

**NHS 24  
BOARD MEETING**

**29 AUGUST 2024  
ITEM NO 10.2  
FOR APPROVAL**

**PATIENT & SERVICE USER FEEDBACK ANNUAL REPORT 2023/24**

**Executive Sponsor:**

Andrew Moore, Executive Director of Nursing and Care

**Lead Officer/Author:**

Kerry Foley, Senior Nurse Quality Assurance and Standards

**Action Required**

The NHS 24 Board is asked to approve the Patient & Service User Feedback Report 2023/24, and to also approve the publication and onward submission to Scottish Government.

**Key Points for this Committee to consider**

- 17% decrease in patient feedback managed during 2023/24.
- 49% of Stage 1 complaints and 77% of Stage 2 complaints were closed within the agreed national timescales.
- NHS 24 received 187 stories on Care Opinion, these stories have been read more than 35,263 times during the reporting period.

**Governance process**

This report has been approved by the NHS 24 Clinical Governance Committee.

**Strategic alignment and link to overarching NHS Scotland priorities and strategies**

- NHS 24 Corporate Strategy
- Adherence to NHS Scotland Model Complaints Handling Procedure
- Supports the delivery of safe, effective, person-centred care.

**Strategic alignment and link to Corporate Delivery Plan activity**

- Work collaboratively to support wider primary care reform agenda, supporting increased self-management of care, and offering clinical triage to get people to the right place for the right care.
- Sustain a culture that is values-led and we can demonstrate makes a difference to staff.

**Key Risks**

There are no key risks.

### **Financial Implications**

There are no financial implications.

### **Equality and Diversity**

The report supports the Equality & Diversity Agenda.

## **1. RECOMMENDATION**

- 1.1 The NHS 24 Board is asked to approve the Patient & Service User Feedback Report 2023/24, and to also approve the publication and onward submission to Scottish Government.

## **2. TIMING**

- 2.1 This report covers the reporting period from 1 April 2023 – 31 March 2024.

## **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 evidence compliance with the nine Key Performance Indicators as set out in the Model Complaints Handling Procedure.

## **4. ENGAGEMENT**

- 4.1 This report has been approved by the NHS 24 Clinical Governance Committee.

## **5. FINANCIAL IMPLICATIONS**

- 5.1 There are no financial implications.

## **6. MEASURABLE BENEFITS**

- 6.1 This report provides assurance of NHS 24's adherence to NHS Scotland Model Complaints Handling Procedure.

## **7. NEXT STEPS**

- 7.1 Following approval publish the report and submit to Scottish Government.

# Patient and Service User Feedback Annual Report 2023/24

Author:

Patient Experience Team



# Table of Contents

Title	Page
Key Information	3
Total feedback	4
Ways to provide feedback	5
Stage 1 and Stage 2 complaints per month	6
Stage 2 Complaints vs calls offered	7
NHS 24 services involved	8
Scottish Public Services Ombudsman	9
Care Opinion	10
Care Opinion stories by month	11
Additional Patient Experience Team activity	12
Complimentary feedback	13
Shared complaints	14
Indicator One - Learning from complaints	15
Indicator Two - Complaint process experience	16
Indicator Three - Staff Awareness and Training	17
Indicator Four - Total number of complaints received	18
Indicator Five - Complaints closed at each stage	19
Indicator Six – Complaints upheld, partially upheld and not upheld	20
Indicator Seven – Average times	21
Indicator Eight - Complaints closed in full within timescales	22
Indicator Nine - Number of cases where an extension is authorised	23

## Key Information

- 17% decrease in patient feedback - 1,106 items of patient feedback managed in 2023/24. (Previous year 1,335).
- 44% increase in Stage 2 complaints - 39 for 2023/24 compared to 27 the previous year
- 26% decrease in Stage 1 complaints - 272 for 2023/24 compared to 366 the previous year
- 59% decrease in Shared Complaints - 18 for 2023/24 compared to 44 the previous year
- Comments have remained the same this year, 290 for both 2023/24 and the previous year
- 23% increase in Compliments - 378 for 2023/24 compared to 307 the previous year
- 63% decrease in Enquiries - 109 for 2023/24 compared to 297 the previous year\*

\*This decrease may be the result in a change to how some enquiries were recorded in 2023/24. This has now been rectified for reporting purposes in 2024/25.

