



**NHS 24  
PATIENT EXPERIENCE TEAM**

**PATIENT AND SERVICE USER FEEDBACK ANNUAL  
REPORT  
2021/22**

**Created by:**

<b>Role</b>	<b>Name</b>	<b>Title</b>
Author	Shona Lawrence	Patient Experience & Liaison Manager
Lead Exec	Maria Docherty	Director of Nursing & Care

**July 2022**

**If you would like us to consider producing this report in a different format please phone us on 0800 22 44 88. If you have a Textphone dial 18001 0800 22 44 88.**

**Should you wish any additional detail, please contact:**

**NHS 24 Patient Experience Team  
The Lumina Building  
40 Ainslie Road  
Glasgow  
G52 4RH**

**[Patient.Experience@nhs24.scot.nhs.uk](mailto:Patient.Experience@nhs24.scot.nhs.uk)**

**0330 020 4846**

<b>CONTENTS</b>	
<b>Page</b>	<b>Contents</b>
<b>4.</b>	<b>Introduction and Key Information</b>
<b>6.</b>	<b>NHS 24 Patient Experience Team</b>
<b>6.</b>	<b>NHS 24 Complaints Handling Procedure (CHP)</b>
<b>6.</b>	<b>Encouraging and Gathering Feedback</b>
<b>7.</b>	<b>Service Improvement and Engagement</b>
<b>8.</b>	<b>Scottish Public Services Ombudsman</b>
<b>8.</b>	<b>Care Opinion</b>
<b>9</b>	<b>Complaint Performance Indicators</b>
<b>14.</b>	<b>Glossary</b>

## 1. Introduction and Key Information

- 1.1 NHS 24 is the national provider of digital and telephone based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone and online.
- 1.2 The NHS 24 2021/22 Patient and Service User Feedback Annual Report details the feedback received, their outcomes and some improvements made as a result. This year saw a 39% increase in patient feedback overall with Stage 1 complaints increasing by 73%.

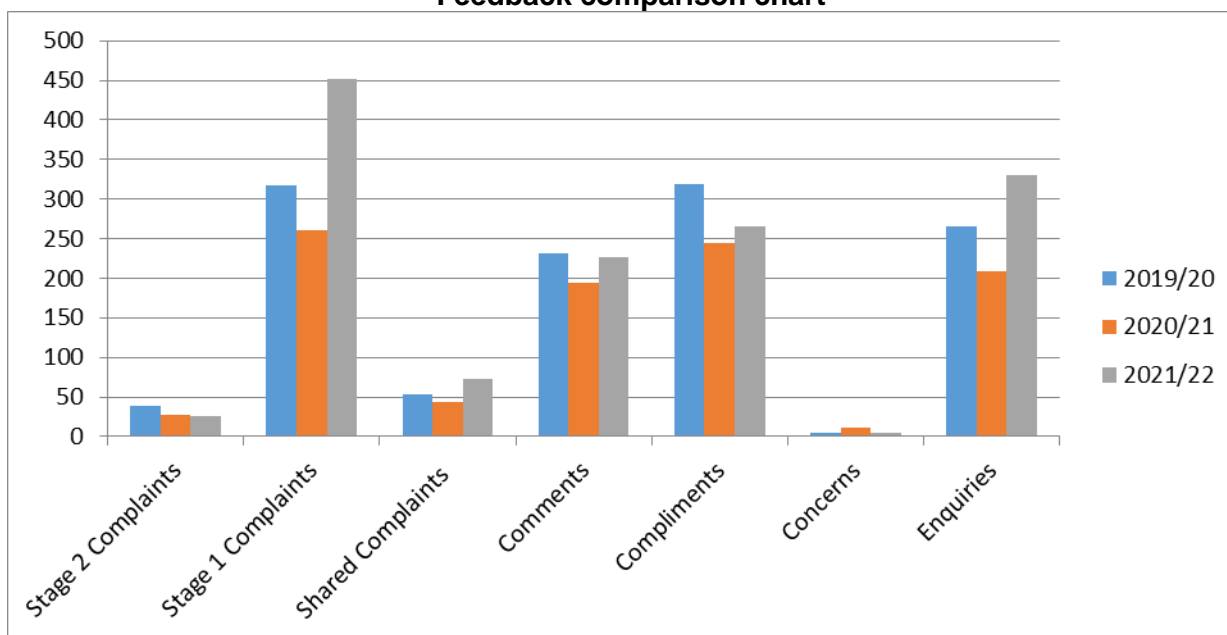
### Key Information:

