



*Doncaster
Clinical Commissioning Group*

**PATIENT EXPERIENCE AND COMPLAINTS
MANAGEMENT ANNUAL
REPORT**

2015/16

(1st April 2015 – 31st March 2016)

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1. Introduction

NHS Doncaster Clinical Commissioning Group (CCG) commissions local healthcare services for the Doncaster population.

We are committed to providing members of the public, our patients and their carers with opportunities to give us feedback about any services we commission and how we commission them. Feedback is essential to service improvement and our strategies have set out our proactive approach to asking for people's views and using the information received to improve the quality of services that we commission.

This report is prepared in accordance with The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 which sets out the requirement for each responsible body to prepare an annual report and highlights the information required.

2. What we record

We encourage patients and other members of the public through our website and engagement activity, to provide us with feedback on the services that we commission in Doncaster. This feedback is recorded anonymously and reported through quarterly patient experience dashboard reports. We also use the data to influence our future commissioning of services and quality improvement initiatives.

We record patient experience from a variety of sources available to the CCG:

Formal complaints

A complaint is an expression of dissatisfaction or concern about a CCG staff member, about a service which is commissioned by NHS Doncaster CCG or about an action, omission or decision of the CCG that requires a response. Complaints would normally be received in written form via letter or e-mail.

Concern or enquiry

A concern or enquiry is made orally, by e-mail or in a letter and resolved to the person's satisfaction within a few days and is outside of the scope of the formal complaints process. We started to record these from Quarter 2 of 2014-15.

MP enquiries

MP enquiries are received by letter which may be linked to a complaint or may request information about a service commissioned by the CCG.

Issues Log

This is a record of concerns raised by our member GP Practices about NHS services in Doncaster.

Engagement Activity

We use Survey Monkey for on-line surveys and paper surveys for face to face engagement which include free text boxes so that we can capture the 'softer' patient experience data. We produce 'We asked, You said, We did' reports to feedback on engagement activity

Patient Stories

We invite patients to tell their story (good and bad) at our Governing Body meeting.

NHS Choices and I Want Great Care (iWGC)

We scan NHS Choices and iWGC regularly to capture patient experience of the services that we commission.

Health Watch

Health Watch Doncaster has a web-based system so that members of the public can report their experience of health and social care services in Doncaster. We regularly scan their website for patient experience.

Patient Pathway surveys

We piloted the first patient pathway survey across the stroke pathway from April 2015 to 30 September 2015. This project was completed in partnership with Doncaster and Bassetlaw Hospitals NHS Foundation Trust and Rotherham Doncaster and South Humber NHS Foundation Trust. I Want Great Care (iWGC) provided project support. Valuable patient experience was recorded and it was evident that patient experience of the stroke pathway was generally very positive.

A second survey was launched January 2016 which will run to 30 September 2016 across the Neurology Patient Pathway

3. Themes and Trends from recorded Patient Experience

The patient experience that we have access to is input to a database anonymously. We have aligned the categories we use to record the patient experience to those used by our main providers. From this data we produce quarterly Experience Dashboard reports. We can also interrogate the database to produce more specific data, for example about a particular service.

The categories that we use to record patient experience data are as follows:

- Pathways – any experience which relates to the patient pathway such as admissions, transfers and discharges
- Communication – information for patients; information about patients; how the NHS communicates with patients and between services
- Access to services – appointments, waiting times, referrals, timeliness
- Funding – concerns and decisions which have a link to funding or loss or lack of a service

- Staff – positive or negative experience of both clinical and non- clinical staff
- Treatment – patient experience relating to their treatment, pain management, devices/aids /appliances, diagnosis, medication
- Patient focus – how a patient feels, patient involvement, privacy, confidentiality, family involvement care plans, end of life, dignity and empathy, nutrition and hydration
- Miscellaneous – parking, catering, transport, environment, patient choice, personal property etc

During 2015-16 we have produced quarterly experience dashboards for primary care, secondary care and other care.

Appendix A contains the Patient Experience Dashboards for 2015-16.

Primary Care

The main themes and trends emerging from our recorded primary care patient experience are as follows:

- 53% of the negative experience relates to Access to Services which is the top negative theme for 2015-16. However Access to Services is also the top positive theme, with 34.5% of positive experience relating to access. Over 44% of the neutral comments also related to access. It is apparent therefore that some practices are more successful than others at giving their patients Access to Services and that this subject is high on the agenda of patients. On-line access to prescriptions and appointments is generally well received. Problems contacting the Practice by telephone is the biggest 'grumble'.
- Treatment collected over 17% of the negative comments, 22% of the positive comments and 6.7% of the neutral comments. Negative themes include how patients perceive they are treated/talked to, misdiagnosis, lack of interest and prescribing problems. Positive themes are good explanations, listening, caring and professional treatment
- Staff - both clinical and non clinical attracted just over 10% of the negative comments but almost 28% of positive comments and 1.5% of the neutral comments. Negative themed comments include rudeness, arrogance, unhelpful. Positive and Neutral comments are across the board – Drs, Nurses and Receptionists.
- Patient Focus is about how the experience makes a patient feel. 9.6% of the negative, 7.4% of the positive and over 18% of the neutral comments related to this – locums and lack of continuity was a theme; toys or a TV in the waiting room to occupy children also featured as did lack of privacy at reception.

Secondary Care

The main themes and trends emerging from our recorded secondary care patient experience are as follows:

- Treatment attracted 33.5% of the positive comments, over 23% of the negative and 10.5% of the neutral comments. Negative themes include waiting for treatment and pain relief. Positive themes include thorough explanations and excellent treatment and service. Neutral comments

acknowledge the stresses within the NHS secondary care system – more staff needed; they haven't got time to deal with phone calls and waiting for a bed.