# Total Feedback

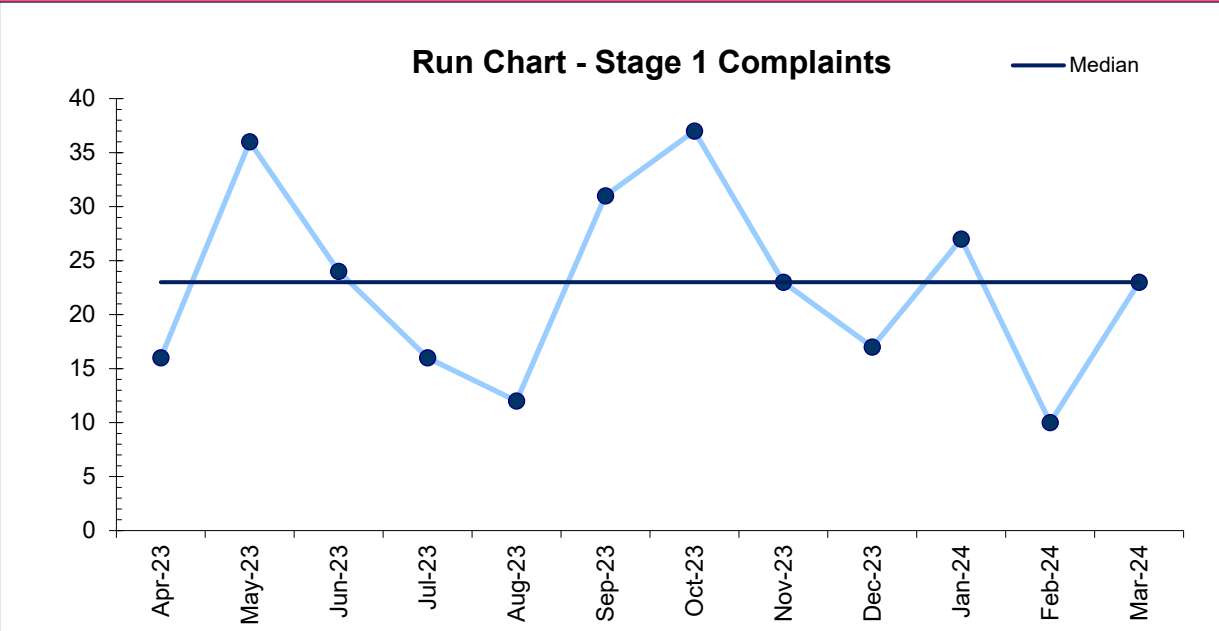
2023-2024	
Feedback type	Number of feedback type received
Stage 1	272
Stage 2	39
Shared	18
Comments	290
Compliments	378
Enquiry	109
<b>Total</b>	<b>1,106</b>

## Ways to provide feedback

- Verbally or in writing 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 the Patient Advice & Support Service (PASS)
- Via Community Engagement undertaken by the NHS 24 Engagement and User Research Teams\*
- Via the SMS Patient Experience Survey

