



Freedom of Information Request

Ref: UHB 19-653

12 November 2019

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

Request:

Can the Trust please provide missing information in table format for the period beginning January 2014 to now.

1. No of Action Plans agreed across the Trust in relation to all Complaints received.
2. % of Actions agreed and successfully implemented within timescale.
3. What assurance checks have been UNDERTAKEN and HOW to ensure agreed Actions have been fully implemented and embedded into the Service
4. What is the position regarding residual outstanding Actions and how are these being monitored and reported?

Response:

In March 2016, the Trust started recording all complaints on a new database system called Datix. Prior to this, the database used used to record complaints was Ulysses Safeguard. At that time, information relating to actions and action plans was not recorded on the Ulysses Safeguard system, therefore the information provided in response to this FOI request covers the period 01/03/2016 to 30/09/2019, (i.e. the date at which the Trust started recording complaints (and details of actions) on Datix), up to the latest date for which validated data is available at the time of this request.

It should also be noted that the Trust does not record action *plans*, but rather separate actions resulting from the complaints made. In practice, there may be some complaints for which no actions were necessary, some for which there was a single action, and some for which several actions were identified. The number of actions recorded therefore does not match the number of complaints received.

During the period 01/03/2016 to 30/09/2019, the Trust received and investigated a total of 6,640 complaints, which have been validated and reported to the Trust Board.

The data required in order to answer this request is recorded on the Datix system, as mentioned above. However, the system also contains details of complaints that were received but “did not proceed”, i.e. they were subsequently withdrawn by the complainant, we were unable to obtain the patient’s consent, they were for other Trusts, or did not proceed to investigation for some other reason.

For this reason, it has not been possible to extract from the system the number of actions directly resulting from the 6,640 complaints received during the period in question. Therefore, for the purposes of this request, details have been provided of the number of actions recorded on the Datix system that were due during the period requested. It should therefore not be read that only 1,505 actions resulted from 6,640 complaints received, as this is not a direct correlation of data.

In summary, the 1,505 represents the number of actions that were due during the period of 01/03/2016 to 30/09/2019.

1. Number of actions agreed across the Trust with a due date between 01/03/2016 to 30/09/2019 = **1,505**.
2. % of actions agreed and successfully implemented within timescale = **98.9% (1,489)**.
3. The Divisional Complaints Coordinators run a report each month showing all actions due that month and they will chase these up with the individuals responsible for completing them, either to remind them that they are due or to ask why they have not been completed within the timescale provided. The manager responsible for completing the action is expected to add notes to the action on Datix, explaining how it has been implemented as well as the date it was done.
4. Of the 1,505 actions noted in point 1 above, there are currently nine actions that should have been completed by 30/09/2019 or earlier, which have not yet been completed and seven that have due dates after 30/09/2019. These are actively chased up with the Divisional Complaints Coordinator and copied to the person responsible for the action, by the Patient Support & Complaints Team - the PSCT diary reminder is not finalised until confirmation is received that the action has been completed. If a response is not received from the Divisional Complaints Coordinator or manager responsible for the action, this will be escalated to the divisional Head of Nursing for the Division, who has overall responsibility for complaints within their Division. In the event that an action is not completed on time, the Divisional Complaints Coordinator will follow this up as detailed in point 3 above.

Number of actions recorded	Number of actions completed within timescale	Percentage of actions completed within timescale	Number of actions outstanding that were due to be completed by 30/09/2019 or earlier	Number of actions with due dates after 30/09/2019
01/03/2016 - 30/09/2019				

1,505	1,489	98.9%	9	7
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This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust