

West Dunbartonshire CHCP Complaints Summary 1st April 2014- 30th June 2015

There were 50 formal complaints received within the Partnership during this period.

Responded under NHSGGC Complaints Policy		Responded under WDC Complaints Policy	
Fully Upheld	6	Fully Upheld	12
Partially Upheld	4	Partially Upheld	9
Not Upheld	6	Not Upheld	12
Unsubstantiated		Unsubstantiated	1
Withdrawn		Withdrawn	
Ongoing		Ongoing	
Consent not received		Consent not received	
Total	16		34
NHSGGC Complaints Policy		WDC Complaints Policy	
Mental Health Services	1	Children's Services	14
MSK Physiotherapy Services*	10	Children's Residential Care	1
Clydebank Health Centre	1	Mental Health Services	2
Diabetic Retinal Screening*	2	Care at Home	5
		Community Care	2
Children's Services	1	Care Contract Team	2
District Nursing	1	Physical Disability Services	1
		Learning Disability Services	1
		Addiction Services	1
		Hospital Discharge	1
		SDS Community Care	1
		Occupational Therapy	2
		Older People's Residential Care	1
Total	16		34

*NHSGGC-wide Hosted services.

Summary of main themes evident from lessons learnt:

- Importance of staff communicating timeously, clearly and respectfully with service users.
- Importance of on-going and clear engagement with client advocates.
- Importance of good documentation and record keeping, supported by routine staff supervision.
- Importance of timeous allocation of care assessment worker.
- Importance of clear and timely communication between staff in dealing with service users.

Action has already been taken with respect to the above within the specific service areas; and messages reinforced more generally.

Service Area	Complaint Subject	Outcome
<u>WDC POLICY</u>		
Addiction Services	Failure to provide service	Partially upheld
Care at Home	Car parking	Upheld
	Communication	Upheld
	Communication	Upheld
	Failure to provide service	Upheld
	Administration	Partially upheld
Care Contract Team	Finance query	Not Upheld
	Communication	Partially upheld
Children's Residential Care	IT Issues	Not Upheld
Children's Services	Quality of service	Unsubstantiated
	Communication	Upheld
	Failure to provide service	Not Upheld
	Failure to provide service	Not upheld
	Failure to provide service	Not upheld
	Car parking	Upheld
	Paperwork	Not upheld
	Child protection	Not Upheld
	Building damage	Upheld
	Staff attitude	Partially upheld
	Failure to achieve services	Partially upheld
	Communication	Upheld
	Communication	Partially upheld
	Quality of service	Partially upheld
Community Care	Quality of service	Partially upheld
	Paperwork	Upheld
Hospital Discharge	Policy	Not upheld
Learning Disability Services	Failure to provide service	Upheld

Service Area	Complaint Subject	Outcome
Mental Health Services	Unfair treatment	Not Upheld
	Administration	Partially upheld
Occupational Therapy	Staff attitude	Upheld
	Failure to provide service	Not upheld
Older People's Residential Care	Failure to provide service	Not upheld
Physical Disability Services	Failure to provide service	Not Upheld
SDS Community Care	Administration	Upheld
<u>NHSGGC Policy</u>		
Children's Services	Administration	Partially upheld
Clydebank Health Centre	Staff attitude	Upheld
District Nursing	Staff attitude	Upheld
Mental Health Services	Staff attitude	Not upheld
MSK Physiotherapy	Failure to provide service	Not upheld
	Failure to provide service	Partially upheld
	Quality of service	Not upheld
	Failure to provide service	Not upheld
	Staff attitude	Upheld
	Quality of service	Not upheld
	Failure to provide service	Upheld
	Quality of service	Partially upheld
	Administration	Upheld
	Failure to provide service	Not upheld
Diabetic Retinal Screening	Administration	Upheld
	Staff attitude	Partially upheld