- 1,375 items of patient feedback were managed via the NHS 24 Patient Experience Team for 2021/22.
- This is a 39% increase from the previous year (992 items managed in 2020/21)
- A 7% decrease in Stage 2 complaints from 28 in 2020/21 to 26 this year
- A 73% increase in Stage 1 complaints to 451 compared to 261 received for the previous year
- A total of 72 Shared Complaints were managed which is a 68% increase from 43 last year
- A 16% increase in Comments from 195 to 226
- A 9% increase in Compliments from 244 to 266
- A 58% increase in Enquiries from 209 to 330
- 4 items of feedback were managed as concerns

**Table 1 – Total Feedback**

	2020/2021	2021/2022	
Feedback Type	Call Demand	Call Demand	% variance
	1,790,228	2,229,637	+24%
Stage 2 Complaints	28	26	-7%
Stage 1 Complaints	261	451	+73%
Shared Complaints	43	72	+68%
Comments	195	226	+16%
Compliments	244	266	+9%
Concerns	12	4	-67%
Enquiries	209	330	+58%
<b>Total Feedback</b>	<b>992</b>	<b>1,375</b>	<b>+39%</b>

**Feedback comparison chart**



**Table 2 – Stage 2 Complaints vs Call Demand**

Year	No. Of Stage 2 Complaints	Call Demand	Percentage
2021/22	26	2,229,637	0.001%
2020/21	28	1,790,228	0.001%
2019/20	39	1,656,804	0.002%

**Table 3 – Service Involved**

Stage 1, Stage 2 and Shared Complaints 2021/22		
	Total	Upheld/Part Upheld
Unscheduled Care Services (NHS 24 111)	475	275
Scottish Emergency Dental Service (SEDS)	36	8
Breathing Space	8	3
Mental Health Hub	30	7
<b>TOTAL</b>	<b>549</b>	<b>293</b>

## 1.4 Compliments

1.4.1 NHS 24 welcomes complimentary feedback and recognises the importance and value of positive feedback. Where possible, compliments are acknowledged and shared directly with staff members. This year, 266 compliments were received.

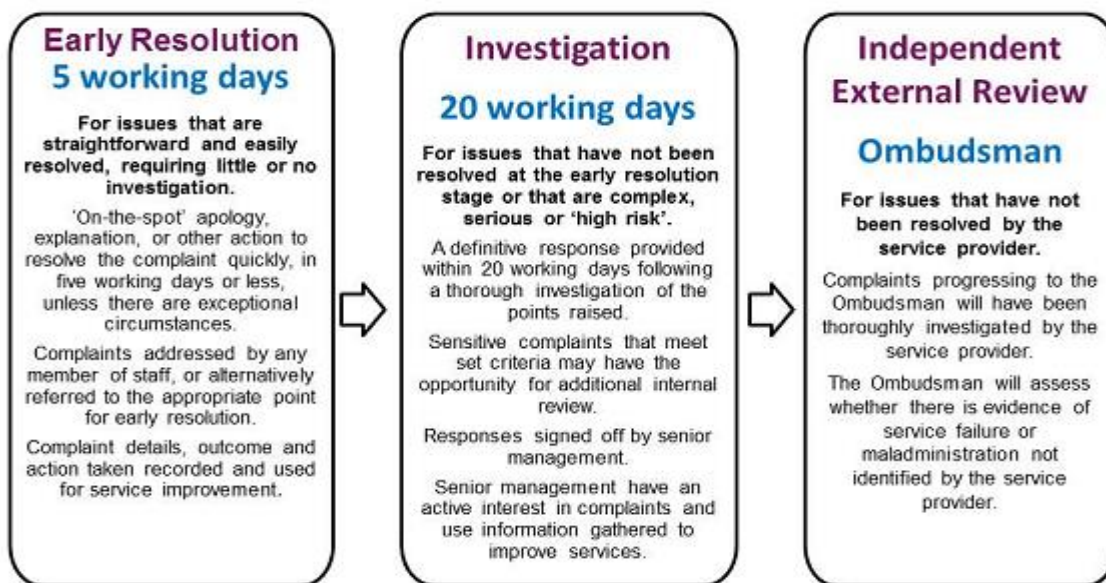
## 2. NHS 24 Patient Experience Team

- 2.1 The NHS 24 Patient Experience Team forms an integral part of the Nursing & Care Directorate. Emphasis is on local accountability, which involves resolution of issues at the point of contact, where appropriate.
- 2.2 The Team have established relationships with all Directorates and call on organisational clinical and non-clinical expertise to assist in the effective management of patient feedback.

