



Paper No. SET/45/17	
	Tick One ✓
For discussion	
For approval	
For information/noting	✓

Date of Trust Board Meeting: 30 August 2017

Confidential or Public Agenda: Public

Agenda item: Complaints Annual Report 2016/2017

1.0 Introduction

This paper provides a short overview of the Complaints Annual Report for the period 1 April 2016 to 31 March 2017. It was approved by the Executive Management Team at their meeting on 1 August 2017.

2.0 Background information

In accordance with the HSC Complaints Procedure (2009), HSC Trusts must produce an annual complaints report to include the number of complaints received, the categories to which the complaints relate, the response times and the learning from complaints. Copies should also be made available to the Health & Social Care Board, Patient & Client Council, Regulation and Quality Improvement Authority, the Northern Ireland Public Services Ombudsman and the Department of Health.

This report will be disseminated to all relevant parties post the Trust Board meeting on 30 August 2017 and published on the Trust's website.

3.0 Brief summary of key points contained in the paper/s

During the period 1 April 2016 – 31 March 2017, the Trust received a total of 772 formal complaints, which was similar to the previous year. The top three subjects of complaints for the reporting period are quality of treatment and care, communication and staff attitudes. This is similar across all HSC Trusts. During 2016/2017, 50% of complaints were responded to within the 20 working days target. This is a slight decrease from the previous year (54%).

In the reporting period, 9 complainants referred their complaint to the Ombudsman. At time of writing the report, 1 was rejected for investigation by the Ombudsman, 1 has been completed and 7 are ongoing.

As a result of the complaints received, lessons have been learnt and have been shared with staff across the Trust. The receipt of complaints continues to allow staff to see how services can be improved on an organisation wide basis.

Staff do appreciate knowing when things go well and during 2016/2017, 6605 compliments were received and some examples are included in the report.

4.0 Recommendation/s for the Trust Board (please state if the paper/s is for information/noting or for approval by Board members)

That the Trust Board, note for information, the Complaints Annual Report for 2016/2017.

Lead Director: Myra Weir

Designation: Director Human Resources & Corporate Affairs

Date: 30 August 2017