

Leicester City CCG Complaints Process

Stage one of the Complaints Process

1. Complainants can send a complaint to the Governance Officer at Leicester City CCG using several methods of communication. This includes, sending an e-mail to the designated complaints e-mail address (LCCCGComplaints@LeicesterCityCCG.nhs.uk), by post and also by use of the new online form on the Leicester City CCG website. It has been recognised that before complainants send an e-mail or any correspondence through to the CCG, they tend to call the CCG to discuss their complaint first. This is helpful for the CCG because it means we can identify and explain exactly what information is required for the complaint to be registered with the CCG. It will be highlighted that the complaint should be received in writing, and the complainant must include specific pieces of information such as their address and the GP practice they are registered with. They should, if possible, also provide consent for other health bodies to aid the investigation in to the complaint.
2. Clarity needs to be sought as to whether the patient is a city patient or is registered to a practice that belongs to one of the other two CCGs in Leicestershire. Currently, Leicester City CCG uses a postcode database as a search mechanism to establish which CCG should have responsibility for investigating the complaint.
3. Leicester City CCG also receives complaints that are more appropriate for the other two neighbouring CCGs or NHS England. Complainants need to provide verbal consent and a hard copy of their consent to ensure they are happy for Leicester City CCG to send the complaint to the correct organisation on their behalf. Leicester City CCG also explains to the complainants how they can address their complaint to the correct organisation themselves by providing the relevant addresses and telephone numbers.

Stage two of the Complaints Process

4. Once a complaint has been received by the CCG, and the complainant is recognised as a Leicester City CCG patient, the complaint is then logged into the system and an acknowledgement sent to the complainant within 3 working days, in line with the statutory NHS Complaints Regulations 2009. If explicit consent to investigate a multi-organisational complaint has not been provided, it is sought at this stage. Once consent has been obtained, an investigation in to the complaint can commence. The complaint is triaged to the relevant health bodies to help aid investigation, and the complainant receives an estimated timescale for the response.

5. Leicester City CCG aims to provide responses to complainants within 28 working days. However, this timescale may need to be amended to ensure all organisations taking part in the investigation have adequate time to investigate all of the concerns that have been raised thoroughly.

Stage 3 of the Complaints Process

6. As soon as the complaint is triaged it is then monitored by the Governance Officer, who will source additional information from the complainant if required. The Governance Officer then works to ensure that deadlines are on target and provides regular updates to the complainant if there are any changes to the response deadline.
7. Once the concerns highlighted have been investigated by all the relevant parties involved in the complaint, all of the information provided is compiled into one response, and this response is then quality assured and reviewed by a CCG Governing Body clinician if necessary.

POhWER

8. At Leicester City CCG, we have experienced that some complainants would like more support in making their complaint. Due to this, the CCG has incorporated the use of POhWER who are a free, independent and confidential service.
9. POhWER act as an advocate for the complainants, helping to formulate the complaint so that all the relevant information is included and guide the complainant through the system.
10. Complainants are made aware that they should not feel obliged to use POhWER if they do not wish to use them. However, we recommend POhWER because they are able to help complainants who need extra support, while they also help the CCG because they ensure the complainant includes all the facts needed to undertake a robust investigation.

Disputes

11. Leicester City CCG always provides information for the Health Service Ombudsman when the response is sent back to the complainant. This consists of a leaflet outlining what the complainant can do if they are not satisfied with the response that they have been provided with.

Reporting

12. Every month the Senior Management Team at the CCG receive an update in regards to the number of complaints received and any identified themes. Weekly updates are provided to the Quality team as they require this information to understand what experiences patients are having in regards to the services commissioned by the CCG. Weekly monitoring helps them to identify key trends and themes, but also how they can help to improve patient experience.
13. A monthly update is also provided to the Contracting Team at the CCG who analyse the data to understand the key themes that have been identified. This data helps them to monitor issues that are raised with services, and helps to develop them to ensure patients receive a high quality service.
14. The data from the complaints register is modified to ensure that patient confidential information is not included in the updates provided to colleagues at the CCG.

Review of Complaints Process

15. Leicester City CCG is currently undergoing a review of the Complaints Process, to ensure it is more streamline and robust. After having sight of the Francis Report and Clwyd Review, it is paramount that key recommendations are taken into consideration to ensure complaints are investigated fully and a robust process is followed to ensure responses are thorough and provide assurance to patients.
16. The process will be amended so that complainants have the opportunity to include some of the protected characteristics on the online complaints form, or in the acknowledgment letter sent back to them. This information will aid the CCG to analyse trends and patterns and key themes. The Clwyd Review in particular provides recommendations into the standards that might be best applied to the handling of complaints.
17. The complaints register will be analysed to ensure all the information is captured appropriately and to ensure timescales are reviewed to ensure each stage is given sufficient time for all the information to be pulled together. This will also allow enough time for letters to be approved appropriately before they are sent out, and for the information to be challenged by the organisation if clarity needs to be sought.
18. As soon as a response has been provided, patients will be given an opportunity to provide feedback so that we can ensure that the CCG are meeting their expectations. This can be done by introducing resolution meetings to iron out problems at a local level. This will give the organisation a chance to solve the

problem with the patient before escalating the complaint to the next stage and involving the Health Service Ombudsman.

Current CCG Complaints Process

