

Concerns, Complaints and Feedback Monitoring Report 2012/13

Background

1. The Patient Rights (Scotland) Act 2011 and supporting “*Can I help you?*” guidance provided under CEL 8 places a responsibility on NHS bodies to prepare and publish an annual report on feedback, comments, concerns and complaints; summarising what action has been taken to improve services or show where lessons have been learned as a result of feedback, comments, concerns and complaints received over the year.
2. Boards are required to publish these annual reports and details of the publication must be sent to Scottish Government, Healthcare Improvement Scotland and the Scottish Public Services Ombudsman (SPSO).

Introduction

3. NHS Health Scotland receives feedback from a number of different channels, feedback and comments can be initiated by us, for example asking a delegate to complete an evaluation form following an event or come directly from the member of the public/service user completing a comments form on our website (annex 1), contacting a member of staff or leaving a comment or ‘tweet’ on a social media site. We also receive complaints and concerns in writing, by email and by phone through our formal complaints process.

Complaints and Concerns

4. Over the year from April 2012 to March 2013 NHS Health Scotland received five complaints. Four complaints related to one of our publications and those were ‘partially upheld’ and one complaint related to a data protection issue, which was ‘not upheld’. In responding to the complaints we did not require to use any form of alternative dispute resolution and all complaints were responded to within the target of 20 working days.
5. NHS Health Scotland regularly receives complaints and concerns about treatment and services provided by other NHS organisations. Those contacting us tell us they find NHS complaints systems confusing and difficult to navigate, or that they have confused us with NHSScotland. In 2012/13 we received 23 complaints/concerns for other NHSScotland Services, compared with 7 in 2011/12. Processes are in place to redirect complainants to the appropriate organisation for responding to their complaint or concern and we are also planning to update the information available on our website to better inform complainants of local NHS contact details.

Learning from Complaints

6. Four of the complaints received this year concerned language used in our publication, *Ready Steady Baby!* Particularly use of the word 'partner' and the perception that this was not inclusive of the needs of fathers.
7. When we responded to the complainants we invited them to take part in forthcoming reviews of our *Ready Steady Baby!* and *Ready Steady Toddler* publications; and 3 of the 4 complainants took up our offer. NHSHS staff also met with one of the complainants, who expanded further on his feedback. Quotes from him on his experiences of being a father were able to be included in the mini reprint of *Ready Steady Baby!* and this has enhanced the quality of the publication.
8. We worked collaboratively with these service users to make further changes, such as increasing the number of images of fathers across all our early years publications, updating our *Ready Steady Baby!* website, and updating the explanatory note on the use of the term 'partner'. We hope these service users will continue to work with us during the full review of these publications and the impact assessment for the overhaul of parenting information during 2013-14.

Feedback and Comments

9. In 2012/13 we received 20 complimentary emails about our printed resources, these emails help us to understand how our resources are being used and that they are meeting the needs of the intended audience.
10. All NHSHS events seek delegate feedback to enable our events to be continuously improved. In 2012/13 we captured feedback on content, speakers, event format, exhibitions, venue, catering, and pre event information. This informs planning of future events whilst internal debriefs also enable the internal planning to be assessed to determine areas for improvement e.g. efficiency savings, improved communication, or earlier planning.

Learning from Feedback and Comments

NHS Health Scotland Events

11. Reduced travel allowances for NHS Boards can impact on delegate's ability to attend our conferences in person. To offset this and support our relevant networks NHSHS integrate, where sufficient demand exists and costs can be justified, webcasting or video conferencing into our events. For example, the National Early Years conference in June 2013 had approx. 180 delegates join by webcast enabling Health Scotland to reach a wider network with key messages and enhance the profile of the conference.
12. Alternating national events between major cities our national events attract delegates from across Scotland, therefore based on delegate feedback on the

difficulties in travelling to attend events, we endeavour to alternate our national events each year. For example the Physical Activity Health Alliance (PAHA) Conference was held in Perth in 2011, Edinburgh in 2012 and will likely be held in Glasgow for the next event in 2014.

13. Improving engagement/interaction at events based on general feedback from both delegates and planning groups, we strive to make our events more interactive and offer delegates an ability to engage in the content, share views and spark debate. This has been achieved via digital voting (Smoking Cessation Conference), panel discussion with audience Q&A (PAHA) and tweeting at our national conferences and suitable external events e.g. NHSScotland, Faculty of Public Health. We are currently considering other ways of improving interaction at events such as wordle (a 'word cloud' creator), prezi (presentation software) and tweet screens.