# Stage 1 and Stage 2 Complaints per month 2023/24

## Stage 1

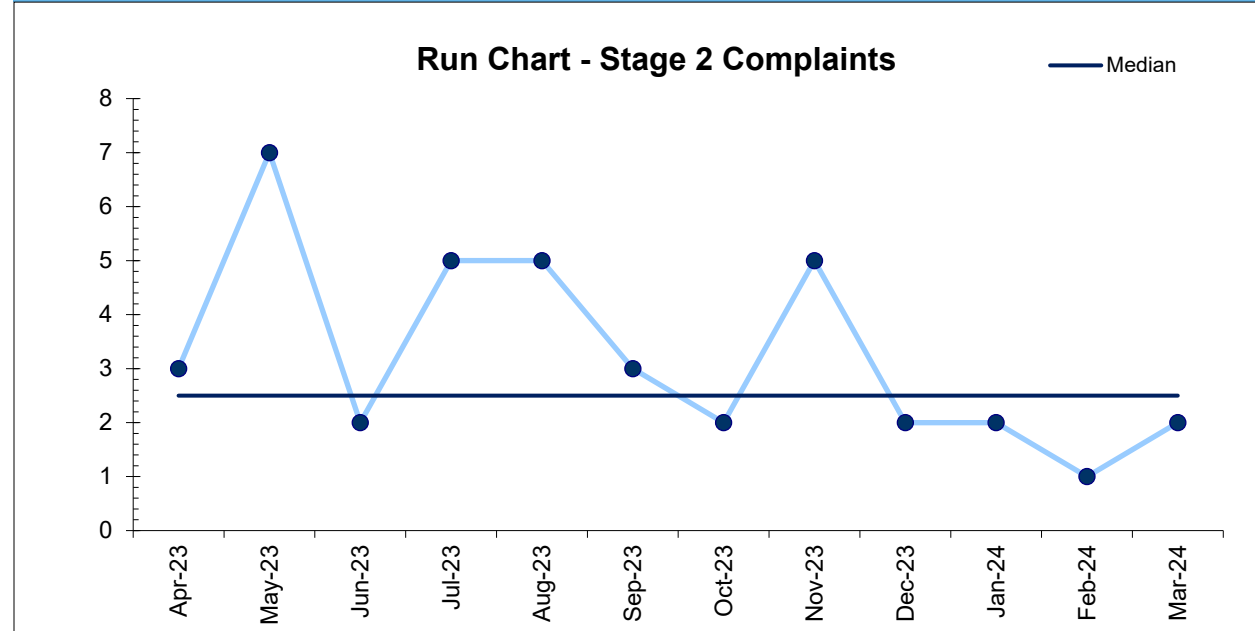


### Stage 1 Complaints

Stage 1 complaints have decreased by 26% in 2023/24 compared to 2022/23. The above graph shows a spike in Stage 1 complaints in Q1 (May 2023) and Q2 (September 2023) leading to a peak early Q3 (October 2023) and ending the year on the median. We cannot contribute these spikes to any known cause.

\*NHS 24 will normally investigate the majority of our complaints received as Stage 1 complaints. These will usually include a Clinical Investigation

## Stage 2



### Stage 2 Complaints

Stage 2 complaints have increased by 44% in 2023/24 compared to 2022/23. The above graph shows a spike in Stage 2 complaints in Q1 (May 2023) in line with the Stage 1 complaints spike and ending the year below the median. We cannot contribute these spikes to any known cause.



## Stage 2 Complaints vs Calls Offered

Although there has been a reduction in calls to the service in 2023/24 compared to 2022/23, there has been an increase in Stage 2 complaints. However, the percentage of Stage 2 complaints remains relatively low in comparison to calls offered.

Patient Experience and frontline staff adopt an early resolution approach to managing complaints, if appropriate.

Year	Number of Stage 2 complaints	Calls offered	Percentage
2023/24	39	1,942,285	0.002%
2022/23	27	2,119,887	0.001%
2021/22	26	2,229,637	0.001%

# NHS 24 Services Involved

Stage 1, Stage 2 and Shared Complaints 2023/234		
	Total	Upheld/Part Upheld
<b>NHS 24 - 111</b>	148	86
<b>Scottish Emergency Dental Service (SEDS)</b>	17	9
<b>Breathing Space</b>	8	0
<b>Mental Health Hub</b>	48	9
<b>Cancer Treatment Helpline</b>	1	0
<b>Digital</b>	2	2
<b>TOTAL</b>	<b>224</b>	<b>106</b>

The figures above show the services involved in Stage 1, Stage 2 and Shared complaints from April 2023 to January 2024. Due to a change in reporting the data from February 2024 onwards is currently unavailable however we will retrospectively amend this during 2024/25.

## Scottish Public Services Ombudsman (SPSO)

The SPSO may request information to inform their initial review of a case which informs their understanding of the management of a complaint.

During 2023/24, the SPSO requested information on 5 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 4 cases with no identified recommendations. 1 case remains 'active'.

