	15/06/18	Partly upheld	No further contact from patient after closing letter issued.
4.	Delay in taking action on an appeal for retrospective CHC funding	01/05/18	13/07/18	Partly upheld	No further contact from patient after closing letter issued.
5.	Lack of services and support provided by CHC for a patient	06/06/18	27/07/18	Not upheld	No further contact from patient after closing letter issued.
6	Unsafe discharge of a patient from an Intermediate Care Home	12/06/18	27/08/18	Not upheld	No further contact from patient after closing letter issued.
7.	Delays in responding to a CHC Retrospective Case	14/06/18	11/08/18	Upheld	No further contact from patient after closing letter issued.
8.	Concerns regarding care received at an Intermediate Care	18/09/18	23/10/18	Not upheld	No further contact from patient after closing letter issued.

	Issue	Date Received	Date Closed	Outcome	Actions/Comments
9.	Issues with PTS Service for complainants relative	18/09/18	19/01/19	Not upheld	No further contact from patient after closing letter issued.
10..	A patient dissatisfied with how a service has dealt with the appeals process	25/10/18	28/12/18	Not upheld	No further contact from patient after closing letter issued.
11.	Failure of the CCG to send copy of personal data information	25/10/18	07/12/18	Not upheld	Complaint not happy with response and would be referring to PHSO
12.	Complainant disputing dates for calculating CHC funding	12/12/18	28/02/19	Upheld	Apology offered and re-calculation of the dates and funding complete No further contact from patient after closing letter issued.
13.	Concerns raised with delays in obtaining CHC funding	09/01/19	28/02/19	Partly upheld	Apology offered. No further contact from patient after closing letter issued.
14.	Concerns raised with lack of support given by a member of staff	22/01/19	31/03/19	Not upheld	No further contact from patient after closing letter issued.

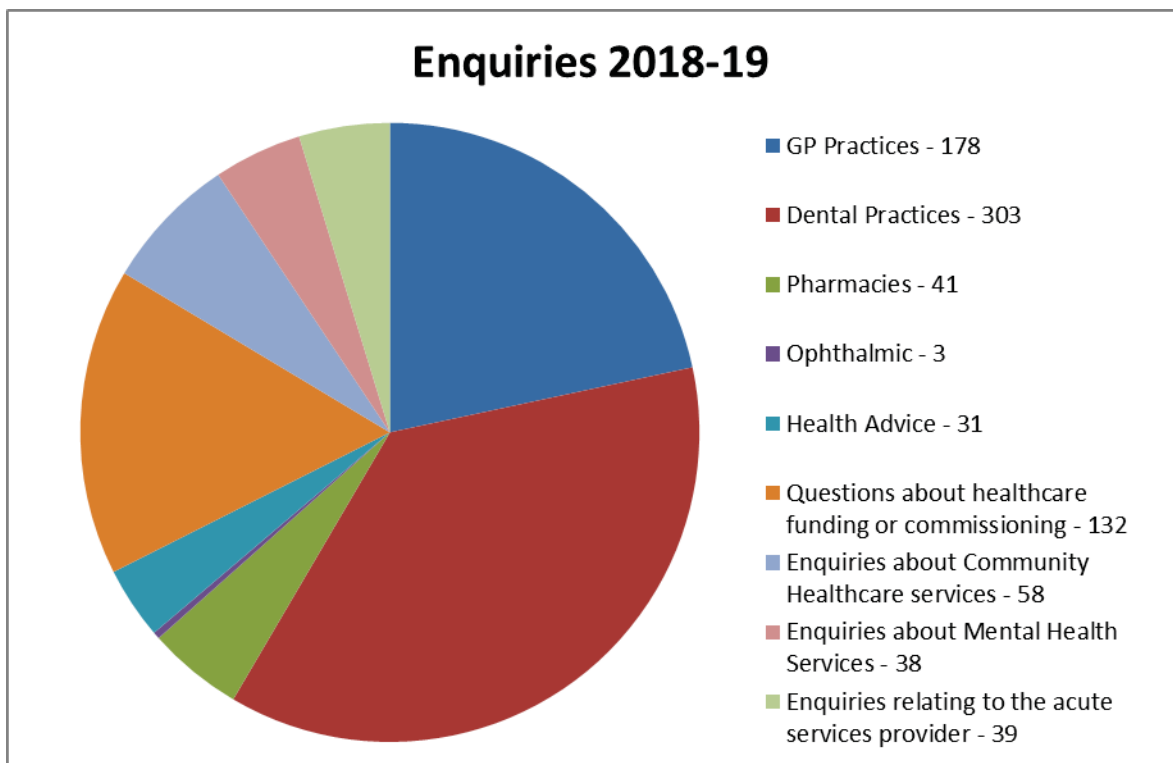
The Parliamentary & Health Service Ombudsman (PHSO)

7. The CCG received notification of one potential PHSO case in respect of complaints against the CCG. Following a request for documents to support the CCG's decision no further correspondence has been received from the PHSO.

Patient Response

Enquiries through WBCCG at Wigan Life Centre

8. For the period 1 April 2018 to 31 March 2019 the Governance Team and WBCCG Reception have dealt with 823 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. An analysis and comparison to the previous year is shown on the next page:



Member of Parliament Letters

9. The CCG received 25 MP letters on behalf of constituents during the period 1 April 2018 to 31 March 2019 compared to 29 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

10. During the period 1 April 2018 to 31 March 2019, the CCG received 311 Freedom of Information requests compared to 307 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	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	March 19	Total
Answered within 20 working days	23	30	23	36	24	22	24	21	12	22	27	26	290
Answered in more than 20 working days	0	0	1	0	1	0	0	1	0	3	0	0	6
On-going	0	0	0	0	0	0	0	0	1	0	0	0	1
Withdrawn	1	0	1	1	1	1	2	3	0	3	0	1	14
Total to date	24	30	25	37	26	23	26	25	13	28	27	27	311

Conclusion

11. The CCG receives a relatively low number of complaints in a year and the numbers are reducing year on year. This is a pleasing result and reflects favourably on the service provided.
12. That is not to say that complaints are discouraged as the CCG recognises the importance of learning lessons when issues arise. The number of enquiries that the CCG receives including the 61 that required a detailed response underlines the importance of the CCG's service to patients and their representatives when the required detail is not always readily available.

13. The most frequent type of complaint was in respect of applications for Continuing Healthcare Funding (8 of the 14 related to this category). These numbers are still low when the following is considered:
- In many cases applicants are faced with significant financial commitments for continuing care if applications do not meet the required criteria;
 - Of the services commissioned by the CCG this is, by far, the category with the largest number of direct patient contacts;
 - The national guidance for managing CHC applications is necessarily detailed and complex and is open to interpretation and therefore challenge in some circumstances;
 - This funding stream is the focus of much interest and attention from the legal profession who proactively market their services to patients and relatives in order to challenge assessments where possible.