


Board of Directors Meeting 14 July 2022

Agenda item	134/22			
Report	PALS, Complaints and Patient Experience Annual Report 2021/22			
Executive Lead	Director of Nursing			
	Link to strategic pillar:		Link to CQC domain:	
	Our patients and community	√	Safe	
	Our people		Effective	
	Our service delivery	√	Caring	√
	Our partners		Responsive	√
	Our governance	√	Well Led	√
	Report recommendations:		Link to BAF / risk:	
	For assurance		BAF 2	
	For decision / approval		Link to risk register:	
	For review / discussion			
	For noting	√		
	For information			
	For consent			
Presented to:	Quality Operational Committee Quality and Safety Assurance Committee			
Dependent upon (if applicable):	NA			
Executive summary:	<p>The purpose of the PALS, Complaints and Patient Experience Annual Report is to provide the Board of Directors with an overview of activity undertaken during 2021/2022, and to provide the Board with assurance that the Trust is handling complaints in line with national regulations.</p> <p>The paper provides a summary on the following matters:</p> <ul style="list-style-type: none"> - Complaints - Compliments - Patient Advice and Liaison Service (PALS) - Patient Experience 			
Appendices:	PALS, Complaints and Patient Experience Annual Report 2021/22 is included in the Supplementary Information Pack			
Lead Executive:				

1.0 Introduction

1.1. The purpose of this report is to provide the Board of Directors with an overview of PALS, complaints and patient experience during 2020/2021. The report outlines the Trust's performance and includes the trends and themes arising from complaints and PALS contacts.

2.0 Complaints

2.1 During 2021/2022:

- The Trust received 688 formal complaints which is an increase on the previous year when 588 formal complaints were received. This equates to less than one in every 1000 patients complaining (0.72 complaints per 1000 patients) reflecting a slight decrease in comparison to the previous year when compared to activity (0.78 complaints per 1000 patients).
- 99% of complaints were acknowledged by the Trust within three working days, and 92% were acknowledged within two working days.
- Of the 688 complaints closed during this period, 18% (137) were upheld, 66% (487) were partly upheld and 16% (116) were not upheld.
- Four cases were referred to the Parliamentary and Health Services Ombudsman.

3.0 Patient Advice and Liaison Service

3.1 During 2021/2022:

- The PALS team received 3,721 contacts from people wishing to receive support with raising a concern or obtain advice from PALS. This is an increase of 1,182 cases from the previous year.
- The majority of PALS contacts received relate to problems with communication whilst relatives have not been able to visit, and concerns about appointments, as a result of backlogs that have built up during the pandemic.

4.0 Patient Experience

4.1 During 2021/2022:

- In the friends and family test score for all areas (inpatients, outpatients, A&E and Maternity) 98% of respondents rated their experience as very good and good.
- A total of 3,460 feedback responses from patients were captured across the Trust by Ward Managers and Matrons and recorded on Gather.
- Patient stories have been captured throughout the year to learn from the experiences of people accessing the Trust and support improvement work in response to feedback.
- The Chaplaincy Team has been through a journey of improvement with changes to the team structure and ways of working.

5.0 Risks and Actions

5.1 53% of complaints were responded to within the initial timescale agreed. This has been an area of focus during 2021/22, with response rates in year increasing from 42% in the first quarter, to 71% in the final quarter of the year.

5.2 Complaints and PALS contacts continue to be seen as an opportunity to learn and make improvements based on what patients and the people important to them are telling us about their experiences. Data is shared with Divisions on a monthly basis so that any problem areas identified can be addressed promptly, and learning is shared.

6.0 Conclusion

6.1 The Board of Directors is asked to note the report, and the ongoing work in using feedback from patients across the Trust to improve patient experience.

Lead for Patient Experience & Head of PALS & Complaints