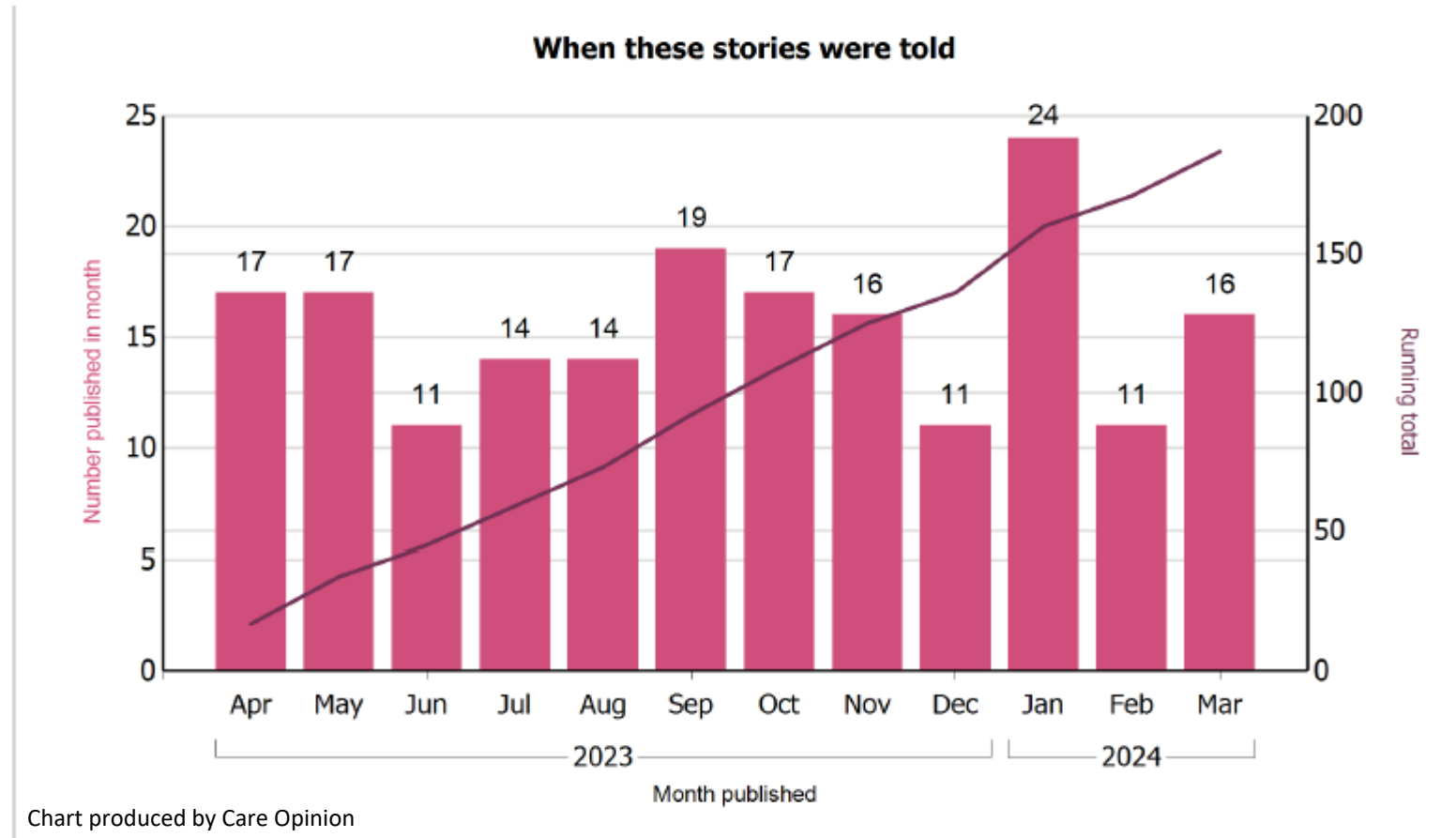
NHS 24 welcomes feedback via Care Opinion which is a non-profit online organisation where the public can share their experience of health and care organisations.

In 2023/24:

- NHS 24 received 187 stories on Care Opinion, these stories have been read more than 35,263 times so far
- This is a 5.6% increase from 177 stories received in 2022/23
- 100% of the stories were responded to within 7 days or less
- 67% of authors shared a positive experience
- Additional staff have been trained to respond to Care Opinion stories and we plan to expand this further
- A member of the Patient Experience Team completed QI 24 FUNdamentals\* within NHS 24. Their planned improvement project for 2024/25 will be in relation to raising staff awareness of Care Opinion

\*The aim of QI 24 FUNdamentals is to support individuals to develop the skills, knowledge, and confidence to participate as members of improvement teams and contribute to testing, measuring, and reporting on changes made.