Jenny Kindness
Project Manager - CEO
15 July 2013

Annex 1: Website Contact Information

NHS Health Scotland

Search

Home About Scotland's health News & events Topics Equalities Learning Resources Your health Contact us

Home | Contact us

- CONTACT US
- STAFF DIRECTORY
- FREEDOM OF INFORMATION REQUESTS
- MEDIA ENQUIRIES
- GETTING INVOLVED
- RAISING CONCERNS AND MAKING COMPLAINTS



CONTACT US

Main address, telephone and email contacts for NHS Health Scotland are listed below.



Staff directory

Find details for all [NHS Health Scotland staff](#), listed by department.

Your comments

NHS Health Scotland is committed to continuous improvement and we welcome any [comments or suggestions](#) you may have about our organisation.

Key email addresses

General enquiries

For any general enquiries please contact - nhs.healthscotland-generalenquiries@nhs.net

Alternatively, you may also find the following email addresses helpful for more specific enquiries.

Publications

For information about obtaining or purchasing NHS Health Scotland publications - nhs.healthscotland-publications@nhs.net

Knowledge Services

To obtain free knowledge and information services on a range of health improvement topics - nhs.healthscotland-knowledge@nhs.net

Events & Sponsorship

For information about any events or sponsorship enquiries - nhs.healthscotland-events@nhs.net

Webmaster

Contact for technical support with NHS Health Scotland websites - nhs.healthscotland-webmaster@nhs.net

FIND OUR OFFICES IN EDINBURGH AND GLASGOW

EDINBURGH OFFICES

Woodburn House
Canaan Lane
EDINBURGH
EH10 4SG

Tel: 0131 536 5500
Fax: 0131 536 5501

[How to find Woodburn House and The Priory](#)

Thistle House
2nd Floor
91 Haymarket Terrace
EDINBURGH
EH12 5HE

Tel: 0131 313 7500
Fax: 0131 313 7501

[How to find Thistle House](#)

GLASGOW OFFICE

Meridian Court
NHS Health Scotland
Meridian Court
5 Cadogan Street
GLASGOW
G2 6QE

CONTACT US**STAFF DIRECTORY****FREEDOM OF INFORMATION REQUESTS****MEDIA ENQUIRIES****GETTING INVOLVED****RAISING CONCERNS AND MAKING COMPLAINTS****RAISING CONCERNS AND COMPLAINTS**

Here you will find details of how to make a complaint to NHS Health Scotland. It also explains our procedure for managing complaints made by individuals or organisations. We hope this procedure sets out clearly how we will resolve any complaints and deal with any concerns or feedback.

NHS Health Scotland aims to be open and transparent in all its business activities and to provide a high quality service at all times. However, it is recognised that there may be occasions where individuals or organisations are dissatisfied by some aspect of NHS Health Scotland's work.

This procedure does not cover requests for information made under the Freedom of Information (Scotland) Act 2002. This is covered separately under [Freedom of Information](#).

Concerns, suggestions and feedback

We welcome any feedback that will contribute to improving the quality of NHS Health Scotland's services. Informal concerns about our work or suggestions for improvement may be raised at any time in writing, by telephone or email.

All concerns received will be acknowledged, noted and the person raising the concern will be advised of the outcome if they wish. It is recognised that a failure to act on a concern raised may result in a formal complaint at a later stage.

Complaints procedure

If you wish to make a formal complaint about the way NHS Health Scotland has conducted its business then please do so either in writing, by telephone or email. Where a formal complaint is received by telephone, it will be recorded in writing and sent to the complainer to confirm that Health Scotland is aware of all aspects of the complaint.

How to make a complaint

If you wish to make a formal complaint to NHS Health Scotland, please put this in writing to us.

If you are unable to put your complaint in writing, contact us to discuss an alternative format for making your complaint. Please contact:

Jenny Kindness/Project Manager
Woodburn House
Canaan Lane
EDINBURGH
EH10 4SG

Tel: 0131 536 5567

Text phone: 0131 536 5503

Fax: 0131 536 5501

E-mail: jenny.kindness@nhs.net

You can also [submit your comments using an online form](#)