

Board of Directors

Title: Complaints and PALS Annual Report

Date: 22 May 2024

Lead: Katie Prichard-Thomas

Purpose: This report summarises the complaints, concerns and compliments received by the Trust during the year 2023 - 2024 and the overall performance of complaints handling.

Key Points:

- During the period of 1 April 2023 – 31 March 2024, the Trust received 394 complaints under the NHS Complaints Procedure. This is an increase of 3% in comparison to the 381 complaints received during the period of 1 April 2022 – 31 March 2023.
- 59% of the 378 complaints closed during 2023/24 were responded to within 25 working days. The average days to close for all complaints were 32 working days.
- 96% of complaints closed during that timeframe were either responded to within 25 working days or with an extension agreed with the complainant.
- These 394 complaints received can be broken down into: Networked Care = 55; Planned Care = 143; Urgent Care = 188; Finance = 2; Corporate = 2; Chief Nursing Officer=1; Estates and Facilities = 3.
- 64% of complaints were related to clinical treatment, 27% were related to communication and 5% were related to administration.
- There were 94 re-opened complaints received in 2023/24 compared to 48 the previous year.
- 73 local resolution meetings were arranged and support by the Complaints & PALS Team with complainants to provide them with the opportunity to discuss their concerns, compared to 37 last year.
- 7 complaints were referred to the Ombudsman for review during 2023/24 compared with 3 the previous year. 1 complaint in relation to Networked Care, 4 to Planned Care, 1 to Urgent Care and 1 to Finance were received originally in 2020, 2021, 2022 and 2023.
- The trust has received 5 outcome reports in 2023/24.
- There were 3,040 PALS concerns raised in 2023/24, which is a 9% increase on the 2,791 received in 2022/23.
- The number of compliments logged by the Trust in 2023/24 was 620, which is an increase of 46% in comparison to the 424 received in 2022/23.

Decision required: The Board is asked to note the report.

FOI Status This report will be made available on request.

1 Attachments

1.1 The following are attached to this report:

(a) Appendix 1 – Complaints and PALS Annual Report 2023-24

2 Contact

Contact: Sharon Herring, Associate Chief Nurse for Patient Experience,
Workforce and Education.

Phone: Sarah Woolsmith, PALS Manager,
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