## 3. NHS 24 Complaints Handling Procedure

- 3.1 The NHS 24 Complaints Handling Procedure (CHP) ensures a standardised approach by all Health Boards in relation to the management of patient feedback with focus on early local resolution.

### The NHS Model Complaints Handling Procedure



- 3.2 The majority of complaints received by NHS 24's 111 service require some level of clinical review. In Q2 2021, a decision was taken to automatically extend all Stage 1 complaints to 10 working days to support the organisation as a result of COVID-19 pressures. This enabled the Patient Experience Team to set expectations with complainants regarding timescales from the outset. This extension remains in place and is reviewed quarterly.

## **4. Encouraging and Gathering Feedback**

- 4.1 Feedback is received in the following ways:
- Verbally, in writing, or in person, to any NHS 24 Centre or to the Patient Experience Team
  - Via the dedicated feedback page within the NHS 24 websites and the external facing feedback page on the Internet
  - Via Care Opinion
  - Via social media channels
  - Via Community Engagement undertaken by the NHS 24 Engagement Team.
- 4.2 Patient feedback received by NHS 24 forms an integral part of the quarterly National Healthcare Quality Report (HQR), which is presented to the National Clinical Governance Group and the NHS 24 Clinical Governance Committee. The Committee consists of internal and external partners, non-executive directors. Patient Experience data is also provided monthly to the Performance Team.
- 4.3 NHS 24's process of continuous improvement is facilitated by patient feedback, feedback from partner Health Boards, the Adverse Event process and Adverse Incident Report Forms. Information from these processes is captured within a single data capture system to ensure effective cross referencing, thereby informing organisational visibility.

## **5. Service Improvement and Engagement**

- 5.1 As a result of feedback, NHS 24 evaluates and implements changes to enhance patient and service user experience. When a process, guidance document, or clinical support tool requires to be reviewed, relevant approval involving governance bodies is sought. For the NHS 24 111 Unscheduled Care Service, clinical content is evaluated regularly to ensure safe, effective, person centred care is provided.
- 5.2 The COVID-19 Pandemic saw an unprecedented rise in demand for NHS 24 services. The Service worked collaboratively with Partner Health Board to effectively manage patients who potentially were displaying symptoms of COVID-19.
- 5.3 This year, due to COVID-19 Pandemic, we have been challenged to obtain 'real time' feedback from service users. Requirements are currently being captured to introduce an SMS text survey. This will be flexible in relation to content and can be adapted to capture feedback on specific areas of the service. This is an exciting development which will inform the content and quality of our feedback.

