

<p><b>NHS 24 BOARD MEETING</b></p> <p style="text-align: right;"><b>31 AUGUST 2023 ITEM NO 10.2 FOR APPROVAL</b></p> <p style="text-align: center;"><b>PATIENT AND SERVICE USER ANNUAL REPORT 2022/23</b></p>	
<b>Executive Sponsor:</b>	Maria Docherty, Executive Director of Nursing & Care
<b>Lead Officer/Author:</b>	Shona Lawrence, Patient Experience & Liaison Manager
<b>Action Required</b>	The Board is asked to note and approve the content of the Patient & Service User Feedback Annual Report 2022/23 for submission to Scottish Government and publication on NHS 24 Website.
<b>Key Points for this Committee to consider</b>	The Reports shows a slight 3% decrease in feedback this year, however the marked 38% increase the previous year has almost been maintained.
<b>Governance Process</b>	Presented to the Clinical Governance Committee on 8 <sup>th</sup> August 2023 who recommend Board approve for publication. National Clinical Governance Group on 31 <sup>st</sup> July 2023 and shared with the Executive Management Team on 18 <sup>th</sup> July 2023.
<b>Strategic alignment and link to overarching NHS Scotland priorities and strategies</b>	<ul style="list-style-type: none"> <li>• NHS 24 Strategy</li> <li>• Adherence to NHS Scotland Model Complaints Handling Procedure</li> <li>• Supports the delivery of safe, effective, person-centred care.</li> </ul>
<b>Key Risks</b>	There are no key risks.
<b>Financial Implications</b>	There are no financial implications.
<b>Equality and Diversity</b>	Equality & Diversity considerations form part of the Patient Experience Agenda with an equitable service provided to all persons who provide feedback.

**1. RECOMMENDATION**

- 1.1. The Board is asked to note and approve the content of the Patient & Service User Feedback Annual Report 2022/23 for submission to Scottish Government and publication on NHS 24 Website.

**2. TIMING**

- 2.1 This report covers the reporting period from 1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2023.

**3. BACKGROUND**


- 3.1 All Health Boards have a duty to provide a Patient & Service User Feedback Annual Report which details, figures, trends, learning and evidences compliance with the nine Key Performance Indicators as set out in the Model Complaints Handling Procedure.

**4. ENGAGEMENT**

- 4.1 This Report has been shared with the Executive Management Team, National Clinical Governance Group and presented to the Clinical Governance Committee who recommend Board approve for publication.

**5. FINANCIAL IMPLICATIONS**

- 5.1 There are no financial implications.

Three overlapping circles in the top-left corner: a large dark blue circle, a medium pink circle, and a small light blue circle.

# Patient and Service User Feedback Annual Report 2022/23

Author: Shona Lawrence, Patient Experience & Liaison Manager  
Exec Lead: Maria Docherty, Executive Director of Nursing & Care

# Table of Contents

Section	Page
Key Information	<u>3</u>
Ways to Provide Feedback	<u>4</u>
Total Feedback	<u>5</u>
Stage 1 and Stage 2 Complaints per Quarter	<u>6</u>
Stage 2 Complaints vs Calls Offered	<u>7</u>
NHS 24 Services Involved	<u>8</u>
Management of Stage 1 Complaints	<u>9</u>
Scottish Public Services Ombudsman	<u>10</u>
Care Opinion	<u>11 - 12</u>
Patient Experience Team Activity	<u>13</u>
Complementary Feedback	<u>14</u>
Complaint Performance Indicators	<u>15</u>
Indicator One – Learning from complaints	<u>16</u>
Indicator Three – Staff Awareness and Training	<u>17</u>
Indicator Four – the total number of complaints received	<u>18</u>
Indicator Five – Complaints closed at each stage	<u>19</u>
Indicator Six – Complaints upheld, partially upheld and not upheld	<u>20</u>
Indicator Seven – Average times	<u>21</u>
Indicator Eight – Complaints closed in full within the timescales	<u>22</u>
Indicator Nine – Number of cases where an extension is authorised	<u>23</u>

# Key Information

- 3% decrease in patient feedback - 1,335 items of patient feedback managed in 2022/23. (Previous year 1,375).
- 4% increase in Stage 2 complaints from 26 in 2021/22, to 27 this year
- 19% decrease in Stage 1 complaints - 366 compared to 451 received the previous year
- 38% decrease in Shared Complaints - 44 from 71 last year
- 28% increase in Comments - 227 to 290
- 15% increase in Compliments - 266 to 307
- 10% decrease in Enquiries - 331 to 297
- 4 items of feedback were managed as concerns

