

West Dunbartonshire HSCP Complaints Summary 1 April 2019 – 31 March 2020

There were a total of 45 stage 2 complaints received within the Partnership during the reporting year and 33 frontline complaints.

Responded under NHSGGC Complaints Policy		Responded under Social Work Complaints Policy	
Fully Upheld	4	Fully Upheld	6
Partially Upheld	4	Partially Upheld	4
Not Upheld	3	Not Upheld	21
Unsubstantiated		Unsubstantiated	
Ongoing	1	Ongoing	2
NHSGGC Complaints Policy		Social Work Complaints Policy	
Mental Health, Learning Disability & Addictions	5	Community Health and Care Services	11
Children's Health, Care & Criminal Justice	1	Children's Health, Care & Criminal Justice	16
Community Health and Care Services	4	Mental Health, Learning Disability & Addictions	6
MSK Physio*	2		
Total	12		33

*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)	33%	70%	12 complaints received, with 4 responded to on time. 1 complaint is outstanding and will be responded to in Quarter 1 2020/21.
Percentage of complaints received which were responded to within 28 days (WDC)	35.5%	70%	33 complaints received, with 11 responded to on time. 2 complaints are due to be responded to in Quarter 1 2020/21.

Complaint Subject and Outcome

Service Area	Complaint Subject	Outcome
Social Work Complaint Policy		
Children's Health, Care & Criminal Justice	Communication	Upheld
	Failure to Provide Service	Not Upheld
	Policy Implementation	Not Upheld
	Failure to achieve standards/quality of service	Not Upheld
	Failure to Provide Service	Not Upheld
	Failure to Provide Service	Not Upheld
	Failure to achieve standards/quality of service	Not Upheld
	Failure to achieve standards/quality of service	Partially Upheld
	Failure to Provide Service	Not Upheld
	Failure to fulfil statutory responsibilities	Not Upheld
	Communication	Not upheld
	Policy Implementation, Failure to Provide Service, Failure to fulfil statutory responsibilities, Communication	Partially Upheld
	Failure to Provide Service, Failure to achieve standards/quality of service	Partially Upheld
	Employee Attitude	Not Upheld
	Failure to Provide Service, Failure to achieve standards/quality of service	Not Upheld
	Policy Implementation, Failure to Provide Service, Failure to fulfil statutory responsibilities, Communication	Partially Upheld
Community Health and Care Services	Administration/Communication	Upheld
	Administration/Communication	Upheld
	Administration/Communication	Upheld
	Communication	Partially Upheld
	Failure to provide service	Not Upheld
	Failure to provide service	Not Upheld
	Communication	Upheld

	Other	Upheld
	Failure to provide service	Not Upheld
	Policy	Not upheld
	Communication	Upheld
Mental Health, Learning Disability & Addictions	Policy	Not Upheld
	Policy	Not Upheld
	Policy	Not Upheld
	Policy	Not Upheld
	Policy	Not Upheld
NHS Complaints Policy		
Mental Health, Learning Disability & Addictions	Access/Action Plan/Communication/Policy	Upheld
	Conduct	Upheld
	Conduct	Partially Upheld
	Communication	Partially Upheld
	Employee Attitude	Not Upheld
Community Health and Care Services	Conduct	Upheld
	Communication	Not Upheld
	Systems	Upheld
Children's Health, Care & Criminal Justice	Communication	Partially Upheld
MSK Physio	Communication	Partially Upheld
	Attitude and Behaviour	Not Upheld

Complaints considered by the SPSO

Once a complaint has been dealt with at Stage 2 of the Complaints Handling Procedure, complainants may approach the Scottish Public Services Ombudsman (SPSO) if they remain dissatisfied. The SPSO is the final stage for complaints about public services in Scotland, including complaints about a Local Authority.

In 2019/20, the SPSO felt it appropriate to investigate 1 complaint, whereas in 2017/18 they investigated 0 complaints. Of the complaint investigated the SPSO upheld it and provided recommendations to the HSCP which were carried out. There was a further 4 complaints that went to the SPSO but they did not take these further. In 2018/19 the SPSO did not take 7 complaints received forward.

SPSO ID	Service Area	SPSO Outcome
201800860	Children's Service – Adoption	Upheld
201902683	Children's Services	Not taken further by the SPSO – no further action
201810522	Mental Health	Not taken further by the SPSO – no further action
201905992	Care at Home	Complaint not taken forward as complainant had not exhausted Partnership's complaints process