- Access to Services received almost 23% of the negative comments, 7.7% of the positive comments and 16.4% of the neutral comments. Waiting times was a recurrent theme. Service changes such as the loss of the traditional baby weighing clinics and having to have future smear tests at the GP Practice rather than CASH clinics has given rise to a few negative comments. Positive themes –appointments on time; in and out quickly. Neutral trends are mainly long waiting times but service once received is good
- Comments categorised as Miscellaneous attracted almost 16% of negative comments, just over 6% of positive comments and over 18% of neutral comments. Lack of staff was a recurrent theme, also longer or more sessions for physiotherapy, IAPT and memory clinics. Temperature – too hot or too cold was also repeated for inpatients. Car parking at DRI is an ongoing source of negative comment but parking at Montagu gets positive comment. Cleanliness got a lot of positive comments.
- Patient Focus – how the patient felt, received 11.3% of the negative comments, 10.2% of the positive and almost 30% of the neutral comments. Comments such as worried, would have liked ..., willing to go the extra mile, listen to parents, we need to know, and night noise for inpatients - reflect the negative themes of this category. Positive themes are – compassion, dignity and respect, putting patient at ease. Neutral comments relate to admission and discharge delays.

The main themes and trends emerging from our recorded 'Other Care' patient experience which largely relates to Continuing Health Care, and Social Care are as follows:

- Patient Focus is the top negative 43% and also top neutral category 39% - delays in CHC assessment and decision-making process plus some negative or neutral experience of care homes and at end of life. Positives (24%) include personalised care, peace of mind, and dignity and respect.
- Access to Services attracted 22% of the negative comments and 34% of the neutral comments – numbers are small but relate to accessing respite, carer support or care packages and access to specialised health services.
- Treatment received 13% of the negative and 9% of the neutral comments in this category. Assessment beds following discharge from hospital and respite care were themes. RDaSH's Wheelchair Services received positive comments

4. Formal Complaints Management

Alongside feedback from members of the public, our patients and their carers, we also have a system for anyone who wishes to make a formal complaint. Our approach to complaints is structured around the following three principles:

- | | |
|-----------|--|
| Listening | Taking a more active approach to asking for people's views and working in partnership. |
|-----------|--|

- Responding Dealing with complaints more effectively by finding out what the complainant wants to happen.
- Improving Using the information received to learn and improve services by agreeing a clear plan of action.

A complaint can be made by any person who has received or is receiving NHS treatment or services or any person who has been affected by an action, omission or decision of the CCG.

A complaint can also be made by a representative (with appropriate consent) acting on another person's behalf, if that person:

- Has requested the representative to act on their behalf;
- Is a child;
- Is unable to make the complaint themselves because of physical incapacity or lack of capacity within the meaning of the Mental Capacity Act 2005;
- Has died.

Formal complaints must be made within 12 months from the date on which a matter occurred or the matter came to the notice of the complainant, unless there are exceptional circumstances. We acknowledge complaints within 3 working days of receipt and try to provide a full response to the complaint within 25 working days.

The CCG has a patient/carer information leaflet 'Listening-Responding-Improving, How to tell us what you think' which is sent out to patients who are considering making a formal complaint. It is also available on the website [Complaints – Doncaster CCG](#). We also have a Complaint Policy and Procedure on the website [Complaints-Policy-Procedure-V2-0-August-2015-FINAL.pdf](#).

5. Role and responsibilities of the CCG

NHS Doncaster CCG is specifically responsible for coordinating responses to complaints which span multiple Providers where there is no single lead organisation, and is also responsible for investigating complaints about actions, omissions or decisions of the CCG or of our staff.

We are not responsible for investigating certain types of complaints but as the NHS is incredibly complex, it is not always easy to see where best to send complaints. We therefore often signpost complainants to the provider organisation which can investigate and respond to the complainant directly.

We cannot undertake an investigation into a complaint solely regarding care provided by a single provider organisation that we commission because it is the responsibility of the organisation providing the services to investigate the complaint under local resolution arrangements.

We cannot undertake an investigation into a complaint regarding care which we have not commissioned. An example of this is primary care which is provided by general

practices, dentist, pharmacists and opticians. From 1 April 2016, NHS Doncaster CCG has delegated responsibility from NHS England for commissioning primary medical care services (GP Practices) but this does not include complaint management. NHS England remain legally responsible for complaint management but complainants would be encouraged to contact the GP Practice Manager in the first instance wherever possible or appropriate.

The table below shows the number of formal complaints that we have signposted to a provider for response and the number that are multi-agency where the CCG has co-ordinated the response.

| | Signposted to other provider | CCG co-ordinated response |
|---------------|------------------------------|---------------------------|
| Quarter 1 | 5 | 1 |
| Quarter 2 | 0 | 1 |
| Quarter 3 | 6 | 1 |
| Quarter 4 | 11 | 1 |
| 2015-16 total | 22 | 4 |

6. Reporting

As of 1 April 2015 we are required to record and report quarterly (KO41a) to the Health and Social Care Information Centre (HSCIC) on the formal complaints that we receive. This information is also reported in the quarterly Corporate Assurance Report which goes to Governing Body. The Engagement and Experience Committee (EEC) receive the Patient Experience Dashboards on a quarterly basis as do Clinical Quality Review Groups (CQRGs). They are also made available to staff via the intranet. EEC also receives a quarterly complaints report.

The complaints data reported to the HSCIC is as follows:

| | Total complaints | Upheld | Partially Upheld | Not upheld |
|----------------------|------------------|----------|------------------|------------|
| Quarter 1 | 11 | 3 | 2 | 4 |
| Quarter 2 | 13 | 1 | 3 | 8 |
| Quarter 3 | 18 | 1 | 6 | 10 |
| Quarter 4 | 14 | 1 | 5 | 8 |
| 2015-16 total | 56 | 6 | 16 | 30 |

3 complaints remain open and carried forward to Q1 of 2016-17

1 complaint (currently closed) is awaiting the outcome of an Independent Review/PHSO

Prior to 1 April 2015 this information was reported annually as follows

| Year | Total complaints | Upheld | Not upheld |
|---------|------------------|--------|------------|
| 2013-14 | 15 | 12 | 3 |
| 2014-15 | 46 | 6 | 40 |

7. Reasons for the increase in complaints

Public awareness and media coverage

As the CCG was launched 1 April 2013, there was limited public awareness of the organisation and its function during the first year of operation. Members of the public and the media are now more aware of the role and responsibilities of the CCG and patient rights within the NHS Constitution.

Continuing Health Care – retrospective claims for health care funding relating to Previously Unassessed Periods of Care (PUPoC)

As a result of a legal decision to allow retrospective funding of health care and the subsequent Department of Health's announcement regarding retrospective Continuing Health Care reviews and more recently NHS England's clarification of what can be reviewed as a Previously Unassessed Period of Care (PUPoC), the CCG expected to receive a higher volume of complaints relating to this subject as the appeal process is through the CCGs formal complaints procedure. The main theme emerging from the CHC retrospective/PUPoC claims is the length of time taken to complete the reviews. Also where a retrospective claim is made and all the relevant evidence is subsequently received – the reviewer may find evidence that there has been a previous assessment which results in the claim being closed as a PUPoC.

Continuing Health Care – current claims.

As a result of the review of the Continuing Health Care assessment process all assessments are undertaken via a Decision Support Tool (DST) completed by a Multi Disciplinary Team (MDT). There have been a number of cases where the previously assessed health care need has now been assessed as a social care need which has given rise to appeals and complaints.

The main themes emerging from the CHC current claims relate to the assessment process and funding particularly where the DST and the MDT indicate that there is a social rather than a primary health need. There have been delays in the system and higher than normal staff turnover as a result of the service transitioning from Commissioning Support to the CCG but new staff have been recruited and trained and delays reduced. We envisage that this will result in a reduction in CHC current complaints during 2016-17.

Service provision

Where demand for a specialised service is particularly low, the service may be provided in a regional centre of excellence rather than locally. This can result in patients and next of kin travelling further to access appropriate care which may on occasion lead to a complaint.

8. MP Enquiries

Enquiries from MPs may be related to a formal complaint but may also relate to service commissioning or provision or service performance.

The table below records the number of MP Enquiries received per Quarter

| | MP Enquiry related to a complaint | Other MP Enquiry | Total |
|----------------------|-----------------------------------|------------------|-----------|
| Quarter 1 | 5 | 3 | 8 |
| Quarter 2 | 3 | 6 | 9 |
| Quarter 3 | 8 | 4 | 12 |
| Quarter 4 | 5 | 4 | 9 |
| 2015-16 total | 21 | 17 | 38 |

The CCG has previously reported

| | 2013-14 | 2014-15 |
|-------------------|---------|---------|
| MP letters | 13 | 25 |

9. Concerns and Enquiries

We often receive informal concerns or enquiries which are not a formal complaint. Where possible, we try to deal with these fairly informally by email or by phone but they may require investigation and a written response.

| | 2013-14 | 2014-15 | 2015-16 |
|--|--------------|---------|---------|
| Informal concerns and enquiries | Not recorded | 27 | 56 |

The substantial increase in concerns and enquiries largely relates to Continuing Health Care and the reasons previously detailed in the complaints section.

Parliamentary and Health Ombudsman

The Parliamentary and Health Service Ombudsman (PHSO) provides a service to the public by undertaking investigations into complaints that the NHS in England has not acted on properly or fairly or has provided a poor service. The PHSO will normally only take on a complaint after the NHS organisation complained about has first tried to resolve the issues and has responded to the complainant. During 2015-16, two CCG complaints were referred to the PHSO. One complaint was not investigated. The second complaint was partially investigated and that element of the complaint was not upheld. The complainant has been asked to request an Independent Review of two other elements of the complaint which is now underway.

Appendix C provides a summary of the themes and trends from formal complaints and MP enquiries received by the CCG during 2015-16.

10. Conclusion

We have a robust formal complaints management system which is also used to ensure that MP enquiries, concerns and enquiries are logged and responded to appropriately.

We record and report anonymous patient experience from a variety of sources which is available to inform commissioners.

We currently hold nearly 4500 patient experience comments. The web-based system can produce more detailed adhoc reports on request.

The quarterly experience dashboards are available to all staff via the Intranet and staff are able to obtain a more current 'in-time' experience dashboard at any time.

Our providers share the free text comments from the Friends and Family Test with the CCG so that themes and trends are recorded and reported.

We have completed one Patient Experience Project (Stroke Pathway) where the patient pathway transitions across more than one provider and are currently undertaking the second Patient Experience Project (Neurological Pathway) which is due to end 30 June 2016.

We will continue to ensure that patient experience is an integral part of all services that we commission and that the valuable data we record is used to inform future commissioning decisions.



NHS Doncaster Clinical Commissioning Group Patient Experience Local Data Collection (BETA)

Reporting

Primary Care

- 2015/16 Financial Year
- GP Practice, Other Primary Care (not classifiable)
- MP Letters, Patient Opinion, GB - Patient Story, iWGC, Patient Survey, NHS Choices, Issues Log, Direct Complaints, Health Watch, Others (not classifiable)

Negative There are 301 Negative Primary Care comments. These are broken down as follows:

| Category | Category Total | Percentage of Total |
|--------------------|----------------|---------------------|
| Access To Services | 156 | 51.83% |
| Treatment | 52 | 17.28% |
| Staffing | 31 | 10.30% |
| Patient Focus | 29 | 9.63% |
| Communication | 17 | 5.65% |
| Misc. | 10 | 3.32% |
| Pathways | 4 | 1.33% |
| Funding | 2 | 0.66% |

Recent Negative Comments:

There have been times when there have been delays, but I think this is unavoidable in such a small surgery. / I need twice weekly dressings, still unable to get all dressing types from GP and have to beg them from clinic. I have had several arguments with Practice Management / I called surgery to arrange appointment and was told I could not book but to ring back after 8am on the day. What is the point in trying to book an appointment, Definitely going to move to a different doctors where I can actually get seen when I need to be seen / Useless for appointments / However, long term Drs are dwindling, I would like permanent Drs to replace those who have left. The standard of care is not as good from locums, although they are qualified it is not the same as the Drs I have known for years / I have ongoing chronic pain and have had the chosed and book facility removed by clinic reception staff. Surely if they deal with chronic pain management they should adopt a more caring approach even when the patient is not well enough to approach / My previous GP gave me monthly prescriptions but here they make me have them weekly and they are not always ready when I go to collect / They make me feel like I do

not want to come in and see them anymore, they make me feel small and unwelcome and ask questions I feel are inappropriate which make my health issues worse. / Diabetic Nurse left the practice in December 20/5 and to date has not been replaced / Not helpful when I asked about making some changes / I can never get an appointment when I need one and they need to double check what tablets they have prescribed before they give them to the patient / Doctors seem embarrassed when I go to talk about my issues / Prescriptions are shocking, I was fainting, coughing up blood and they prescribe me paracetamol. The staff are not bad, they are helpful but not the brightest / OoH - unacceptable delay in receiving call back / OoH service - delay in call back and eventually when callback was received GP had poor attitude / A GP Practice concerned about inappropriate prescribing within OoH service / A GP Practice is unhappy with the cost of transferring calls to the OoH service / Unhappy as told to go to Pharmacy for holiday vaccs because it would be quicker but Pharmacy charges much more / Complaint about Carpal Tunnel Surgery / Delay in call back from OoH service / Unhappy that GP would not prescribe Gaviscon / Want to register with GP of choice rather than GP in his area but GPs can choose if they wish to accept out of area patients / Complaint about car received from OoH service / Delays in accessing emergency dentist / You have to queue up before 8am to get an appointment otherwise by the time you get through on phone appointments are all gone / I don't want to come and see them any more - they make me feel small and not welcome. When I ask question I am made to feel it is inappropriate / Diabetic nurse left practice in December 5 and has not been replaced yet / I am diabetic and when I get my insulin it is always short - chemist blames Dr and Dr blames chemist! / I don't think they realise how mentally challenging it is for me to go out!!! - door was locked and I was told to return tomorrow / Door locked but people in waiting room. I only wanted to drop some papers off – wouldn't have taken much for receptionist to walk to door to collect my papers! / Got there this afternoon at 3:26 after reading on website that it was open until 8:00 to find the door locked! / 20 minute delay / The best improvement would be to have a system where the receptionists diagnose and the nurses prescribe, what the Doctors do is a mystery / A play area is needed for the kids / Privacy at A&E Reception is terrible ...

Positive There are 336 Positive Primary Care comments. These are broken down as follows:

| Category | Category Total | Percentage of Total |
|--------------------|----------------|---------------------|
| Access To Services | 116 | 34.52% |
| Staffing | 94 | 27.98% |
| Treatment | 74 | 22.02% |
| Patient Focus | 25 | 7.44% |
| Pathways | 13 | 3.87% |
| Communication | 8 | 2.38% |
| Misc. | 6 | 1.79% |

Recent Positive Comments:

The surgery is in a lovely airy building which is nice waiting in, and I have never found the waiting room to be overcrowded. I would definitely recommend it to anyone looking for a local surgery / I have been impressed with the nurses who deliver the children's immunization programme who are always on time and very professional / Today I got seen before my appointment time and was out of the Health Centre with prescription in hand within 20 mins / I have been registered at my GP for two years and have been impressed with how well they do considering they only have one full time GP. / I was seen

before my appointment time! / The Drs and Staff at my practice are without doubt the very best, and this review is just a small way of saying thank you and letting them know how good they are / We all have something to say about the NHS but never take a closer interest in how hard they all work to provide us with the best healthcare / GP contacted me with results, was referred to consultant. All of this took less than 3 weeks. Big thank you to all of the staff for their help and efficiency. What a Team! / Contacted GP with a potentially serious problem, had appointment the same day, urgent blood tests were done. / All members of staff in this surgery are competent, friendly, caring and very professional / Without doubt this is the best surgery I have ever belonged to. No appointments needed in a morning, you simply walk in and wait your turn. Appointments are available for evening surgeries and again the time scale is minimal before you are seen / The receptionists also have a very lovely polite manner and are very helpful. The Drs are amazing, I cannot thank them all enough for how they treat my family and I / Nothing is too much trouble, they are all friendly and use a very person centred approach. The telephone consultations in the morning are always helpful, sometime advice is all that is needed. The Nurses are all professional and warm. / I have been a patient of this practice for 29 year, I have always found them very helpful. The standard of care has been excellent from the long term Drs, Nursing staff and the Receptionist / Rang and got an appointment for next day for health check. I raised concerns with Nurse at the health check and 5 mins after leaving the Surgery I got a call from the Dr to discuss my concerns. Very prompt and efficient service / Very supportive when dealing with my Mother, and the out of hours was excellent / Very fast and well explained / I can get an appointment when needed / You can get appointments very quickly / The Service was quick / Very friendly staff, very family orientated. The Dr spoke to my 7 year old son as an individual and explained everything in an appropriate manner. / Excellent appointment times. / Very happy with the care received at Health Centre / I took mum who has dementia to see Dr and he was brilliant with her - kind, reassuring and thoughtful / In my recent dealings with them they have excelled in every facet of care. They are simply life savers / I have quite a few medical issues and the reception staff, nurses and Drs have always treated me with the utmost respect and care / I have been a patient at this practice for 29 yrs. I always find them helpful and standard of care is excellent from long-term Drs. Nursing staff and receptionist / Since moving to this practice I can get my prescription on time and can get an appointment when I need one. / Thank you to all surgery staff for the reassurance, support and patience shown me recently whilst waiting for an ambulance / Dr very good with analysis of my condition / Next day appointment given - I was 5 mins late but it wasn't a problem / I have had good care for 60 years. Nice friendly doctors and staff / Reception staff at this practice range from very good to excellent. Nursing staff and Dr are also a very high standard. / The appointment was quite straight forward and easy to get / Gave the patient a really good check over - felt comfortable in his care ...