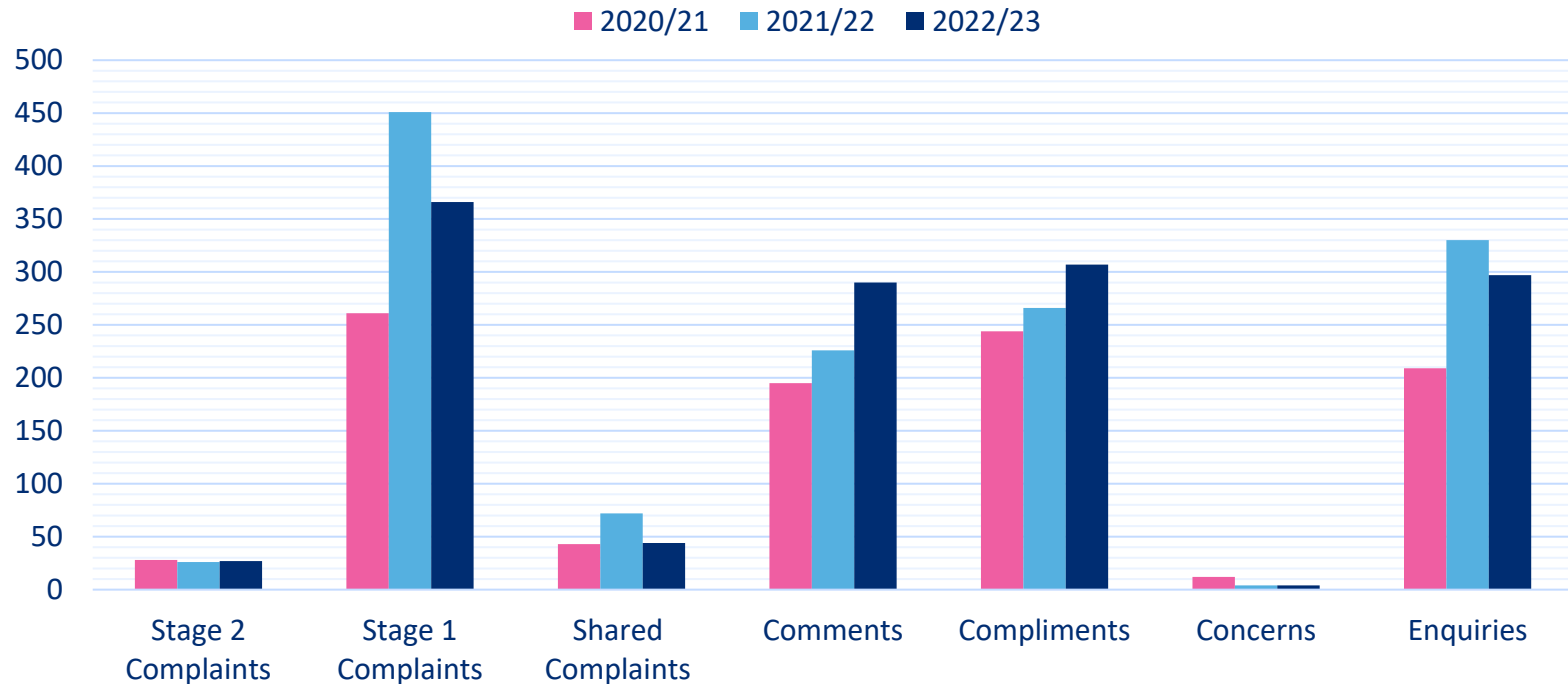
# Ways to Provide Feedback

- Verbally, in writing, or in person, to any NHS 24 Centre or directly to the Patient Experience Team
- Via the dedicated feedback page within the NHS 24 websites and the external facing feedback form on the Internet (Most commonly used option)
- Via Care Opinion – anonymous online feedback platform
- Via social media channels
- Via Community Engagement undertaken by the NHS 24 Engagement and User Research Teams
- Via the SMS Patient Experience Survey (test of change May 2023)
- Via the Patient Advice & Support Service (PASS)

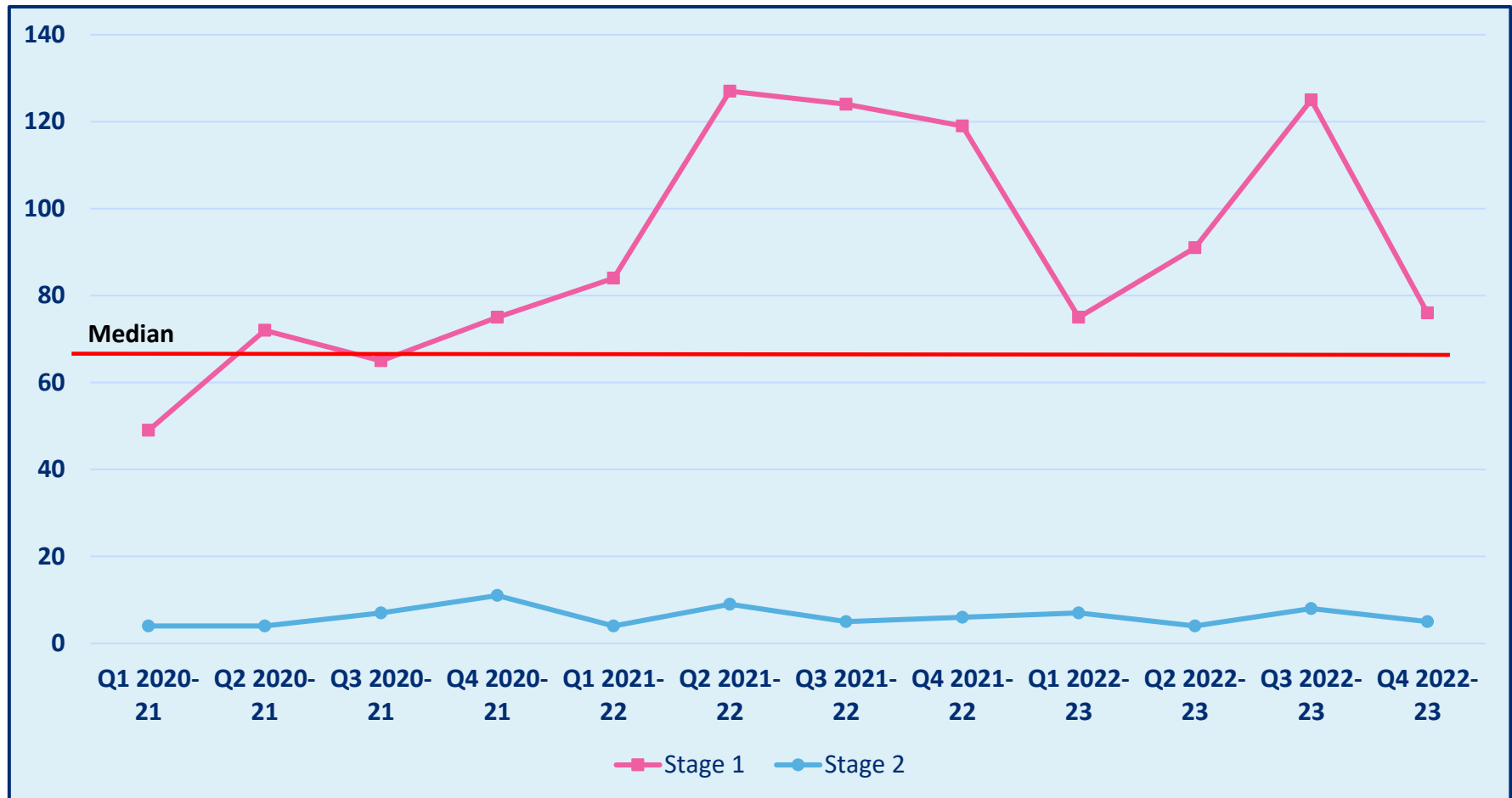
# Total Feedback

2020-21		2021-2022		2022-2023	
Calls Offered	1,790,228	Calls Offered	2,229,637	Calls Offered	2,119,887
Stage One	263	Stage One	451	Stage One	366
Stage Two	28	Stage Two	26	Stage Two	27
Shared	44	Shared	71	Shared	44
Comments	194	Comments	227	Comments	290
Compliments	244	Compliments	266	Compliments	307
Enquiries	208	Enquiries	330	Enquiries	297
Concerns	12	Concerns	4	Concerns	4
<b>Total Feedback</b>	<b>993</b>	<b>Total Feedback</b>	<b>1,375</b>	<b>Total Feedback</b>	<b>1,335</b>

It is worth noting that feedback increased by 38% in 2021/22. This has almost been maintained this year with a 34% increase evident on the 2020/21 total.



# Stage 1 and Stage 2 Complaints Per Quarter 2021-2023



- Stage 2 complaints remain low with no astronomical points of concern.
- Stage 1 complaints – these reduced at the start of COVID-19 – Quarter three showed a spike in Stage One complaints due to issues accessing the service. Access issues were compounded by mobile providers terminating queuing calls. Mobile providers were made aware.



# Stage 2 Complaints vs Calls Offered

Taking consideration of the calls offered to the service, in excess of two million in the last two years, the Stage 2 complaint figure remains consistently low. This may be considered as evidence of a level of service user satisfaction. Patient Experience and frontline staff adopt an early resolution approach to managing complaints, if appropriate.

	Stage 2 Complaints	Calls Offered	Percentage
<b>2022/23</b>	27	2,119,887	0.001%
<b>2021/22</b>	26	2,229,637	0.001%
<b>2020/21</b>	28	1,790,228	0.002%

# NHS 24 Services Involved



## Stage 1, Stage 2 and Shared Complaints 2022/23

	<b>Total</b>	<b>Upheld/ Part Upheld</b>
<b>NHS 24 - 111</b>	386	258
<b>Scottish Emergency Dental Service (SEDS)</b>	14	9
<b>Breathing Space</b>	12	6
<b>Mental Health Hub</b>	23	6
<b>Living Life</b>	2	1
<b>TOTAL</b>	<b>437</b>	<b>280</b>

# Management of Stage 1 Complaints



The majority of complaints received by NHS 24 require some level of clinical review.

In Q2 2021, a decision was taken by the Executive Management Team to automatically extend all Stage 1 complaints from five to ten working days to support the organisation as a result of COVID-19 pressures.

The Scottish Government and the Scottish Public Services Ombudsman were made aware.

This extension was in line with the Model Complaints Handling Procedure as a five-day extension can be applied.

This enabled the Patient Experience Team to set expectations with complainants regarding timescales from the outset.

The revised timeframe was well received by complainants.

This extension remained in place for this reporting period with a revision to five working days as of 1st April 2023.

# Scottish Public Services Ombudsman

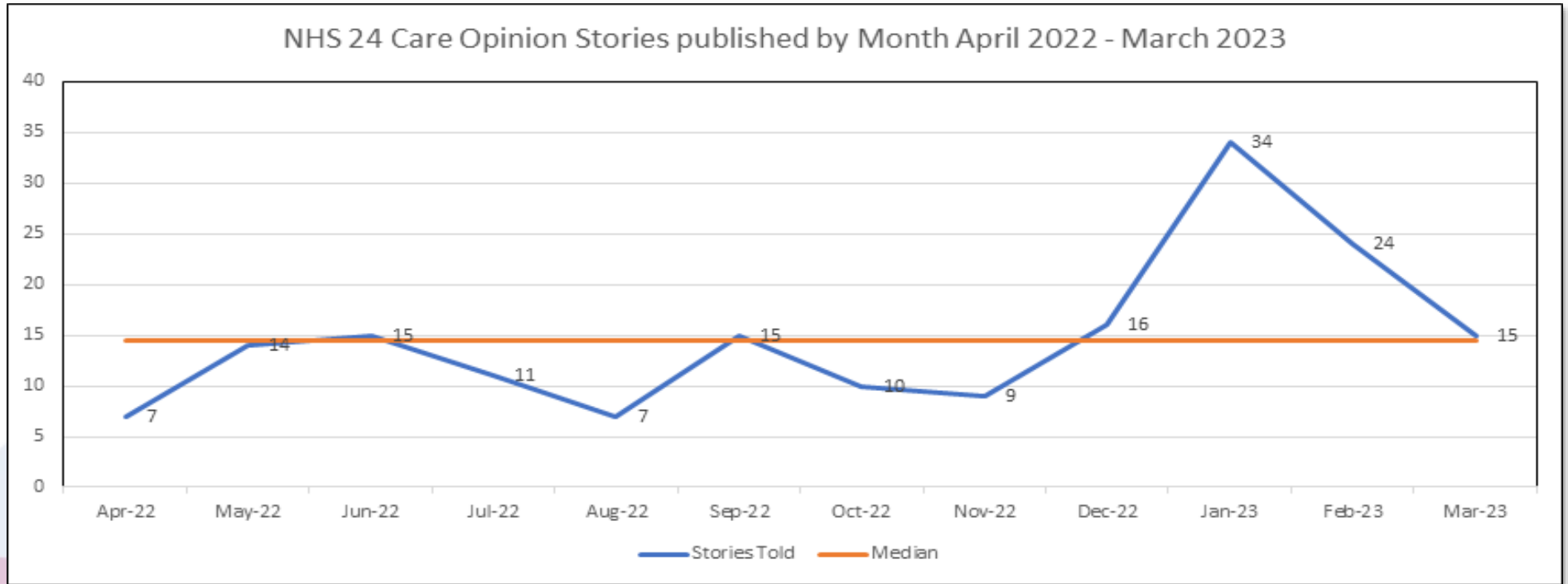
The Scottish Public Services Ombudsman (SPSO) may request information to inform their initial review of a case which informs their understanding of the management of a complaint.

