

## **Complaints and Feedback Monitoring Report 2014/15**

### **Background**

1. The Patient Rights (Scotland) Act 2011 and supporting “*Can I help you?*” guidance 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, The Scottish Health Council, 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, 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 2014 to March 2015 NHS Health Scotland received one complaint. This complaint related to some of our antenatal information resources (poster and leaflet) and was ‘not upheld’. In responding to the complaint we did not require to use any form of alternative dispute resolution and the complaint was 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. Many of those contacting us tell us they are unsure of the NHS complaints process and that they have contacted us thinking we are NHS Scotland. In 2014/15 we received 129 complaints/concerns intended for other NHS Scotland Services, compared with 55 in 2013/14. Processes are in place to redirect complainants to the appropriate organisation for responding to their complaint or concern and we have also updated the information available on our website to better inform complainants of local NHS contact details.

## **Feedback and Comments**

6. In 2014/15 we received 30 complimentary emails about our printed resources; these emails help us to understand how our resources are being used and where they are meeting the needs of the intended audience.
7. We also received one comment raising an issue about the appropriateness of one of the links on our *Ready Steady Baby!* Website. We subsequently reviewed both the website and printed resource and decided to remove the link/reference to the organisation concerned, as it was agreed it could be perceived as biased.

## **Learning from Feedback and Comments**

### **Optimise Users Survey**

8. We introduced a new online ordering system known as 'Optimise' to NHS Boards in the summer of 2013. This system replaced a cumbersome paper-based system for staff ordering NHS Health Scotland printed resources and materials for use in their own board areas. In 2014/15 we sought feedback from the users on how they have been finding the new system.
9. We asked all registered users a list of the questions about the system however the replies were kept anonymous. We also asked some general questions about the service level and delivery system. We considered all of the comments received and replied to the boards with a plan to address the issues as follows:

**Actions:**

<b>Feedback</b>	<b>Action</b>
Some of the smaller boards mentioned that their allocations are very low, especially for stock items that don't have huge quantities such as posters etc.	In future we will be sending a separate email confirming the amounts and asking if this is sufficient or if they require more or less.
Some boards mentioned that allocations aren't high enough and that they have to order more than once a month to cover this.	We have revisited the current allocation percentage matrix that we use to calculate these.
A few mentioned the wish for box quantities to accompany the items on the portal.	A spreadsheet will be sent at the beginning of each month with all the items and their current box quantities so that you can use it as a reference.
There was a query regarding some of our topic titles which may cause confusion.	We will revisit all topic titles and ensure all descriptions are in more detail where necessary.
A couple of boards mentioned receiving mixed boxes of goods. We are fine with mixed boxes as the combination of boxes means a smaller, cheaper delivery.	The paperwork should detail everything in the boxes so if the paperwork is incorrect then please contact us and we will raise it as an issue.
One board asked if the warehouse could call ahead to confirm delivery dates and times.	This isn't a business as usual service that the warehouse provides however if you do need to know a delivery date please provide your contact details in the special instructions box and ask to be informed.

10. The overall results of the 2014 survey show that the Optimise ordering system has been very well received by the boards and is offering a more efficient service which is not only saving time but is far more robust. NHS Boards have direct access to the system allowing them to build and save an order as they go along as opposed to entering one time consuming order. This is far more time efficient than the old paper system which required multiple layers of staff involvement in the process. Boards have stated that they are saving, on average, 30 minutes per order per annum with the time saved ranging from a maximum of 11hrs to a minimum of 4.5 hours.

**Jenny Kindness**  
**Governance Manager**  
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