Neutra There are 104 Neutral Primary Care comments. These are broken down as follows:

| Category | Category Total | Percentage of Total |
|--------------------|----------------|---------------------|
| Access To Services | 46 | 44.23% |
| Patient Focus | 19 | 18.27% |
| Misc. | 15 | 14.42% |
| Staffing | 13 | 12.50% |
| Treatment | 7 | 6.73% |
| Communication | 4 | 3.85% |

Recent Neutral Comments:

Regular GP is excellent, the problems arise when you see locums as they do not read your medical records, different locums every time. / Appointments can sometimes be hard to get but appointments for premature baby in my family, if needed, are fitted in the same day. / Always on time with appointments, very nice Doctors, apart from one Doctors whose name I cannot remember or I would name and shame / The Doctors and Nurses are super helpful and caring, they listen to what your concerns are and give you responses that you can understand, although some of the receptionists are slightly rude. / Everyone was polite and friendly however the wait was very long and the Doctors were behind with their appointments. / Not much continuity due to number of locums / Not bad but lots of locums / Appointments hard to get but if its an emergency they will always fit you in / Different locum every time / My previous GP gave me monthly prescriptions but here they make me have them weekly and they're not always ready when I come in / Standard of care is not as good from locum Drs - they may be qualified but its not the same as the Drs I have known for years / Long-term Drs are dwindling and I sometimes see Drs that don't know me. Would like them to get permanent Drs to replace those that have left / They had very little experience of autism or spinal injuries. However after 2 years they have some understanding / GP Reception was very drawn out but the experience afterwards was good / Would like to see a fish tank in reception and children's toys / Most Staff are great, particularly the Nurses. However the receptionists need to learn how to talk to people appropriately. They are very abrupt, arrogant and appear to be fed up with their job. / Can the toilet be open at all times? / Not sure anything could be improved other than perhaps a 7 day service but I understand the implications / The only improvement I could suggest is being able to order prescriptions by phone / A TV when waiting with children would be helpful / Could do with more than one receptionist at busy times / I think we need more nursing appointments for blood tests / Use email rather than post / People who fail to keep appointments should be made to pay for not informing the Surgery / Would like to see a fish tank in reception and children's toys / No improvement needed for IAPT however I was disappointed that when I originally asked for help from my GP I was refused / - More receptionists needed, especially if there are people with multiple requirements and language difficulties. / My greatest criticism is the difficulty in obtaining an appointment but this is to be expected with the same number or less GPs and an ever growing population / The reception staff are appalling. The doctors are lovely (when you can get to see one, which is the biggest issue with this surgery). / The reception desk is in the waiting room and everyone can hear what is said at the desk and over the telephone. It would be better if there was a door to separate the desk and waiting room to allow privacy. / Surgery not easy to find if you don't know where it is. Music could be improved. / The doctors are very helpful but sometimes you can't get past the receptionist / Same Day HC - confusion regarding parking. it was pay and display so I paid but then reception offered a ticket for my car to prevent clamping / Very frustrating being made to go to other NHS Services and be made to have contact with people you do not know or trust, this does not help my problems around people. ...



Reporting

Secondary Care

- 2015/16 Financial Year
- Doncaster and Bassetlaw Hospitals (DBHFT), Rotherham Doncaster and South Humber (RDASH) and Other Secondary Care (not classifiable)
- MP Letters, Patient Opinion, GB - Patient Story, iWGC, Patient Survey, NHS Choices, Issues Log, Direct Complaints, Health Watch, Others (not classifiable)

Negative There are 549 Negative Secondary Care comments. These are broken down as follows:

| Category | Category Total | Percentage of Total |
|--------------------|----------------|---------------------|
| Treatment | 128 | 23.32% |
| Access To Services | 125 | 22.77% |
| Misc. | 87 | 15.85% |
| Communication | 80 | 14.57% |
| Patient Focus | 62 | 11.29% |
| Staffing | 39 | 7.0% |
| Pathways | 28 | 5.0% |

Recent Negative Comments:

I am worried details about my son were on a letter for someone else and staff had confirmed my son's condition to someone else also. I am in the process of finding out more about what happened / I am a salaried counsellor and have been trying to contact the service to get an update on the services they provide. They have not bothered getting back to me. / Door to main entrance in the Hospital is so slow it needs fixing or removing. / Been on Wards 22,23 and 25 and all the same bad service. Been in a week taking up a bed space and nothing has been done, they keep saying they are sending me for tests tomorrow and never do / More staff needed in general especially appointments, people wait far too long / Son admitted 29/02/16, discharged 03/03/16 with no pain relief and told to see his GP. Paramedics called 4.04am, long wait for ambulance. 02/03/16 son still in chair and not admitted....son is an alcoholic / I also had to wait 3 hours for pain relief after a caesarian / 7 hour wait at A&E then got to see a trainee Doctor who would have liked a second opinion. Went home and saw GP who then sent me to Hospital / Discharged from Hospital and if you have any questions there is no-one at the Hospital to contact. / Feel like it has been ages for results of my CT Scan, I am chasing up but frustrating at present / The Doctor's behaviour was inappropriate towards the condition which I had been diagnosed with. / The experience went downhill, the wait to see the Doctor was unreasonable and unacceptable / CYP & Families Community - I was told they were working down the list for vaccinations for my 4 month old child, should have been arranged earlier / 3 month wait for appointment which fell on when I would be away on holiday. Rang to re-arrange and told I would go to the bottom of the list as only a few appointments were released at a time and the

