

Leicester City CCG: Information on Complaints

Number of Complaints Received in Quarter 1, 2 and 3

1. In quarter one; Leicester City CCG (LC CCG) received eleven complaints from the period of April 2013 to June 2013. Out of the eleven complaints, one was signposted to West Leicestershire CCG (WL CCG), and one was signposted to East Leicestershire and Rutland CCG (ELR CCG), and one was for NHS England. Therefore, LC CCG has been the lead for eight complaints in the first quarter.
2. In quarter two, Leicester City CCG received eighteen complaints from the period of July 2013 to September 2013. Out of the eighteen, ten have been for NHS England, and two of the complaints have been for West Leicestershire CCG (WL CCG). Therefore, LC CCG has been the lead for six of the complaints received.
3. In quarter three, LC CCG received twenty one complaints, of which, one was West Lincolnshire CCG, seven were for NHS England, one for East Leicestershire and Rutland CCG, and three for West Leicestershire CCG. Therefore, LC CCG has been the lead for nine of the complaints received.

Themes for the Complaints

4. Leicester City CCG will only investigate complaints in regards to the services commissioned by the CCG and services that are commissioned on behalf of the CCG by the other two neighbouring CCGs in Leicestershire and Rutland.
5. A common theme identified from the complaints handled by Leicester City CCG is in relation to concerns with University Hospitals of Leicester NHS Trust (UHL). Patients have complained that they have experienced delays in referral to treatment and appointments have been booked beyond the eighteen week time frame due to hospitals cancelling appointments and rescheduling them to later dates. In addition, another common theme identified from the complaints received in relation to UHL surrounds the general poor standards of hospital care received by patients.
6. Patients have also experienced difficulties in accessing patient transport provided by Arriva. Some have experienced unnecessary delays. This is a common trend and from analysing the complaints in the last three quarters, there is a common occurrence that patients are not receiving a good quality and satisfactory service from Arriva.
7. Another common theme is in relation to the Out of Hours Service. Patients have expressed that they have not been satisfied with the service provided during their

consultations with an Out of Hours GP. Patients have felt that they have experienced communication breakdowns with the GP during their consultation as they feel that their problems are not being addressed appropriately, and quality has not been at its best.

Data the CCG collects

8. The CCG will always ensure that the patient provides their GP practice an address before undertaking an investigation into a complaint. This is to ensure that the patient belongs to the CCG and so that the correct process can be undertaken.
9. The CCG is currently undergoing a review of the complaints process to include a process to collate data from some of the protected characteristics. The specific characteristics have not been agreed upon, but they are in the process of being finalised. This data will be used to help the CCG Quality team to analyse patient experiences and break them down in to smaller categories.
10. The table below shows the data the CCG collects when a complaint is recorded and processed. The data collected from the CCG is anonymised before it is shared with colleagues in the organisation to ensure that there isn't a breach of data protection.
11. As the CCG is undergoing a review of the complaints process, the way data is collected will also be reviewed to ensure that all the relevant aspects are captured.

Action Taken

12. Within the CCG, particular teams are provided with a snapshot of a description of the complaints received. This is to ensure that contractually providers are delivering the services they should be, and to ensure that patients are experiencing the best quality of services commissioned by the CCG.
13. Weekly updates are provided within the CCG with the Quality team so that they can identify any key themes or trends and build upon experiences patients are having. This is a key element to ensure that patient experience is improved, and to also ensure that complaints are investigated robustly.
14. Data is shared within the three CCGs and other agencies such as UHL only when the complaint requires a multi organisational response, or if the complainant has sent their complaint to the wrong CCG.
15. The CCG is currently exploring many ways in which the complaints data can be used to improve services, and to ensure that information is captured and shared appropriately within the CCG. The CCG is looking to implement a new process by ensuring recommendations from the Francis Report and Clwyd Report on complaints handling is taken into consideration.