# Care Opinion stories by month



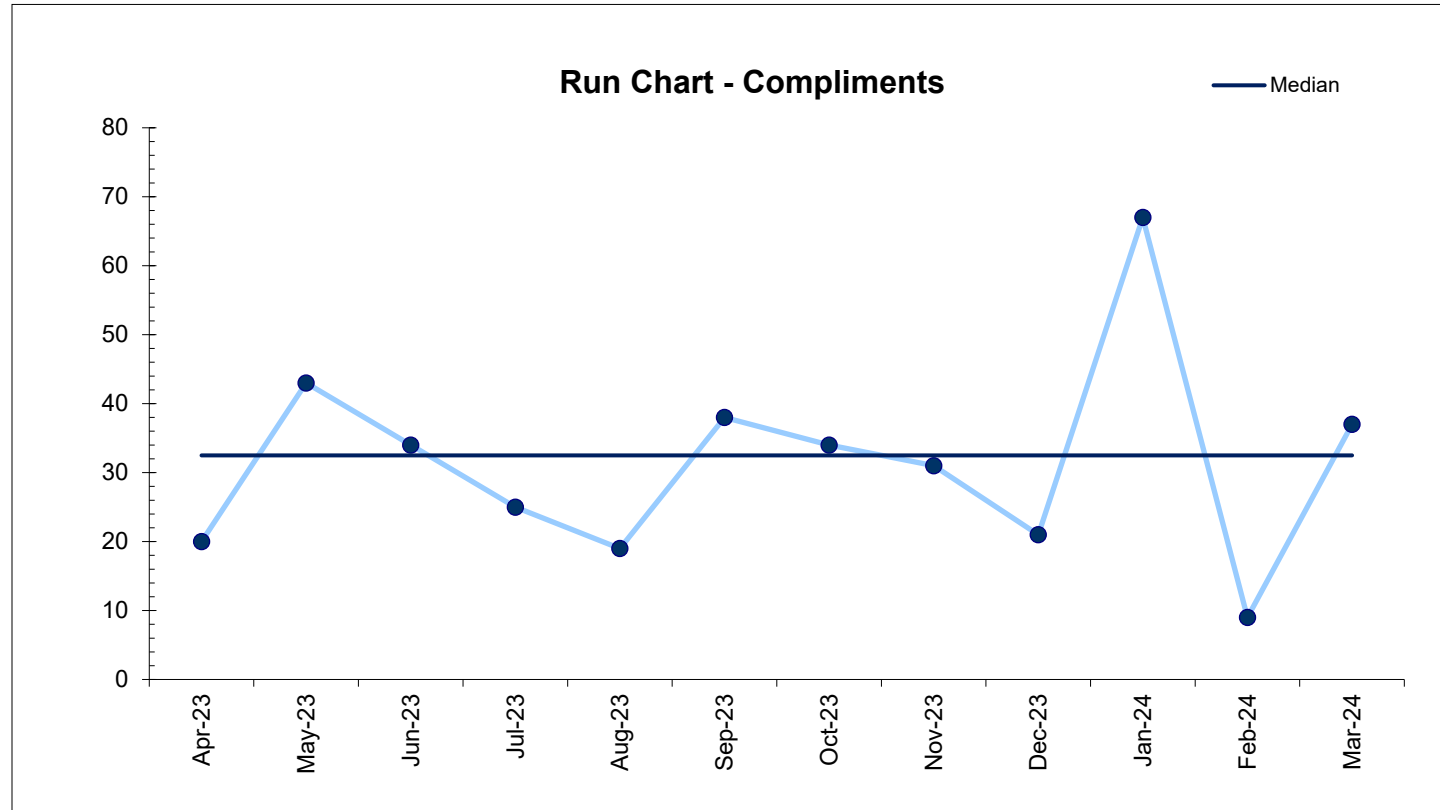
\*Care Opinion report to NHS 24 - 1 April 2024 - Annual Stories in Summary April 2023-March 2024

