

# South London and Maudsley



NHS Foundation Trust

## **Complaints and PALS Report**

**Quarter 3**

**October – December 2012**



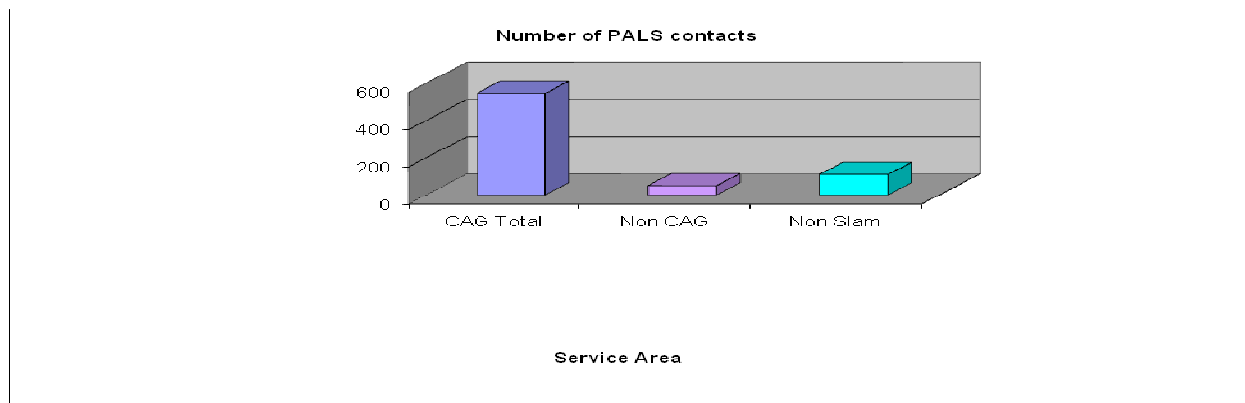
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With input from Complaints and PALS Teams

## Introduction

This report provides statistical information and a commentary of the Trust's performance on complaints and PALS' handling for the period October to December 2013. The Trust received a total of 149 complaints and 704 PALS contacts over this period.