allocation was already taken / Poor care received whilst inpatient at DRI / Poor communication resulted in poor EoL patient care / Unhappy with the delay in receiving cancer-related scan results / Very unhappy with care received whilst in DRI as a Neuro patient / HV - class was a complete waste of time. Lasted no more than 20 mins. Given no handouts/leaflets / CASH - if you can only get a smear test at GPs many girls will not attend / Told it was a 6m wait for orthopaedic procedure. Even private there was a wait of 2/3 months. All this time I am in great pain . I was referred to Orthopaedics - after 2m wait I was seen by consultant who referred me to another who was very dismissive and didn't even examine me / 2 healthcare assistants were sat gossiping with a nurse at the desk for at least 15 mins / Attended respiratory clinic - letter asked me to arrive 15mins early but I had to wait over an hour to see the consultant / Poor communication is sometimes ward based but more so between community and secondary care providers / Basement is dark and dismal. Needs painting or some pictures put up - its boring / Been on Wards 22, 23 and 25 - all the same bad service. Been here a week and nothing done apart from taking a bed space / More staff needed in general but especially where people are waiting far too long for appointments / Barnborough Surgery - Patient on waiting list for op May 2015. Cancelled 3 times by DRI then letter sent on 6th Jan 2016 for op on 9th Jan 2016 / Patient referred to Single Point of Access. When Doctors chased he was advised that "as not able to speak to the Patient over the phone there was little they could do" / Delayed diagnosis of Cancer (Colorectal Ward 22) / Extremely poor communication service throughout the Hospital, when redirected by the reception the phone goes off. ...

Positi There are 1,267 Positive Secondary Care comments. These are broken down as follows:

| Category | Category Total | Percentage of Total |
|--------------------|----------------|---------------------|
| Treatment | 425 | 33.54% |
| Staffing | 417 | 32.9/% |
| Patient Focus | 130 | 10.26% |
| Communication | 102 | 8.05% |
| Access To Services | 98 | 7.73% |
| Misc. | 79 | 6.24% |
| Pathways | 14 | 1.10% |
| Funding | 2 | 0.16% |

Recent Positive Comments:

Montagu - All departments should be proud to be part of this small hospital. I have never been treated so well in all my years (I am nearly 70) of attending a Hospital as an outpatient / A great help at an acutely challenging time of my life / Department is good, there is a Locum 3 times a week and the paediatric clinic. / Food is always good. / Son attended A&E, excellent service and staff were concerned and caring / Excellent staff / Maternity - My Community Midwife gave me wonderful care and was an inspiration. I am now planning a career in Midwifery / Clear explanations and reassurance. The two radiographers were both engaging and made sure I was as comfortable as possible. Thank You. / My GP referred me for pulmonary physiotherapy sessions at the Vermuyden Centre, it was fun and I had a laugh / Went in for check for chest pains, Radiographer was really quick at seeing me and explained thoroughly..... / St John's Hospice - The care my wife received and the counselling I have received has been MORE THAN excellent / Podiatry - very caring, professional, informative and patient with my elderly mother / Hazel Ward - they couldn't have been better. All the girls work very hard / Quick and efficient. ** is particularly good - always punctual and very good at her job especially as I am needle phobic! / She cares - not only for my husband with dementia, but for me as a carer / Nursery Nurses - fantastic advice and guidance on breastfeeding, sleep issues, reflux and allergies / St John's Counselling

- after a few sessions I began to feel relaxed. Talking to ** has really benefited me and my outlook on life now / Podiatry - I went into the room in extreme pain with my foot and left the opposite - the treatment was excellent / Podiatry - everything about the service was good. The initial examination was thorough. I was told what they were doing and why. I couldn't fault anything / Anxiety management course was excellent - the facilitators explained everything well / Memory Therapy - I cannot praise this service and staff enough. If only it could have gone on longer / Just someone to listen to all your worries about living on your own now - pointing you in the right direction to start building a new life / Memory Therapy - Everything satisfactory. Staff very good. I would like to come back / Podiatry - pain free procedure carried out with a lot of care and patience. Good aftercare / Excellent listener. Understood my needs / Stroke Rehab - found it all excellent / The nurses that visited me at home were very kind, professional and caring - a godsend to myself and my wife / Community Cardiac Service - very efficient and understanding of condition / NROT dietician - good to have a chat and be told I 'm doing the best I could for my mum and to know I wasn't alone / IAPT - being able to talk to someone without feeling judged and in a friendly atmosphere / You listened - you were kind / Stroke Rehab - highest standard of care. He has been given every opportunity to reach his potential on discharge / NROT - all of them seem to have to dash from one to another at a great rate of knots / St John's Counseling - waiting time from referral to appointment was excellent / Diabetes - very well explained and informative course ...

Neutra There are 256 Neutral Secondary Care comments. These are broken down as follows:

| Category | Category Total | Percentage of Total |
|--------------------|----------------|---------------------|
| Patient Focus | 51 | 19.92% |
| Misc. | 47 | 18.36% |
| Staffing | 44 | 17.9% |
| Access To Services | 42 | 16.4% |
| Communication | 34 | 13.28% |
| Treatment | 27 | 10.55% |
| Pathways | 10 | 3.9% |
| Funding | 1 | 0.39% |

Recent Neutral Comments:

