



*Wigan Borough
Clinical Commissioning Group*

Complaints Annual Report

2014 / 2015



1. Introduction

1.1. This annual report summarises the activity that NHS Wigan Borough Clinical Commissioning Group (WB CCG) has engaged in during the year ending 31 March 2015 in respect of complaints and associated correspondence. The detail contained in this report has been provided bi-monthly to the Corporate Governance Committee.

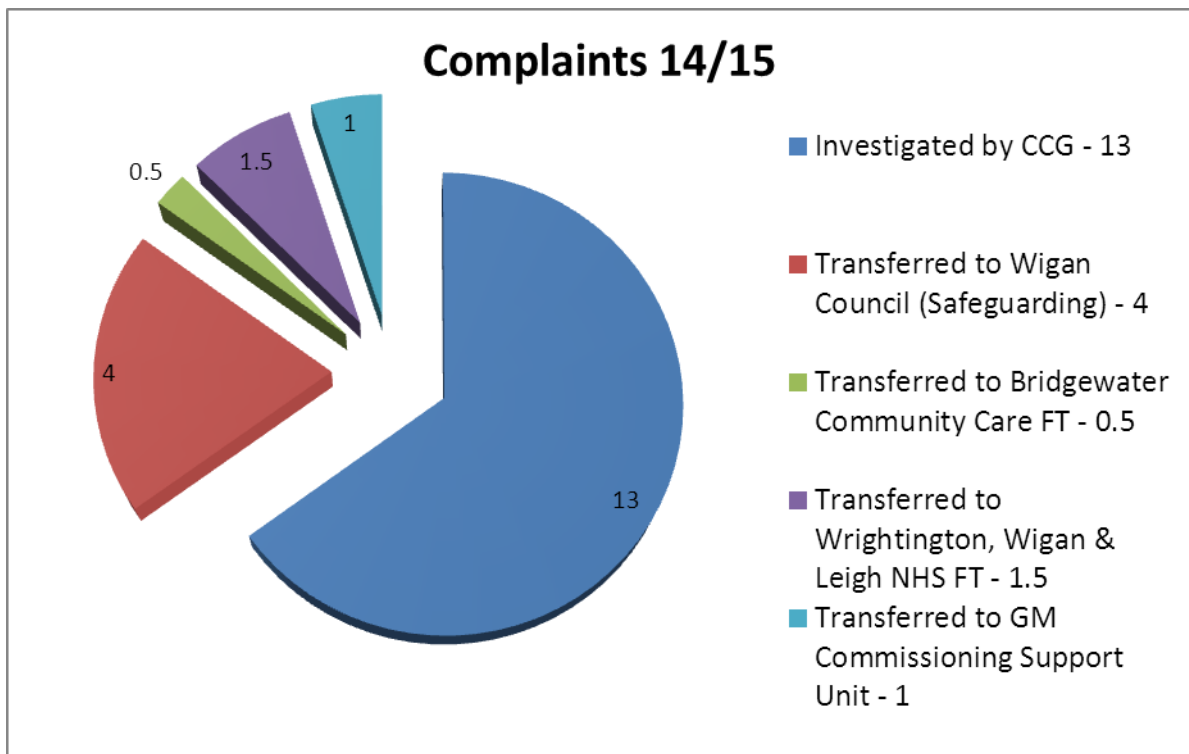
1.2. The Local Authority Social Services and NHS Complaints Procedure (England April 2009), brought together a combined complaints system for all health and social care complaints. This process has two stages; local resolution with most cases resolved at this stage and, secondly escalation to the Parliamentary Health Service Ombudsman (PHSO).

1.3. Our complaints procedure is underpinned by the Parliamentary Health Service Ombudsman's 'Principles for Remedy' which are:

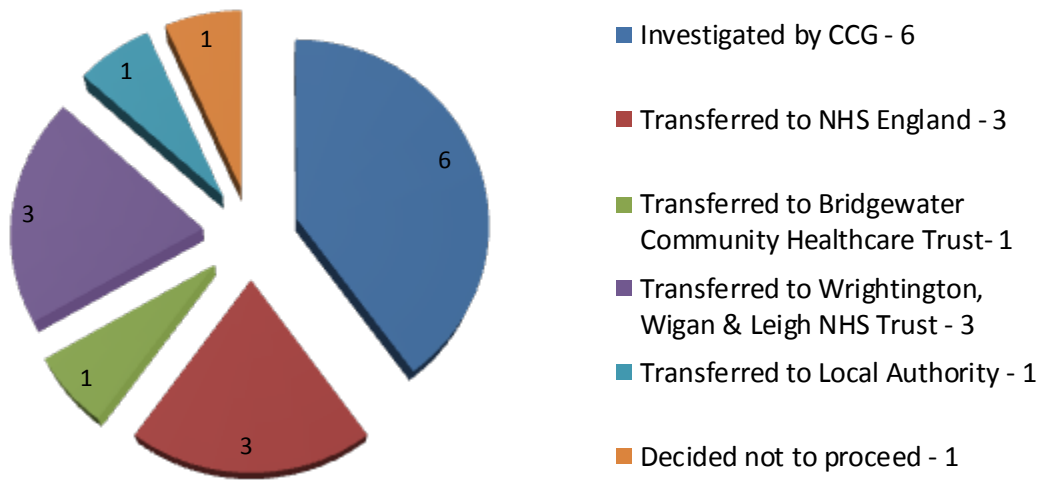
- Getting it right
- Being customer focussed
- Being open and accountable
- Being fair and proportionate
- Putting things right
- Seeking continuous improvement

2. Complaints Information

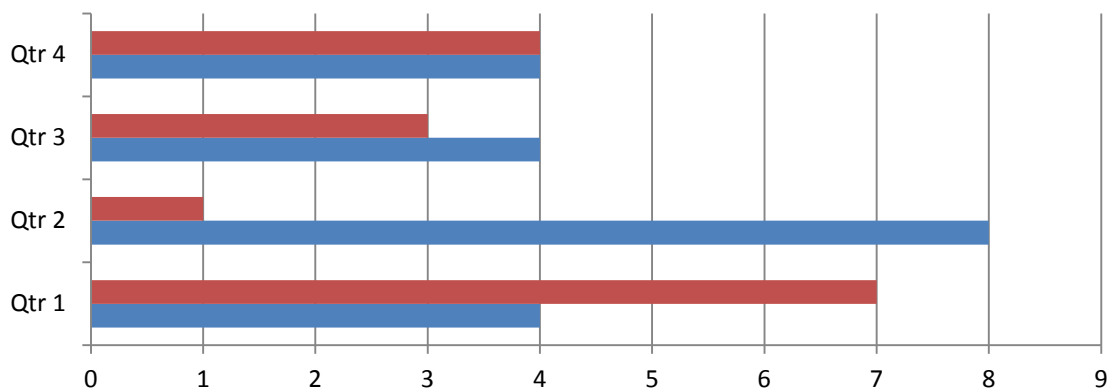
2.1. During the period 1 April 2014 to 31 March 2015 the Governance Team received 13 complaints compared to 6 complaints in 2013/14. Analysis is shown below:



Complaints 13/14



Quarterly Analysis



	Qtr 1	Qtr 2	Qtr 3	Qtr 4
■ 2013-2014	7	1	3	4
■ 2014-2015	4	8	4	4

2.2. The nature of the majority of complaints investigated by WB CCG concerned funding and continuing healthcare assessments as summarised below:

Issue	Date Received	Date Closed	Outcome	Actions/Comments
Challenging the period of time assessed for Continuing Healthcare (CHC)	02/05/14	06/06/14	Not upheld	No further contact from patient
Refusal of funding under the Effective Use of Resources policy for a particular type of hair treatment	18/06/14	23/07/14	Not upheld	Patient appealed to Ombudsman and CCG position upheld
Challenging the period of time assessed for CHC Claim	01/07/14	13/08/14	Not upheld	No further contact from patient
Querying location of CHC records	30/07/14	03/11/14	Not upheld	No further contact from patient
Quality of care for a relative in Alexander Court Nursing Home	05/08/14	29/10/14	Not upheld	Actions are now in place to address concerns raised. No further contact from patient
Issues obtaining controlled drugs at a Pharmacy	11/08/14	01/09/14	Not upheld	No further contact from patient
Issues with treatment and facilities while at Alexander Court Nursing Home	20/10/14	25/11/14	Not upheld	No further contact from patient
Unable to access medicine under the Minor Ailments scheme	18/11/14	10/12/14	Not upheld	No further contact from patient
Issues with a CHC meeting and staff attitude during the meeting	18/11/14	04/12/14	Not upheld	Issues addressed No further contact from patient