- During 2022/23, the SPSO requested information on 15 cases.
- Complaint file information and associated documentation, including call recordings, were provided to inform the SPSO review. Evidence of completed learning was also requested and provided.
- SPSO Decision Letters have been received in 12 cases with no identified recommendations. Three cases remain 'active'.

NHS 24 welcomes feedback via Care Opinion which is a not for profit online forum where the public can share their experience of Health and Social Care. For 2022/23:

- 177 stories were shared which, at the time of preparing this report, had been read in excess of 42,673 times
- 58% increase from 112 stories received in 2021/22
- 100% response rate to stories. More than 200 staff members receive alerts when a Care Opinion story is published which involves NHS 24
- 59% of authors shared a positive experience
- Care Opinion activity and information was the subject of a paper (June 2023) to the NHS 24 Clinical Governance Committee. It was agreed that additional 'Responders' will be trained and supported during 2023/24
- Work to increase staff awareness of Care Opinion will be undertaken

# Care Opinion Stories by Month



Since Care Opinion was launched in 2001:

763 Stories told

446.2K public reads

100% Response Rate

This year - 95% of stories responded to within 24 hrs

# Additional Patient Experience Activity



In addition to managing the day to day activity in a time-bound reactive environment, the Patient Experience Team have supported the following:

- Provided guidance to frontline staff in relation to managing complaints and feedback
- Provided written responses to 18 Stage One complaints and 44 shared complaints
- The team were integral in Quality Improvement Month (March 2023) and held Patient Experience awareness sessions for frontline staff
- Arranged an educational Complaints Event for senior staff in Glasgow in March 2023 with another day scheduled for July 2023 in Dundee
- The Patient Experience Manager provided support to Clinical Governance and Senior Clinical colleagues in cases which progressed to Adverse Event in relation to potential patient/family engagement
- Provided patient/family liaison services in relation to Duty of Candour cases including meeting with families to share the findings of Adverse Event Reviews
- Presented ad-hoc training to Students and Senior Staff Groups as requested
- Have been integral in capturing the requirements and testing the new incident management system (Respond 8) in readiness for implementation in Q3, 2023
- Maintained excellent relationships with key stakeholders, e.g. Service Delivery colleagues, Clinical Governance, Quality Improvement, Communications, Telephony and Performance Teams.

# Complimentary Feedback

- 307 Compliments were received this year. This is a 15% increase from 266 the previous year
- Where possible, complimentary feedback is shared directly with staff
- One staff member from the NHS 24 Mental Health Hub kindly shared their experience by video of receiving a compliment with NHS 24 Board Members and described the positive impact this had on their practice
- Work will continue to raise awareness of complimentary feedback by working collaboratively with the Communications Team to raise the visibility and profile of good news stories
- Service users who provide complimentary feedback, where possible, will always receive an acknowledgement of this from the Patient Experience Team with assurance that this will be shared directly with staff.



## Indicator One - Learning from complaints

NHS 24 is a learning organisation and appreciates the valuable contribution patient feedback makes to overall service improvement. There is a requirement to report on 9 Key Performance Indicators.

