

Date	Tuesday, 14 November 2017					
Title of paper	CWHHE Collaborative Complaints and Patient Experience annual report 2016/17					
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Confidential	<table border="1"> <tr> <td>Yes</td> <td><input type="checkbox"/></td> <td>No</td> <td><input checked="" type="checkbox"/></td> <td>Items are only confidential if it is in the public interest for them to be so</td> </tr> </table>	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	Items are only confidential if it is in the public interest for them to be so
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The Governing Body is asked to:

To **approve** the Annual Complaints Report Section (see Appendix 1 below)

To **note** the annual Patient Experience Summary (a full report is available on the CCG Website)

Also noting that this report was presented at the CWHHE Quality and performance committee for endorsement.

Summary of purpose and scope of report

The annual report provides a summary of themes and trends emerging from the Patient Experience and Complaints data across CWHHE CCGs. The Quality, Nursing and Patient Safety Directorate have a dedicated Complaints and Patient Experience resource to enable the provision of a complaints service and review of patient and carer experience across commissioned providers.

Complaints - From 1 April 2016 - 31 March 2017 there were 395 complaints across the 5 CCGs within CWHHE CCG Collaborative, 103 of these complaints related to the commissioning decisions taken by the CCGs and were investigated and responded to under the NHS Complaints Procedure.

Patient Experience – The report highlighted key ‘touchpoints’ — i.e. points of interaction between service users and staff, healthcare environments and digital resources, service users – that affect the quality of the overall patient experience across providers and services. These include, contact and information; appointments; arrival; consultation; care and discharge.

Quality & Safety/ Patient Engagement/ Impact on patient services:

- The 'Quality' healthcare commissioning framework shows patient experience as an integral component for commissioning Quality services. In terms of Complaints, each CCG has a statutory requirement to publish Complaints Reports.

Finance, resources and QIPP

- NA

Equality / Human Rights / Privacy impact analysis

Capturing patient and carer experience is key to ensuring that service users are treated with dignity and respect.

Lack of robust and systematic collection of equality data makes it difficult to assess experience of protected groups as outlined in the Equality Act.

Risk	Mitigating actions
<p>Failure to monitor and act on Complaints and Patient Experience may lead to poor quality care and non –compliance with the statutory duties.</p> <p>This area of work is linked to the following Board Assurance Framework Objective: 'Clinically-led commissioning that secure high quality services and improved outcomes for patients</p>	<p>The CWHHE Quality Team have established strong relationships with the provider complaints and patient experience teams to identify and act on patient experience and complaints themes in a timely manner</p> <p>Patient experience and complaints issues are further followed up with providers via contract monitoring arrangements and Clinical Quality Group Meetings.</p>

Supporting documents

- A full report with detailed information is available on the CCG website.

Governance and reporting

(list committees, groups, other bodies in your CCG or other CCGs that have discussed the paper)

Committee name	Date discussed	Outcome
CWHHE Quality and Performance Committee	05/10/2017	The report was discussed and approved by the Committee for submission to the CWHHE Governing Bodies