Issue	Date Received	Date Closed	Outcome	Actions/Comments
Clarification and further information required from the CHC assessment	15/12/14	06/01/15	Not upheld	No further contact from patient
Issues with claims for Personal Assistant payments within Personal Health Budget	21/01/15	20/02/15	Not upheld	Complainant requires further breakdown of audit calculation
Concerns that CHC assessments undertaken were not line with NHS Framework	03/03/15	On-going – consent form received 09/04/15, further communication exchanged with patient representative and CCG's CHC service		Response being prepared with a completion date of 15 May 2015
Concerns raised regarding the 'Together for Health' programme between Wigan Borough Clinical Commissioning Group and Age UK	27/03/15	On-going - CCG convened meeting with Age Concern to explore issues raised		Acknowledgement forwarded to complainant on 27/03/15 followed by further communication. Final response sent to Complainant on 30 April 2015.

3. The Parliamentary Health Service Ombudsman

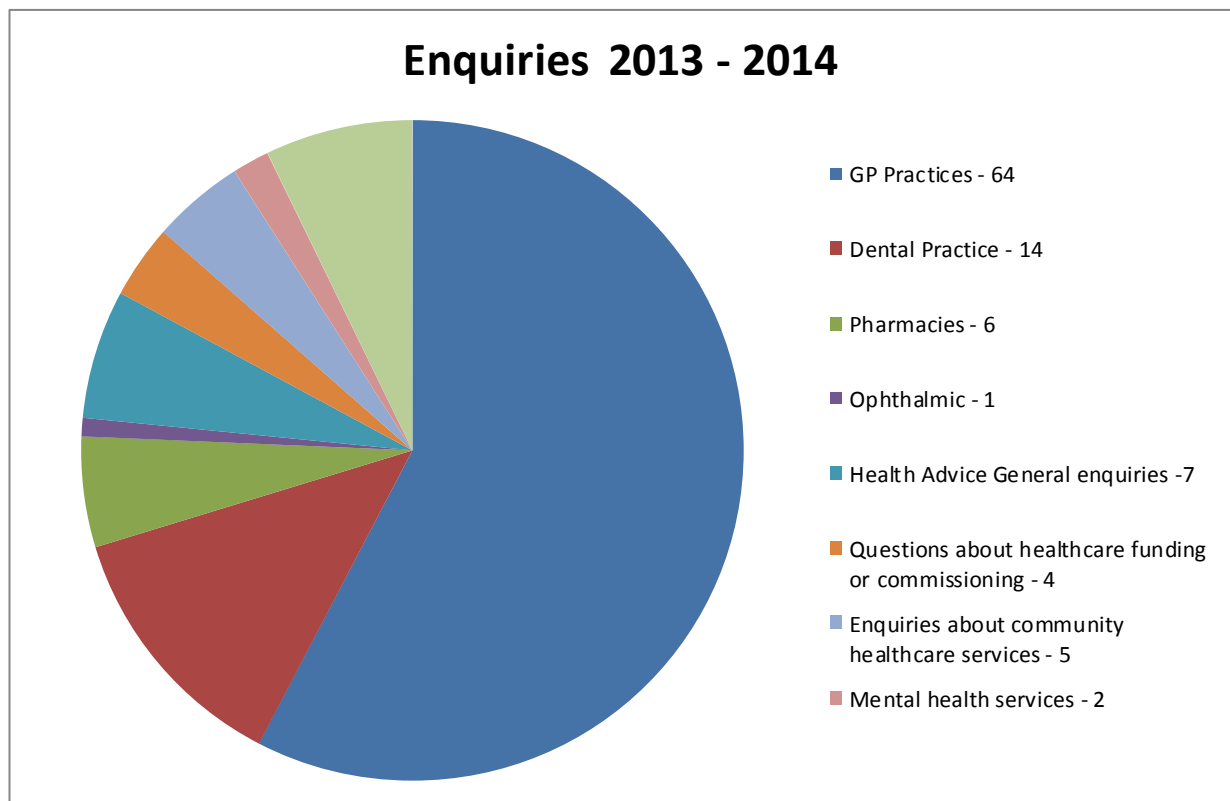
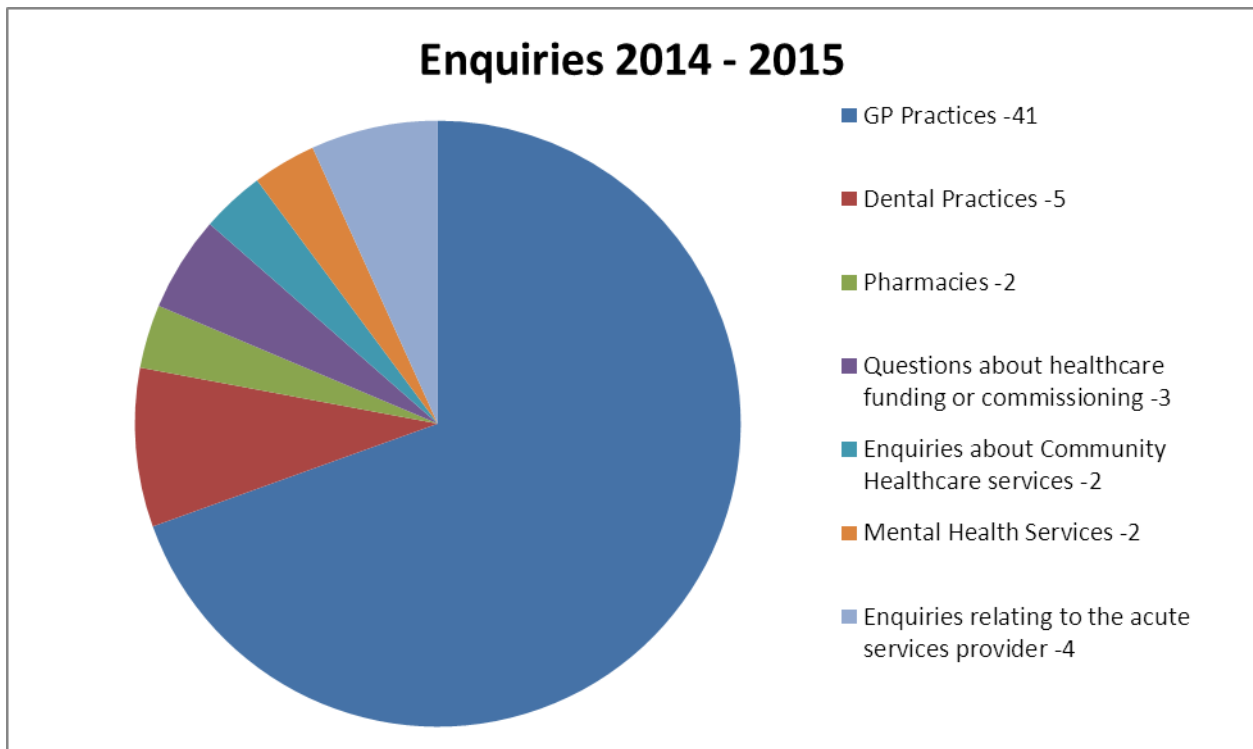
3.1. During this reporting period the Ombudsman received one complaint which was investigated and the decision concluded that the CCG had appropriately dealt with the request for funding and the subsequent complaint.

