

# Patient Experience and Complaints

Public Involvement and Engagement Advisory Committee

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## Patient Experience - What we do

- **Complaints Service.** Managing formal complaints in line with NHS Complaints Legislation, Parliamentary and Health Service Ombudsman guidance and best practice.
- **MP Letters.** Managing response to enquiries from local MPs.
- **Patient Advice and Liaison Service (PALS.)** Our ‘front door’. First contact for complaints. Offers confidential advice, support and information about health and care.

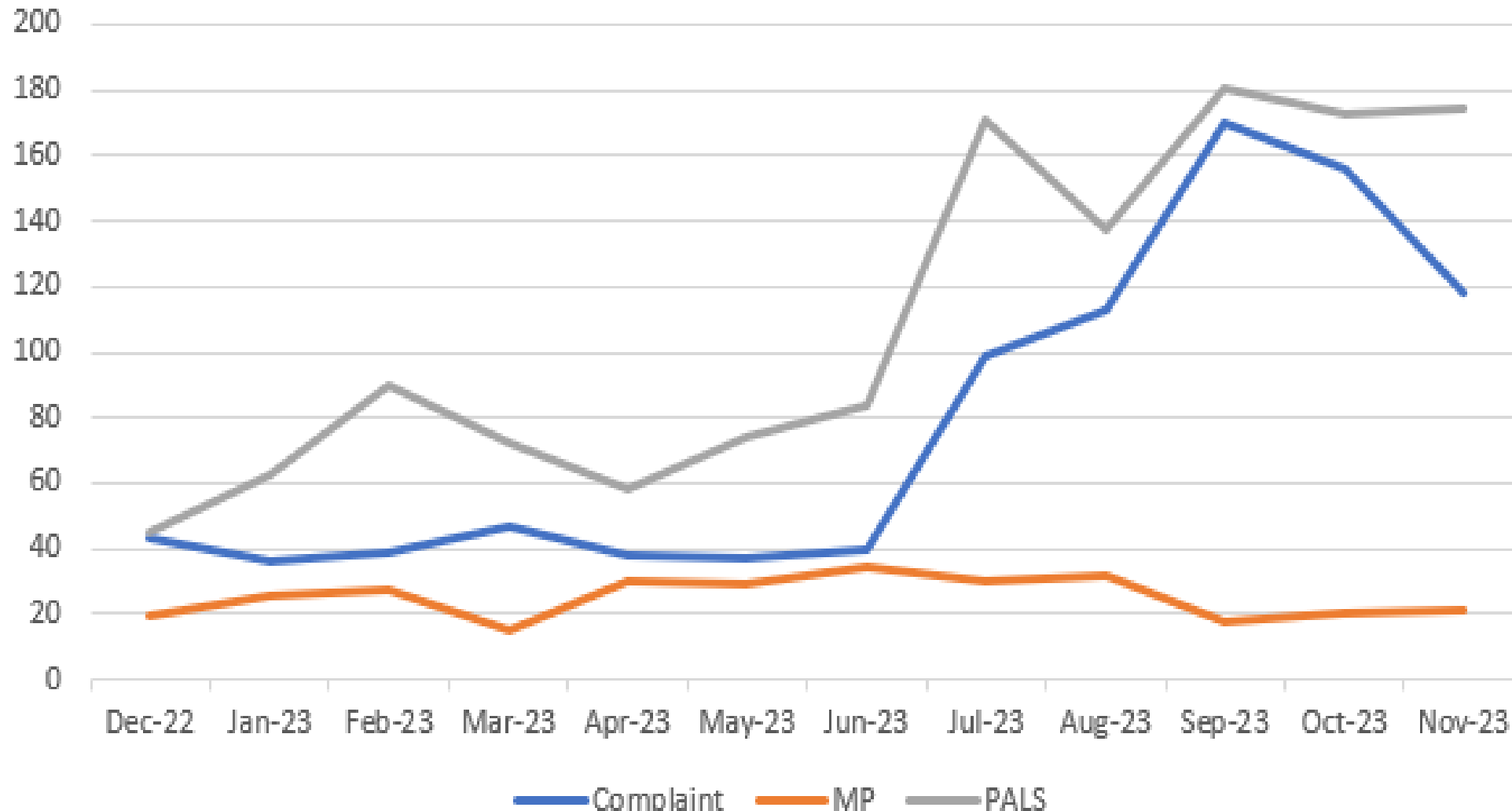
# Patient Experience – Types of Complaint

- **ICB**
  - Our decisions and omissions as a corporate entity - medicines, funding, commissioning decisions, engagement, staff attitude and behaviour.
  - Individual patients including All-age Continuing Care.
- **Commissioned Providers**
  - Across all commissioned care and services.
  - Includes Primary Care from 1 July 2023.
- **Multi-Agency Complaints**

