South Eastern Health and Social Care Trust

Paper No. SET/72/2023
Trust Board: 30 August 2023
Public Agenda Item 7.4

Title of Paper: Compliments & Complaints Annual Report 2022/2023		
For Approval A document requiring Board Members majority decision prior to implementation or action.	~~**For Discussion**~~ ~~A document requiring Board Members consideration and debate.~~	~~**For Noting**~~ ~~A document that contains information regarding issues of which requiring Board Members should be made aware.~~

1.0 Background

This paper provides a short overview of the Compliments & Complaints Annual Report for the period 1 April 2022 to 31 March 2023. The Report was approved by the Corporate Governance Committee on 7 June 2023 and presented to the Governance Assurance Committee for noting at their meeting on 19 July 2023.

In accordance with the HSC Complaints Procedure (revised April 2023), 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 Strategic Planning & Performance Group, Patient & Client Council, Regulation & 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 2023 and published on the Trust's website.

2.0 Key Issues

During the period 1 April 2022 – 31 March 2023, the Trust received a total of 867 formal complaints which is an increase from the previous year.

The top three subjects of complaints for the reporting period are **Quality of Treatment and Care, Staff Attitudes** and **Communication**. This is similar across all HSC Trusts.

During 2022/2023, 32% of complaints were responded to within the 20 working day target (a decrease on the previous year's figure of 36%).

Trust staff have been working to rebuild services post Covid-19 after many were suspended or reduced. Duties, such as investigating and responding to complaints, were impacted upon, which lead to delays in responding to our complainants.

In the reporting period, 26 complainants referred their Complaint to the Ombudsman. At time of writing the report, 6 were not accepted for investigation by the Ombudsman, 5 were settled without investigation, and 15 are ongoing.

3.0 Resources Implications (inc Organisational, Financial, Human Resources)

Significant work is ongoing to support Directorates to address complaints performance. Improvements are now being seen and the Trust will continue to monitor to ensure timely responses to our complainants.

4.0 Impact on Safety, Quality and Experience (SQE)

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 2022/2023, 3,979 compliments were received and some examples are included in the report.

5.0 Key Risks and Proposals to Mitigate

None.

Lead Director: Claire Smyth, Director of People & Organisational Development

Date: 18 August 2023