

West Dunbartonshire HSCP Complaints Summary 1 April 2018 – 31 March 2019

There were a total of 49 stage 2 complaints received within the Partnership during the reporting year and 35 frontline complaints, 1 of these complaints was transferred to stage 2.

Responded under NHSGGC Complaints Policy		Responded under Social Work Complaints Policy	
Fully Upheld	1	Fully Upheld	4
Partially Upheld	3	Partially Upheld	9
Not Upheld	9	Not Upheld	18
Unsubstantiated		Unsubstantiated	6
NHSGGC Complaints Policy		Social Work Complaints Policy	
Mental Health, Learning Disability & Addictions	3	Community Health and Care Services	14
Children's Health, Care & Criminal Justice	5	Children's Health, Care & Criminal Justice	16
Community Health and Care Services	1	Mental Health, Learning Disability & Addictions	6
MSK Physio*	4	Joint complaint between the Health and Social Care Partnership and Housing	1
Total	13		37

*NHSGGC-Wide Hosted service

Summary of main themes evident from lessons learnt:

- Importance of reviewing processes to ensure efficient and fit for purpose.
- Importance of staff communicating timeously, clearly and respectfully with service users and family members.
- Importance of staff adhering to the General Data Protection Regulations, ensuring proper use of systems with accurate record keeping.
- Staff need to follow Data Protection Legislation in relation to sharing personal data with third parties.

	Value	Target	Note
Percentage of complaints received and responded to within 20 working days (NHS)	62%	70%	13 complaints received, with 8 responded to on time.
Percentage of complaints received which were responded to within 28 days (WDC)	32%	70%	37 complaints received, with 12 responded to on time. It has been confirmed that the majority of the delays were related to the complexity of the complaints, so were legitimate in each circumstance.

Service Area	Complaint Subject	Outcome
Social Work Policy		
Community Health and Care Services	Employee Attitude	Not Upheld
	Employee Attitude	Not Upheld
	Administrative Delays	Not Upheld
	Employee Attitude	Unsubstantiated
	Data Breach	Upheld
	Failure to Provide Service	Unsubstantiated
	Failure to Provide Service	Upheld
	Employee Attitude/Communication	Partially Upheld
	Bias or Unfair Discrimination	Not Upheld
	Failure to achieve standards/quality of service	Partially Upheld
	Communication	Partially Upheld
	Employee Attitude	Unsubstantiated
	Failure to Achieve Standards/Quality of Service	Not Upheld
	Delay in providing service	Partially Upheld
	Communication	Not Upheld
Children's Health, Care & Criminal Justice	Concern regarding Foster Placement	Not Upheld
	Failure to Achieve Standards/Quality of Service	Not Upheld
	Employee Attitudes, Failure to Provide Service, Failure to achieve standards/quality of service, Failure to fulfil statutory responsibilities, Communication	Unsubstantiated
	Administrative Delays/Failure to Fulfil Statutory Responsibilities/Employee Attitude	Not Upheld
	Failure to Provide Service/Employee Attitude	Not Upheld
	Bias or Unfair Discrimination	Not Upheld
	Bias or Unfair Discrimination	Not Upheld
	Employee Attitude/Failure to Provide Service/Failure to Achieve Standards/Quality of Service	Unsubstantiated
	Failure to achieve standards/quality of service/Communication	Partially Upheld

	& GDPR Issues	
	Communication & GDPR Issues	Upheld
	Failure to achieve standards/quality of service	Upheld
	Failure to Provide a Service	Not Upheld
	Failure to Provide a Service	Partially Upheld
	Employee Attitude	Not Upheld
	Communication	Not Upheld
Mental Health, Learning Disability & Addictions	Failure to provide services	Not Upheld
	Employee Attitude	Partially Upheld
	Collision with other resident	Unsubstantiated
	Failure to achieve standards/quality of service	Not Upheld
	Employee Attitude	Partially Upheld
	Failure to Provide Service	Partially Upheld
Joint Complaint	Failure to Provide Service	Not Upheld
Service Area	Complaint Subject	Outcome
NHS GGC Policy		
MSK Physio	Treatment	Not Upheld
	Treatment/ Communication	Partially Upheld
	Conduct	Not Upheld
	Conduct	Not Upheld
Mental Health, Learning Disability & Addictions	Staff Attitude	Not upheld
	Staff Issue	Partially Upheld
	Conduct	Not Upheld
Children's Health, Care & Criminal Justice	Booking Arrangements	Partially Upheld
	Communication	
	Treatment	Not Upheld
	Staff Conduct	Not Upheld
	Treatment	Not Upheld
Community Health and Care	Conduct/Behaviour	Upheld

Services		
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