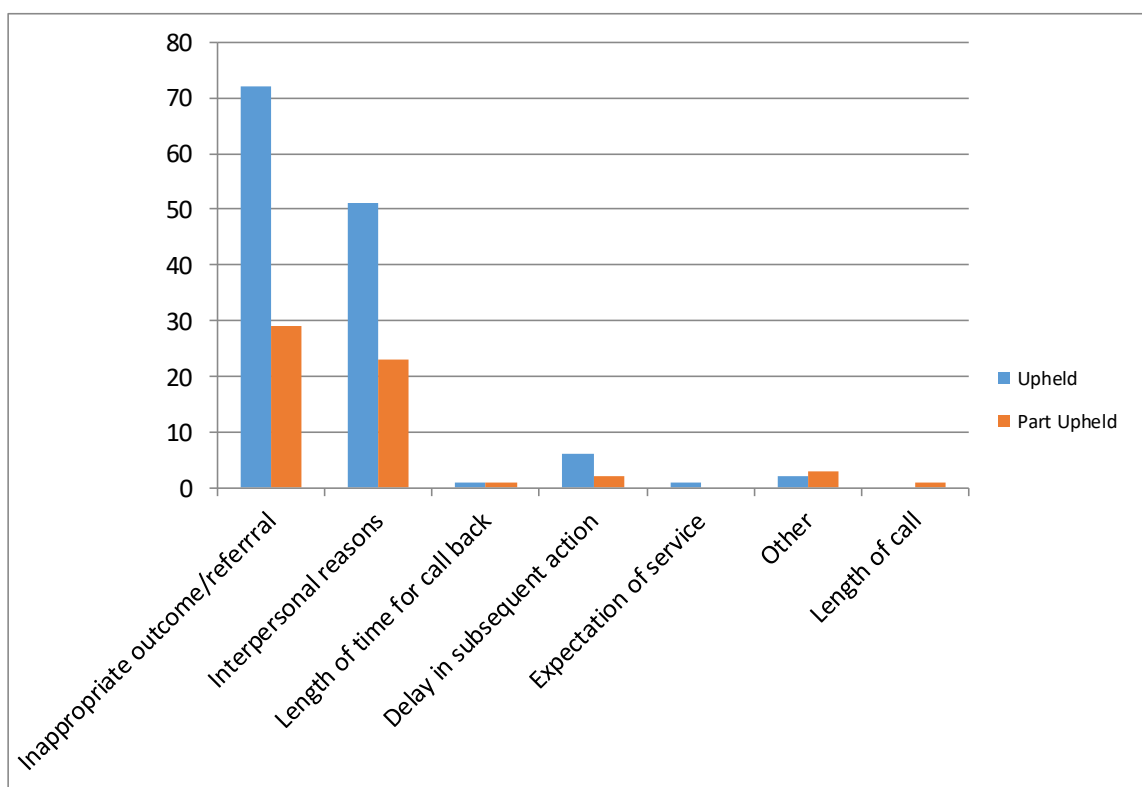




# APPENDIX 1 – COMPLAINT PERFORMANCE INDICATORS

## Indicator One - Learning from complaints

- 1.1 NHS 24 is a learning organisation and appreciates the valuable contribution patient feedback makes to overall service improvement.
- 1.2 Individual learning from complaints is recorded, actioned and monitored to ensure closure of actions identified. During 2021/22, 247 individual learning actions were identified which are tracked to ensure closure. Evident themes were:
  - Importance of accurate record keeping
  - Importance of adherence to process
  - Comprehensive assessment of clinical symptoms
- 1.4 NHS 24 has activated the Duty of Candour legislation in seven cases this year and engagement has taken place with the patients/families involved. A separate NHS 24 Duty of Candour Report is available.
- 1.5 The table below shows the upheld/part upheld complaint categories for 2021/22.



## 1.6 Examples of completed organisational learning from feedback:

Removal of the previously used internal telephone number for contacting the Scottish Ambulance Service. This has been replaced with 999 which means calls to SAS are now responded to in the same way as the calls from the general public.
Update in relation to how a patient's Electronic Care Summary (ECS) was presented to staff.
Removed extra steps in computer flow to allow improved journey for patients and easier navigation of system for staff, questions made clearer as to reason for call.
A review was undertaken of the descriptor of keyword and flow for 'jaw swelling' within PCM Decision Support for appropriateness of time stratification. Amendment made to ensure appropriate timely management of such calls.
Professional Learning & Education incorporated key learning points from a complaint which was subsequently managed via the Adverse Events Process into learning materials for future staff and the continuous professional development of current staff. This related to process compliance to ensure appropriate management of patients who display with chest pain.
Hot topic (internal communication) issued to advise that patients and callers, prior to contacting the service, may have previously accessed evidence based Health Information online, e.g., NHS inform. Should a caller reference seeking advice/guidance from NHS inform, this should be fully considered by clinical staff as part of the overall assessment of a patient's symptoms.
Update to the patient data capture system resulting in any legacy telephone numbers being removed from the screen when a new call is presented to the Call Taker.
Improvements to the management of dental calls. Dentists can now view the same clinical content as Dental Nurses, improvements in how information is shared with dental clinics, if email is not available and the introduction of SMS text messaging for dental patients who are awaiting a call back. In addition, improvements were made to the dental hub appointment system.
Improvements to 'shock' question to allow staff to select individual symptoms of pale, cold and clammy.
Improvements to bony injury keyword to include pain score and mechanism of injury.
Urinary symptom additional descriptors added to ensure potential undiagnosed type 1 diabetes in children
Abdominal keyword updated to consider signs of testicular torsion in under 25 year olds.

## Indicator Two - Complaints Process Experience

- 2.1 A technical issue impeded the issue of providing electronic survey forms. In addition, a decision was taken to suspend paper surveys due to COVID-19. This indicator yielded low returns in previous years, therefore due to pressures on the team in managing the increased workload, this indicator was suspended. This has been re-introduced in Q2 2022.

