

## ICB Public Involvement and Engagement Committee

<b>Date of meeting</b>	12 December 2023
<b>Title of paper</b>	Complaints and Patient Experience
<b>Presented by</b>	David Brewin, Head of Patient Experience
<b>Author</b>	David Brewin, Head of Patient Experience
<b>Agenda item</b>	7
<b>Confidential</b>	No

### Executive summary

This presentation provides members of the Public Involvement and Engagement Advisory Committee (PIEAC) with a 'deep dive' into Complaints and Patient Experience activity and plans.

The presentation highlights the changes to the handling of complaints and enquiries about Primary Care from 1 July 2023, the consequent increase in volumes and the plans in place to manage this. The presentation offers more detailed insight into three significant areas of activity:

- Complaints about our local NHS Trusts
- Experience of using Integrated Care Board (ICB) All-age Continuing Care services.
- Dental complaints and MP correspondence.

This item also covers recent changes to the Patient Experience team service offer and plans for future developments.

### Advise, Assure or Alert

#### **Alert** the committee:

- The Patient Experience function is under significant pressure and there is risk to the quality and speed of our statutory complaint function and staff wellbeing.
- Changes to our service have been made that will have an impact on both the public and partner organisations.

#### **Assure** the committee:

- The ICB currently continues to deliver a legally complaint Complaints Service and remains responsive to MP enquiries.
- The identified risks have been mitigated and will continue to be managed.

#### **Advise** the committee:

- That future priorities have been identified for the remainder on 2023/24 and beyond.

### Recommendations

PIEAC is asked to: <ul style="list-style-type: none"> <li>Note the contents of this presentation.</li> <li>Recognise and endorse the activity already undertaken.</li> <li>Agree to receive further reports as our Patient Experience and Complaints work develops in the coming months.</li> </ul>				
<b>Which Strategic Objective/s does the report contribute to</b>				<b>Tick</b>
1	Improve quality, including safety, clinical outcomes, and patient experience			✓
2	To equalise opportunities and clinical outcomes across the area			
3	Make working in Lancashire and South Cumbria an attractive and desirable option for existing and potential employees			✓
4	Meet financial targets and deliver improved productivity			
5	Meet national and locally determined performance standards and targets			
6	To develop and implement ambitious, deliverable strategies			
<b>Implications</b>				
	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
Associated risks	✓			Failure to fulfil the statutory duty to handle complaints or provide an effective patient experience service. Resultant risk to staff wellbeing.
Are associated risks detailed on the ICB Risk Register?	✓			
Financial Implications		✓		Not directly arising.
<b>Where paper has been discussed (list other committees/forums that have discussed this paper)</b>				
<b>Meeting</b>	<b>Date</b>		<b>Outcomes</b>	
<b>Conflicts of interest associated with this report</b>				
None.				
<b>Impact assessments</b>				
	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
Quality impact assessment completed	✓			Completed specifically for the changes to service provision. Drafted but not yet agreed.
Equality impact assessment completed		✓		
Data privacy impact assessment completed		✓		
<b>Report authorised by:</b>	Sarah O'Brien, Chief Nursing Officer			