Individual learning from complaints is recorded, actioned and monitored to ensure closure of learning identified. During 2022/23, 341 individual learning actions were identified which are tracked to ensure closure within 14 working days. Of these 323 were closed within timescale: Evident themes:

- Importance of accurate record keeping
- Importance of adherence to process
- Comprehensive assessment of clinical symptoms

# Indicator One – Learning from complaints

## Some key changes as a result of Patient & Service User Feedback:

- Replacement of Scottish Ambulance Service (SAS) phone number to 999, thereby ensuring calls are answered at same level of general public
- Amendment made to Process in relation to callers calling from abroad. This has been updated to provide clarity in relation to the appropriate management of such calls
- Align wording within Clinical Process 01 with Clinical Process 99 regarding open Situation Background Assessment Recommendation (SBAR) on handover of calls from Call Handler to Clinical Supervisor
- A change to the music heard by callers whilst calls are queued. A change was made to this to ensure an improved patient experience following patient feedback
- Mental Health Wellbeing Assessment Framework (MHWAF) guidance notes embedded into Process to ensure these are reviewed annually
- Training and Educational materials updated to ensure MHWAF guidance notes are used for every call

# Indicator Three – Staff Awareness and Training



Patient Experience information is contained within NHS 24's core induction training programme. An e-Learning module supports this. Patient Experience information is provided to staff in relation to numbers, trends, themes and outcomes from complaints and feedback at Regional Clinical Governance Meetings.

'Patient Stories' form an integral part of the NHS 24 Board Meeting Agenda. These outline the patient/caller experience and any individual or organisational learning identified and are well received by Board Members who welcome this valuable insight.

The detail below shows learning completed for 2022/23:

<b>Learning</b>	<b>No. of Staff Completed</b>
Complaints Investigation Skills	56
Duty of Candour	52
Model Complaints Handling Procedure	83
Valuing Feedback and Complaints	60
Patient Experience Core Induction Session	336

# Indicator Four – The Total Number of Complaints Received



NHS 24’s local delivery plan (LDP) sets out the levels of performance we plan to achieve against each of the key performance measures. For complaints, this should not exceed 0.01% of all calls received. NHS 24 achieved 0.001% in 2022/23.

The total number of complaints received is detailed below:

	2021/22	2022/23
<b>Feedback Type</b>	<b>Calls Offered</b>	<b>Calls Offered</b>
	<b>2,229,637</b>	<b>2,119,887</b>
<b>Stage 2 Complaints</b>	<b>26</b>	<b>27</b>
<b>Stage 1 Complaints</b>	<b>451</b>	<b>366</b>
<b>Shared Complaints*</b>	<b>71</b>	<b>44</b>

\*Complaints involving another partner Health Board in which NHS 24 has contributed to the overall response.

# Indicator Five – Complaints closed at each stage

The term ‘closed’ refers to a complaint that has had a response provided to the complainant and, at the time, no further action is required (regardless of which stage it is processed and whether any further escalation takes place).

The table below shows the number of complaints closed as a percentage of all complaints:

<b>Stage 1 Complaints</b>	<b>84%</b>
<b>Stage 2 Complaints</b>	<b>6%</b>
<b>Shared Complaints</b>	<b>10%</b>
<b>TOTAL</b>	<b>100%</b>

# Indicator Six – Complaints upheld, partially upheld and not upheld

	<b>Upheld</b>	<b>%</b>	<b>Part Upheld</b>	<b>%</b>	<b>Not Upheld</b>	<b>%</b>
Stage 1 Complaints	204	56%	38	10%	124	34%
Stage 2 Complaints	6	22%	10	37%	11	41%
Shared Complaints	13	30%	9	20%	22	50%

# Indicator Seven – Average times

<b>Stage 1 Complaints</b>	<b>8 Days</b>
<b>Stage 2 Complaints</b>	<b>18 Days</b>

# Indicator Eight – Complaints closed in full within the timescales

Number of complaints closed at Stage 1 within 5 working days as a % of total Stage 1 complaints	<b>67%</b>
Number of Stage 2 complaints closed within 20 days as a % of total Stage 2 complaints	<b>89%</b>
Stage 1 – 2 complaints closed within 20 days	<b>N/A</b>



# Indicator Nine – Number of cases where an extension is authorised

Number of complaints closed at Stage 1 where an extension was authorised, as a % of all complaints at Stage 1	100%*
Number of complaints closed at Stage 2 where an extension was authorised, as a % of all complaints at Stage 2	0.0%

\* Due to COVID-19 and the Re-design of Urgent Care pathway, during Q2 2021, all Stage1 complaints were extended to 10 working days. Completion timescales:

- 71% achieved 5 working days
- 4% were completed between 5-10 working days
- 25% exceeded 10 working days.

Complainants were kept updated of revised timescales and any potential delays, where possible