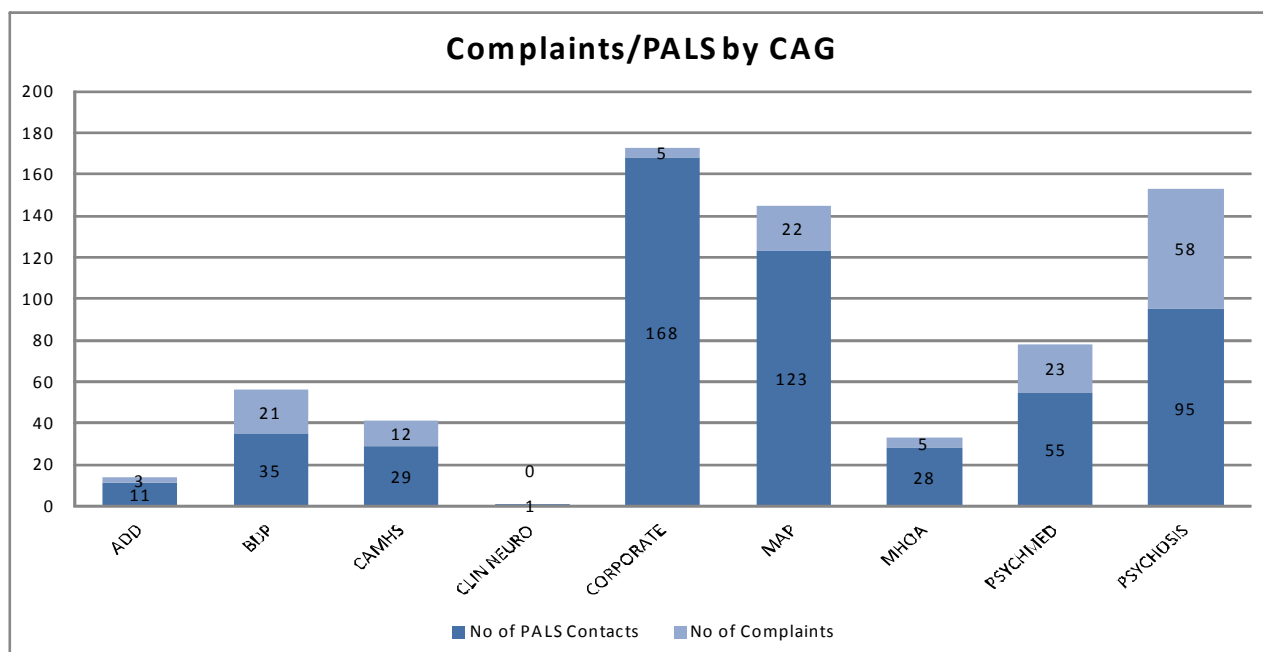
## Activity

Thirty nine percent of all complaints received by the Trust this quarter came from the Psychosis CAG. Reviewing the complaints that have arisen from the Psychosis CAG over half the complaints (67%) have come from Inpatient and complex care areas highlighted later in this report. There was a significant increase (91%) in complaints coming from the CAG Psych Med from the previous quarter. Eight of the complaints arose from Triage Wards, Lambeth/Lewisham.



Graph one

Of the 704 contacts to PALS, 594 (84%) of them were attributed to SLaM services (see Graph One). From these 92% were linked to a specific CAG, with MAP CAG having the highest uptake (33%) of all known clinical CAG contacts, with Croydon East Assessment and Treatment Service receiving the most contacts which included contacts from GPs wanting contact and referral details.

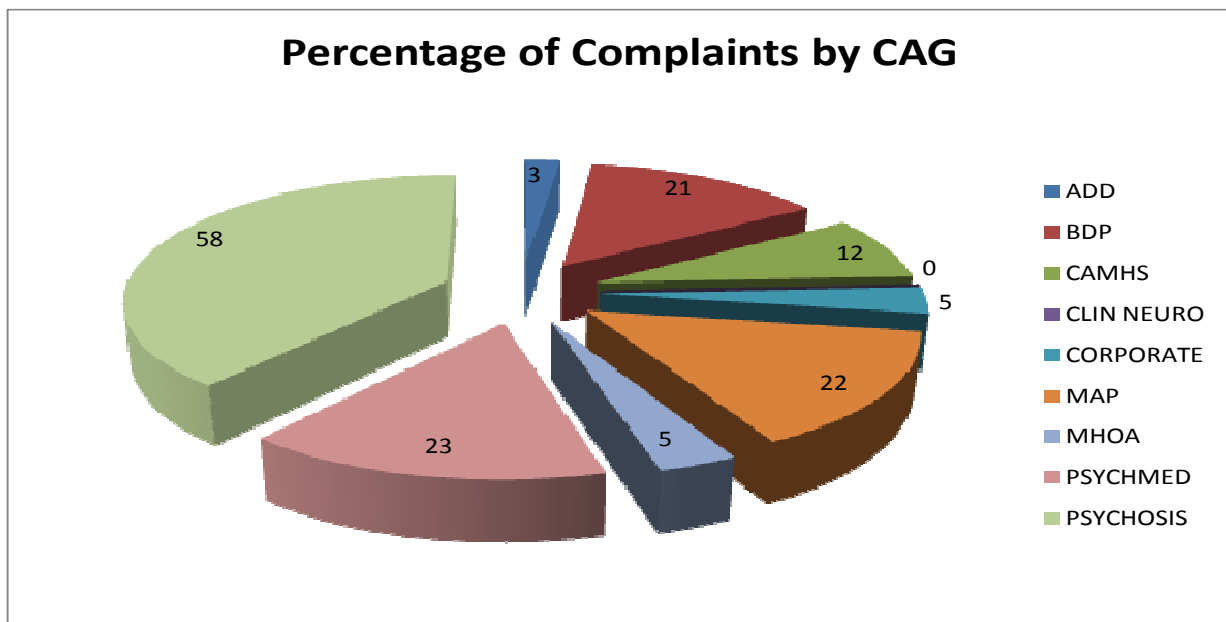


Graph Two

Areas within the CAG where there were combined high activity levels in both complaints and PALS in their respective areas were:

- Psychosis: JBU and Community Service ( Lambeth West)
- Psych Med: Lambeth and Lewisham Triage Wards, KCH A&E
- MAP: IAPT service ( Lambeth) Croydon East, Lambeth North and Southwark South Assessment Teams  
Purley R/C (Croydon West) and Psychological Therapy Service, MH
- B & D: Adult ADHD service, Behavioural genetics Unit and Denis Hill Unit
- Addictions: AAU

### Complaints by CAG



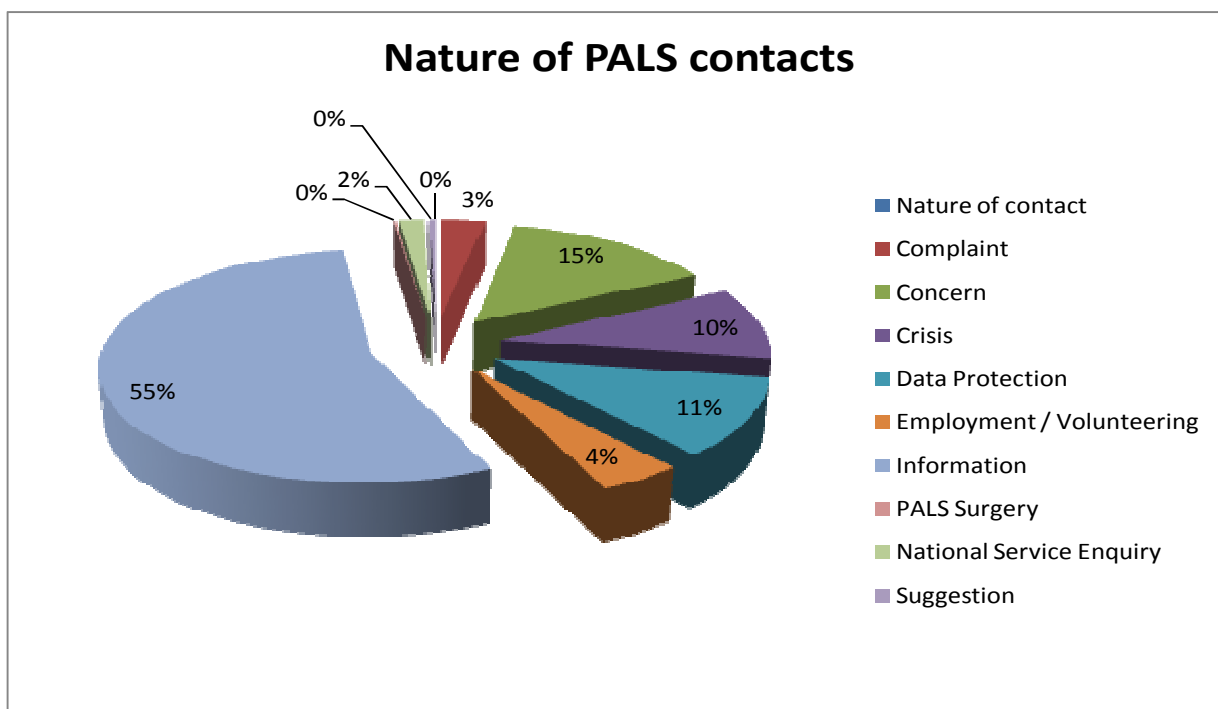
*Graph Three*

The highest concentration of complaints from a specific services areas, Neurodevelopmental Disorders Service, Denis Hill Unit, Lambeth Triage Ward and Gresham 1 Ward.

The complaint subject matter concerned areas around:

- Family concerns regarding care.
- Funding arrangements.
- Patient on patient aggression.
- Diagnosis.
- Treatment and care/ medication
- Communication.