# Patient Experience – Complaint Volumes 2022/23 and 2023/24

| Case Type | Total Year One ICB | Monthly Average | Total July – November 2023 | Monthly Average |
|-----------|--------------------|-----------------|----------------------------|-----------------|
| Complaint | 497                | 41              | 657                        | 131 (+220%)     |
| MP Letter | 293                | 21              | 123                        | 25 (+4%)        |
| PALS      | 873                | 73              | 776                        | 155 (+122%)     |

### Patient Experience Activity



# Patient Experience – Delegation of Primary Care Complaints from July 2023/24

- The national position. No national oversight framework and no single set of KPIs or monitoring information.
- NHSE National Team – Anecdotal reports of general increase in volumes though some isolated decreases. ‘There is something going on’.
- The regional position.
  - Cheshire and Merseyside
  - Greater Manchester

# Why has it changed?

- The impact of a local service compared to a national service
- The Lancashire and South Cumbria approach - a single, integrated service including one 'front door'.
- One case management system from day one.
- A change in the proportion of complaints being made to the commissioner?
- The impact of dental complaints

## Spotlight on: Our Trusts

- Volumes received 2023/24
  - East Lancashire Hospital Trust 33
  - University Hospitals Morecambe Bay Trust 16
  - Lancashire and South Cumbria Foundation Trust 33
  - Lancashire Teaching Hospitals Foundation Trust 31
  - Blackpool Teaching Hospitals Foundation Trust 28
- Understand and influence complaints handling across the system through our governance working alongside Patient Safety and Quality Assurance.
- Benchmarking Exercise planned for early 2024.
- Considerable variation currently. 11.7% of complaints upheld against England average of 27.6%



## Spotlight on: All-Age Continuing Care Complaints

- Commitment to work with the service to improve handling, investigation, reporting, learning.
- Funded Care Governance Partnership Board.
- 57 Complaints in 2023/24 and 130 contacts overall.
- Patients, families and unpaid carers using ICB services.
- The patient voice in changing and improving what we do.
- How care is assessed, arranged and provided.

## Spotlight on: Dentistry

Reviewed and Categorised 156 Complaints and MP Letters about Dentistry

| Category                         | Number | Percentage |
|----------------------------------|--------|------------|
| 'Can't get an NHS dentist'       | 92     | 59%        |
| Clinical care and treatment      | 16     | 10%        |
| Charges and what the NHS funds   | 15     | 10%        |
| Communication and administration | 15     | 10%        |
| Removed from list                | 12     | 8%         |
| Emergency dentist                | 6      | 4%         |

# What do people contact us about?



# Service Changes

- Retained PALS service with a limited offer – more signposting, more self-help, less liaison and intervention.
- More use of ‘pass to provider’. Discretionary power will be used to manage the flow of incoming work. This will apply across primary and secondary care.

# Patient Experience – Our Plans

The ICB Patient Experience Function has focused on establishing a new team and dealing with the challenge of high and growing caseloads. However, they have also identified priorities that will be progressed during 2023/24 and beyond. These can be summarised as:

- Understanding, influencing, and improving complaint handling in our Trusts. Complaint handling does not always work well across the system. As an initial step there will be a benchmarking exercise in January 2024 to establish a baseline. A group will be convened to analyse results and agree actions to ensure complaints are used to monitor quality and performance and demonstrate how intelligence is used to inform commissioning and priorities. This will be reported back through PIEAC.
- Working with All Age Continuing Care colleagues to improve complaint handling. Now this serviced has been in-housed there is scope to improve speed, quality and learning from the complaints we receive.
- Focus on learning. Through complaint investigation, we routinely identify learning. The goal is to better ensure this is implemented with greater evidence that it leads to tangible change.
- Moving from response to resolution. We are currently focused on delivering the statutory service and ensuring patients receive a fit for purpose response. The longer-term aspiration is to genuinely resolve the problems people complain about.

# Experience, Involvement and Engagement

- 1572 Complaints, 300 MP letters, 1860 PALS forecast to contact our organisation in 2023/24 – 3,732 Patients, families, unpaid carers experience of using our services.
- In 2022/23 there were 6194 Complaints Reported in LSC
  - 3497 Primary Care
  - 2704 Secondary Care.
- How do we use the richness and insight detail to understand our organisation and local services and make them better?
- How do Patient Experience and Complaints fit into our Governance and Decision-making structures?
- Our contribution to engagement and service change.
- Training offer.
- Complaints as part of healing and recovery.



**Lancashire and  
South Cumbria**  
Integrated Care Board

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