## Additional Patient Experience Team activity

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

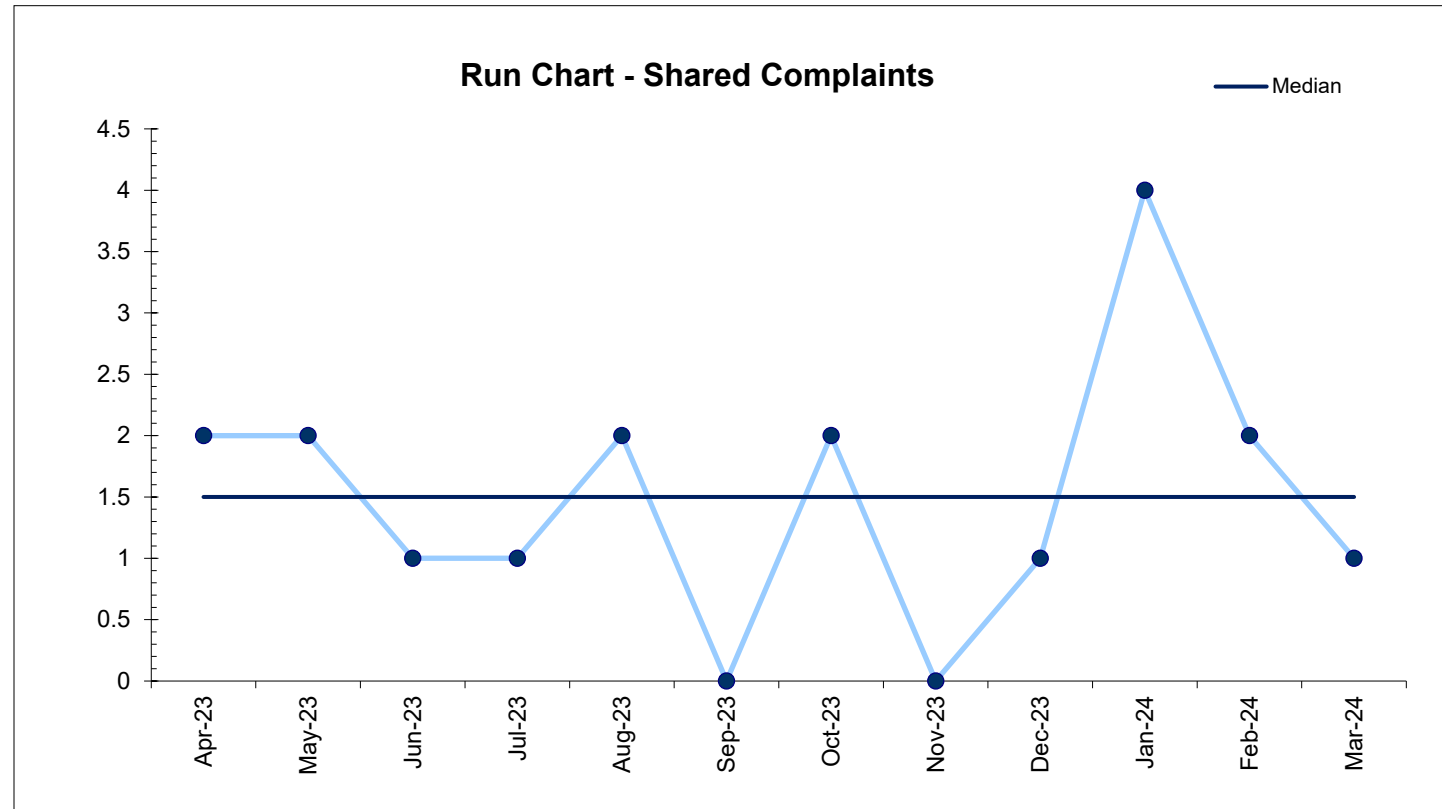
- Holistic review of the Patient Experience Team including staffing and documentation. This has led to the creation of Standard Operating Procedures and User Guides
- Initial review and update to NHS 24's Feedback Process in line with The NHS Scotland Complaints Handling Procedure
- Implementation of the new incident management system in Q4. As with any new system there are initial complications and the Patient Experience Team have identified these and worked in conjunction with the project team to establish a fix or agreed work arounds
- Provided guidance to frontline staff in relation to managing complaints and feedback
- Presented ad-hoc training to students and senior staff groups as requested
- A Patient Experience Support Officer has completed NHS 24's QI Fundamentals course and is using the improvement knowledge gained from this to drive improvements within both the Patient Experience Team as well as the wider organisation.
- Maintained and improved relationships with key stakeholders, e.g. Service Delivery colleagues, Clinical Governance, Quality Improvement, Communications, Telephony and Performance Teams.