More Nurses and training opportunities needed. / Stayed on M1 for 4 days, Some Midwives were lovely but the attitude of some of the other was inappropriate and made me feel like I was being a nuisance. / Podiatry - it would be more helpful if the sessions could continue without having another referral by the doctor. / I was surprised to learn I had a different therapist half way through the course - takes time to adapt / Health Visitors - first week was a bit touchy feely for me - husband would not have liked it / NROT - we needed to know if there were other ideas to add variety to my diet / Diabetes - more information needed at diagnosis. I waited 7 m for this training. I was given a magazine which covered everything in the course. Would have been nice to have that 7m ago. / Memory Therapy - having something in written form to keep would be helpful as details are quickly forgotten / CICT - an approximation of time of call would be helpful / Magnolia - we just wish the quality of the meals was little better / Podiatry - could have a radio to listen to / More preventative education needed about Diabetes / IAPT - possibly extend the amount of sessions allocated to new clients / Train or inform GPs about Cows Milk Protein Allergy and reflux. Listen to parents rather than dismissing it as colic / New Beginnings - some weight/gym equipment would be good to burn off pent up energy and to aid sleep / Podiatry - For patient with poor feet problems, the staircase is poor and the lift is not working / CASH - just had

my smear test and informed smear tests will only be available at GP Practices / Cardiac Services - Would have liked more physio over an extended period of time / I am sorry to hear that the cervical smear option is going from the CASH service. Late night and Saturday morning openings mean I get a smear done / More appointments for post surgery dressings local to the patient would be more convenient / Door to main entrance to hospital is so slow - it needs fixing or removing / They say they are going to send me for tests tomorrow but when tomorrow comes nothing gets done. / You are discharged from hospital and then if you have any questions there is no one at hospital to contact / Midwives made me feel cared for and looked after though sometimes phone calls were not answered / Had issues at the beginning with transfer of notes to Hospital and Midwife changed due to this. When moved the Midwife was organised and informative and I felt reassured. / Received appointment by letter, then had second letter changing appointment. Unfortunately attended the right day at wrong time. Staff were responsive to my needs however. / My Wife has glaucoma. The treatment is excellent, it is the waiting time that makes it a terrible experience. / Good experience at Hospital had to wait but they explained why and kept us informed / stayed on cardiac ward after a heart attack, marvelous service. Only slight issue, I was transferred to another ward early in the morning but there was no bed ready / waiting time was a bit too long at times, but the treatment was excellent. / Temperature low in 4 bedder but this was resolved with a blow heater. / It was hit and miss with staff care/quality. Some staff were so helpful and understanding, while others were irritable and seemed careless or had curt/short attitudes. I understand we all have bad days, maybe more staff are needed / Some Nurses/Carers were excellent, others were not.

Knowledge was variable. "I'll be back" was said frequently and not followed through. Information (requests) were not passed on. / Most staff were friendly and willing to go that extra mile for you. Night shifts seem to be a bit hectic and that is where many problems occur. ...



NHS Doncaster Clinical Commissioning Group Patient Experience Local Data Collection (BETA)

Reporting

Other Care

2015/16 Financial Year

- GP Practice, Other Primary Care (not classifiable)
- Clinical Commissioning Group, Continuing Health Care Provider, Dental Practice, General Pharmacy, Other Ambulance Services, Other Community, Other Mental Health, Other Pharmacy, Other Site / Organisation, Yorkshire Ambulance Service

Negative There are 126 Negative Primary Care comments. These are broken down as follows:

| Category | Category Total | Percentage of Total |
|--------------------|----------------|---------------------|
| Patient Focus | 54 | 42.86% |
| Access To Services | 28 | 22.22% |
| Treatment | 17 | 13.49% |
| Staffing | 7 | 5.56% |
| Funding | 6 | 4.76% |
| Misc. | 6 | 4.76% |
| Pathways | 4 | 3.17% |
| Communication | 4 | 3.17% |

Recent Negative Comments:

Wants an individual placement closer to home but suitable placements are limited / Wants Meningitis B vaccs for child as a special case following problematic birth in DRI / Constituent unhappy that cardiac stents cannot be done in Doncaster / CHC review not done when due and not happy with funding decision / Family unhappy that they manage PHB but fund-holder cannot be a paid carer / Out of our area but patient was sent CHC information

about another patient / Unhappy with CHC funding decision and now wanting a previously unassessed period considered / Delays in processing a CHC Retrospective Claim which is now not deemed as Unassessed / Difficulties obtaining death certificate - no one seemed to know who was issuing and given 'run around' whilst grieving / Delays in case review caused claimant to be on wrong CHC waiting list for review of eligibility for retrospective funding / Delays in completing a CHC appeal / Complaint about CHC assessment and subsequent funding decision / Delays in ASD diagnosis and pathway / Complaint about poor care whilst in CAP (assessment) bed following discharge from hospital / Not happy with CHC funding decision / Delays in CHC PUPoC process / Paramedics called 4:05 and at 13:50 still waiting in chair / UPC Dr prescribed on a green prescription which cannot be used in pharmacy next to A&E - I had to wait until I got home and someone could go to local pharmacist for my much needed pain relief / Patient struggling at home

- seen at A&E and SPA contacted - passed onto STEPS but family told 3-4 week wait / Discharged from DRI - family thought they could manage but couldn't and then told they were on waiting list for someone to bid for care. It is likely patient will have to be readmitted as a result / Why were Mums bruises not seen by the Care Home before she was admitted to DRI? / tl took 20 mins to book me in because the nice paramedics had to wait with everyone else / The day of the first part of my treatment, the waiting area was 45 Mins behind due to staff issues / Felt a little rushed once round from treatment / I was only offered appointment almost 1month after finding out I was pregnant, I had to drive to Doncaster for an earlier date. There are not enough appointments to suit peoples different situations. / Anesthetist said Nurses did not include some vital information in the info she was given, e.g. my asthma and allergies. / 18 mins for the phone to be answered, then 3 times round with voice message. Not given the option to see a doctor, was automatically given a nurse appointment / Appointment to see nurse, took time off work, waited 35 mins and then asked how long I would be..to be told that the nurse was not in that day. No apologies, just told me to ring tomorrow and re-arrange. Not impressed / Waiting for appointments, sometimes have to wait a week or more unless phone early and hope there is a cancellation