4. Patient Response

4.1. Enquiries through Wigan Life Centre CCG

4.1.1. For the period 1 April 2014 to 31 March 2015 the Governance Team has dealt with 59 enquiries relating to health services. In many cases, the enquiries were

resolved or information provided that assisted in avoiding the need to make a complaint. Analysis and comparison to last year follows:



4.2. Member of Parliament Letters

4.2.1. The CCG has received 35 MP letters on behalf of constituents during the period 1 April 2014 to 31 March 2015 compared to 47 the previous year. Most of the enquiries related to clarification required regarding funding issues and information in respect of the provision of services.

4.3. Freedom of Information Requests

4.3.1. During the period 1 April 2014 to 31 March 2015, the CCG has received 305 Freedom of Information requests compared to 280 in the previous year. The requests are dealt with on our behalf by North West Commissioning Support Unit, who provide monthly activity reports on progress and completion. Below is a table showing activity for the year:

Freedom of Information Requests Received	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct -13	Nov13	Dec-13	Jan-14	Feb-14	Mar-14	Total to date
Answered within 20 working days	15	31	26	26	21	31	27	17	24	18	22	17	275
Answered in more than 20 working days	5	2	1	0	2	0	0	0	0	0	0	0	10
Ongoing	0	0	0	0	0	0	0	0	0	3	0	7	10
Withdrawn	1	1	1	1	1	1	1	2	0	0	1	0	10
Total to date	21	34	28	27	24	32	28	19	24	21	23	24	305