## Indicator Three - Staff Awareness and Training

- 3.1 NHS 24 Frontline staff are trained in the receipt and progression of patient feedback during their core induction training programme. An e-Learning module is available to support this and this was updated during 2020/21. Regular updates are provided to staff in relation to numbers, trends, themes and outcomes from complaints and feedback at the Regional Clinical Governance Meetings.
- 3.2 'Patient stories' form an integral part of the NHS 24 Board Meeting Agenda. These outline the patient experience and any individual or organisational learning identified. These are well received by the NHS 24 Board Members who welcome this valuable insight.
- 3.3 The detail below shows the learning completed for 2021/22.

Learning	No. of staff completed
Complaints investigation skills	175
Duty of Candour	66
Model Complaints Handling Procedure	265
Valuing Feedback and Complaints	75
Patient Experience Core Induction Session	184

## Indicator Four - Total number of complaints received

- 4.1 NHS 24's local delivery plan (LDP) sets out the levels of performance which 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 2020/21 and 0.002% in 2021/22.
- 4.2 The total number of complaints received is detailed below:

Feedback Type	2020/21	2021/22
	Call Demand	Call Demand
	1,790,228	2,229,637
Stage 2 Complaints	28	26
Stage 1 Complaints	261	451
Shared Complaints*	43	72

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

#### 4.3 Complaints per call demand in 000's

Stage 1 Complaints	0.020%
Stage 2 Complaints	0.0012%
Shared Complaints	0.003%

#### Indicator Five - Complaints closed at each stage

5.1 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).

5.2 The table below shows the number of complaints closed as a % of all complaints

Stage 1 Complaints	82%
Stage 2 Complaints	5%
Shared Complaints	13%
<b>TOTAL</b>	<b>100%</b>

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

6.1 Outcomes for 2021/22

	<b>Upheld</b>	<b>%</b>	<b>Part Upheld</b>	<b>%</b>	<b>Not Upheld</b>	<b>%</b>
<b>Stage 1 Complaints</b>	205	45%	48	11%	198	44%
<b>Stage 2 Complaints</b>	8	31%	5	19%	13	50%

#### Indicator Seven - Average times

7.1 The table below demonstrates the average in working days to close complaints at Stage 1 and Stage 2.

Stage 1 Complaint	8 Days*
Stage 2 Complaint	14 Days
Stage 1 – 2	-

## Indicator Eight - Complaints closed in full within the timescales

### 8.1 Complaints closed in full within timescales:

Number of complaints closed at Stage 1 within 5 working days as a % of total Stage 1 complaints	71%
Number of Stage 2 complaints closed within 20 days as a % of total Stage 2 complaints	92%
Stage 1 – 2 complaints closed within 20 days	n/a

8.2 Of the 28 Stage 2 complaints managed, 27 were responded to within 20 working days. One complaint was delayed due to the requirement to involve translation services. The complainant was kept updated in this regard.

## Indicator Nine - Number of cases where an extension was authorised

### 9.1 Authorised extensions.

Number of complaints closed at Stage 1 where an extension was authorised, as a % of all complaints at Stage 1	4%*
The 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 increase in activity, during Q2 2021, it was agreed that all Stage 1 complaints would have an automatic extension to 10 working days. 71% achieved 5 working days and 4% were completed between 5-10 working days. The remaining 25% exceeded 10 working days.

Examples of extension reasons:

- Pressures within Service Delivery
- Availability of key staff to review

## Glossary of Terms

<b>Stage 1 Complaint</b>	Less complex complaints, which may, or may not, require clinical review. Early local resolution within five working days
<b>Stage 2 Complaint</b>	More complex complaints, which require a full clinical review. These are acknowledged within three working days and a full written response provided within 20 working days
<b>Shared Complaint</b>	Complaint in which complainant has raised issues relating to the service provided by more than one Health Board or organisation. Lead responder Board identified who provides written co-ordinated response from all agencies concerned
<b>Concern</b>	Some concerns may require an investigation. Follows the same process of a Stage 1 complaint with outcome provided verbally with the agreement of the feedback provider
<b>Comment</b>	These can be a range of issues relating to the services of NHS 24. Some of these require a response and some do not
<b>Enquiries</b>	Enquiries received which may be managed locally or which may require re-direction to a partner Health Board or other organisation for progression
<b>Upheld</b>	Complaint where all issues following investigation are accepted
<b>Not upheld</b>	Complaint where all issues following investigation are not accepted
<b>Partially upheld</b>	Complaint where some issues following investigation are accepted
<b>Enquiry</b>	These are a variety of ad hoc general enquiries received by the Patient Experience Team
<b>Care Opinion</b>	Public on-line facility to enable patients and service users to document their experience of NHS services