Positiv There are 188 Positive Primary Care comments. These are broken down as follows:

| Category | Category Total | Percentage of Total |
|--------------------|----------------|---------------------|
| Staffing | 95 | 50.53% |
| Patient Focus | 46 | 24.47% |
| Access To Services | 26 | 13.83% |
| Treatment | 10 | 5.32% |
| Misc. | 6 | 3.19% |
| Communication | 4 | 2.13% |
| Pathways | 1 | 0.53% |

Recent Positive Comments:

Wheelchair Service - he received from the staff was next to none - friendly and helpful / I recently used YAS and found them to be absolutely marvelous. If I had won that £32 mill I would have given them a substantial amount from it. The Paramedics bent over backwards. Amazing Service / A really nice

ambulance crew fetched me in / Staff were very considerate and very kind / Very well looked after and friendly staff / I cannot praise the staff highly enough, they put me at ease. I deal with stress with humor and they were even polite enough to laugh at my jokes! Thank You / Staff were very welcoming and understanding / Very welcoming and understanding. Made me feel relaxed, brilliant service, Thank you / Really professional, friendly service, made me feel much better / The staff were so kind and helpful / All of the Nurses were lovely, and very understanding. Thank You / Every single staff member was brilliant and understanding, I cannot thank them enough, I felt low and they helped me through it. / Was pleasantly surprised at how friendly and caring the staff were. Thank you so much, you made this horrible situation much easier and treated me with compassion / Staff were brilliant, really welcoming and reassuring, felt comfortable / Lovely people The staff are lovely and treat you with respect. Thank you all very much / Lovely people, make you feel at ease / Very calming environment, not medical, which helped me keep a clear head and not become too nervous / Thank you to all of your staff for the help and treatment they gave me, I don't know what I would have done without them.

Thank you so much / I was scared beforehand and completely emotional afterwards and everyone was so lovely to me. / Felt very at home, all of the Nurses were lovely to speak to and made conversation. Thank you. / Thank you all for taking good care of me, and for being so nice with how emotional I was. / Thank you to the Nurses who made a very scary thing not scary at all. You were all so understanding and wonderful, thank you so much / The nurses were all caring and a shoulder to cry on / Staff were friendly and made my experience better / X was lovely, made me feel at ease throughout both consultation and treatment appointments / The staff were so nice, they made me feel so settled and I did not feel judged, this made my experience pleasant / All staff were friendly and tried their upmost best to make me feel happy and comfortable / Made me feel very comfortable and they were very understanding. They did not judge me. / Very helpful and understanding under the circumstances. Thank you. / All of the staff I met today were friendly and caring. It was an emotional day but their support helped. / The Staff were friendly and caring. I felt very comfortable and well looked after. ...

Neutral There are 44 Neutral Primary Care comments. These are broken down as follows:

| Category | Category Total | Percentage of Total |
|--------------------|----------------|---------------------|
| Patient Focus | 17 | 38.64% |
| Access To Services | 15 | 34.09% |
| Treatment | 4 | 9.09% |
| Pathways | 3 | 6.82% |
| Staffing | 2 | 4.55% |
| Communication | 1 | 2.27% |
| Funding | 1 | 2.27% |
| Misc. | 1 | 2.27% |

Recent Neutral Comments:

CHC PUPoC case closed but patient was not informed that they should ask for review within a certain period / Specialised ophthalmology tests not available in Doncaster - have to go to Sheffield / Unhappy with terminology used in a CHC DST relating to her relative / When you take prescription in you usually have to go back next day as they have to order in. Not good if its Friday and chemist is closed Saturday / You cannot book in advance and it is easier to go to the Hospital to get your bloods done. / Keep a look out for the mental health of carers / Give health checks to young carers / Care Homes should be made to offer respite when registered by CQC / Carer ID needed to overcome obstacles such as accessing services and information / Make support for carers easier to access - emergency care, advertising, 24 hour care line, help from GPs / Look after us or there won't be any carers left to care / Respite care at home needed as respite care in a residential home is very difficult because of demand / I need to find someone I can trust to look after my wife whilst I do some shopping / When an adult family member has mental health problems, the whole family needs support / Do a health assessment every year for Carers. Their health needs often go unattended / More respite care needed for complex patients - not available in nursing homes / It was basically safe and consistently delivered by not very personalised. / It was ok but nothing special / Staff try their best but they are extremely overworked and under supported / Staff appeared to care but never had the time to spend talking to the residents / Care was good but Mum was scared of some of the residents as she was very frail and some had dementia and were a bit unpredictable / The care was ok. I found the support staff had a far better approach than the nursing staff / Usually very good but some staff could do with better training on how to treat the old and frail / Staff try their best but struggle because of staff shortages. Residents don't get chance to engage in activities ...

Appendix C

Here is a summary of the subject areas of complaints and MP enquiries received by the CCG during 2015-16.

| | | |
|--|--|-----------|
| Complaints (including MP Enquiries that are a formal complaint) | Continuing Health Care current - assessment process, funding decisions , time taken | 27 |
| | Continuing Health Care - the time taken to process retrospective claims and claims for previously unassessed periods of care | 10 |
| | Individual Funding Request (IFR) eligibility criteria | 5 |
| | Specialised service commission | 2 |
| | Personal Health Budget | 2 |
| | Commissioning decisions | 2 |
| | Continuing Health Care appeal – time taken to complete process | 1 |
| | Care whilst under assessment for Continuing Health Care | 1 |
| | Individual placements –reviews and support provided | 1 |
| | Service change | 1 |
| | Multi-agency CCG led – health and social care | 1 |
| | Children’s Services – delays in diagnosis and pathway – Autism /ASD | 2 |
| | Pharmacy | 1 |
| | Total complaints received | 56 |
| | | |
| MP Enquiries (not including complaints) | Service performance and funding | 10 |
| | Existing complaints requesting updates | 5 |
| | Prescribing | 1 |
| | Delays in the CHC process for dealing with claims for Previously Unassessed Periods of Care | 1 |
| | Total MP Enquiries received | 17 |
| | | |