# Complimentary Feedback



- 378 Compliments were received this year. This is a 23% increase from 307 in 2022/23
- Complimentary feedback is now shared directly with the staff member and their manager groups
- 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.

# Shared Complaints



- NHS 24 has received 18 Shared complaints in 2023/24
- This is a 59% decrease from the previous year (44 Shared complaints in 2022/23)
- Of these 18 Shared complaints 8 were upheld or partially upheld



## Indicator One – Learning from complaints

NHS 24 appreciates the valuable contribution patient feedback makes to overall service improvement.

There is a requirement to report on 9 Key Performance Indicators.

During 2023/24 Quarters 1-3 the Patient Experience Team logged 99 individual learning actions which were identified and tracked to ensure closure within 14 working days. Of these, 75 were closed within timescale.

From Quarter 4 this system was moved to the Clinical Governance Team.

Evident themes include:

- Importance of appropriate outcome/advice
- Importance of positive patient/caller experience
- Access to the service
- Importance of following process/scripting

## Indicator Two – Complaint Process Experience

This indicator is currently suspended for NHS 24 as we do not routinely collect this information.

Our Patient Experience Survey gathers information in relation to the service we provide to our patients not about their experience of our complaints process.

This continues to be a difficult KPI to action across NHS Scotland and attempts to gain feedback in a consistent and meaningful way have been unsuccessful. NHS Boards await a decision from the Ombudsman regarding a revision of KPI's.

## Indicator Three – Staff Awareness and Training

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 2023/24.

Learning	No. of staff completed
Complaints Investigation Skills	44
Model Complaints Handling Procedure	56
Valuing Feedback and Complaints	193
Patient Experience Core Induction Session*	

\*This is delivered as part of our Core Induction Programme

# Indicator Four – Total number of complaints received

	2022/23 Calls Offered	2023/24 Calls Offered
	2,119,887	1,942,285
Stage 1 complaints	366	272
Stage 2 complaints	27	39
<b>Total complaints*</b>	393	311

\*Total complaints include Stage 1 and Stage 2 complaints only.

## Indicator Five – Complaints closed at each stage

Feedback Type	Total number received	As a % of all complaints
The number of complaints closed at Stage 1 as a % of all complaints	272	87%
The number of complaints closed at Stage 2 as a % of all complaints	39	13%
The number of complaints closed at Stage 2 after escalation as a % of all complaints	0	N/A
<b>Total complaints</b>	<b>311</b>	<b>100%</b>

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).

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

Feedback Type	Total	Upheld	%	Partially Upheld	%	Not Upheld	%	Withdrawn / No consent / other	%
Stage 1 Complaints	272	92	34%	28	10%	123	45%	29	11%
Stage 2 Complaints	39	17	43.5%	5	13%	16	41%	1	2.5%
Stage 2 Escalation	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

# Indicator Seven – Average times

Feedback Type	Average days
The average time in working days to respond to complaints at Stage 1	7 days
The average time in working days to respond to complaints at Stage 2	19 days

## Indicator Eight – Complaints closed in full within timescales

Feedback Type	Total number received	Closed within Timescale	% Closed within timescale
Number of complaints closed at Stage 1 within 5 working days as a % of total number of Stage 1 complaints	272	132*	49%
Number of complaints closed at Stage 2 within 20 working days as a % of total number of Stage 2 complaints	39	30	77%
Number of escalated complaints closed within 20 working days as a % of total number of escalated Stage 2 complaints	0	N/A	N/A

\*Due to implementation of our new Incident Management System, Respond 8, timescales were impacted

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



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

Feedback Type	Total number received	Number of extensions authorised	As a % of all complaints closed at each stage
The number of complaints closed at Stage 1 where an extension was authorised, as a % of all complaints at stage 1	272	7	2.6%
The number of complaints closed at Stage 2 where an extension was authorised, as a % of all complaints at stage 2	39	0	N/A

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