## PALS contacts



*Graph four*

Looking through the cases PALS dealt with this quarter it is evident that the PALS team deal with a very wide spectrum of very different kinds of contacts. One noticeable theme is the calls and emails from people wanting help with welfare benefits issues particularly Work Capability Assessments. In many calls and contacts this whilst not the main reason for the call was in their background and adding to stresses of services users and their carers.

As well as the usual sort of themes: crisis calls (people in crisis themselves or alerting the Trust to those that are), calls and contacts from services users/carers/GPs wanting referral information; “switchboard” and Data Protection type calls, and companies and others wanting our infrastructure departments i.e. finance as well as obviously concerns and complaints. PALS has also dealt with:

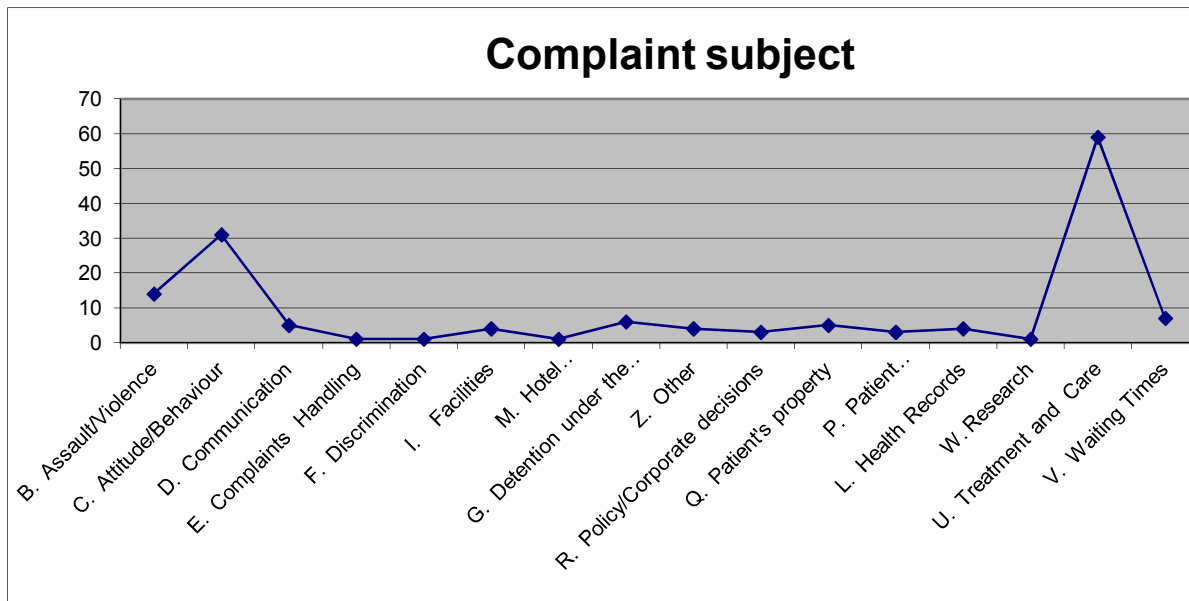
Information and advice on conditions of many types (ADHD; anxiety disorders and depression; eating disorders; schizophrenia and bipolar disorder; personality disorders, chronic fatigue, memory problems and dementias, and addictions problems. Whilst not clinically trained nor experts the team obviously have links with people who are.

Because of SLaM’s national and international reputation it received calls and contacts not just from London but further afield in the UK (for example from Somerset and Yorkshire). Sometimes this is of the flavour of ‘my local services aren’t good enough’ in ADHD or Eating disorders. In these circumstances we can give out our second opinion and treatment services but also general information and pointers to support in their local area including other PALS teams or equivalent.

PALS also has had some international contacts either wanting to come to SLaM services, or to get private treatment from us, or to ask specific questions from our world experts – these include not just people wanting services but other health services and researchers and the like. These contacts have come from Ireland Bulgaria, Romania, Turkmenistan, United State and Australia amongst others.

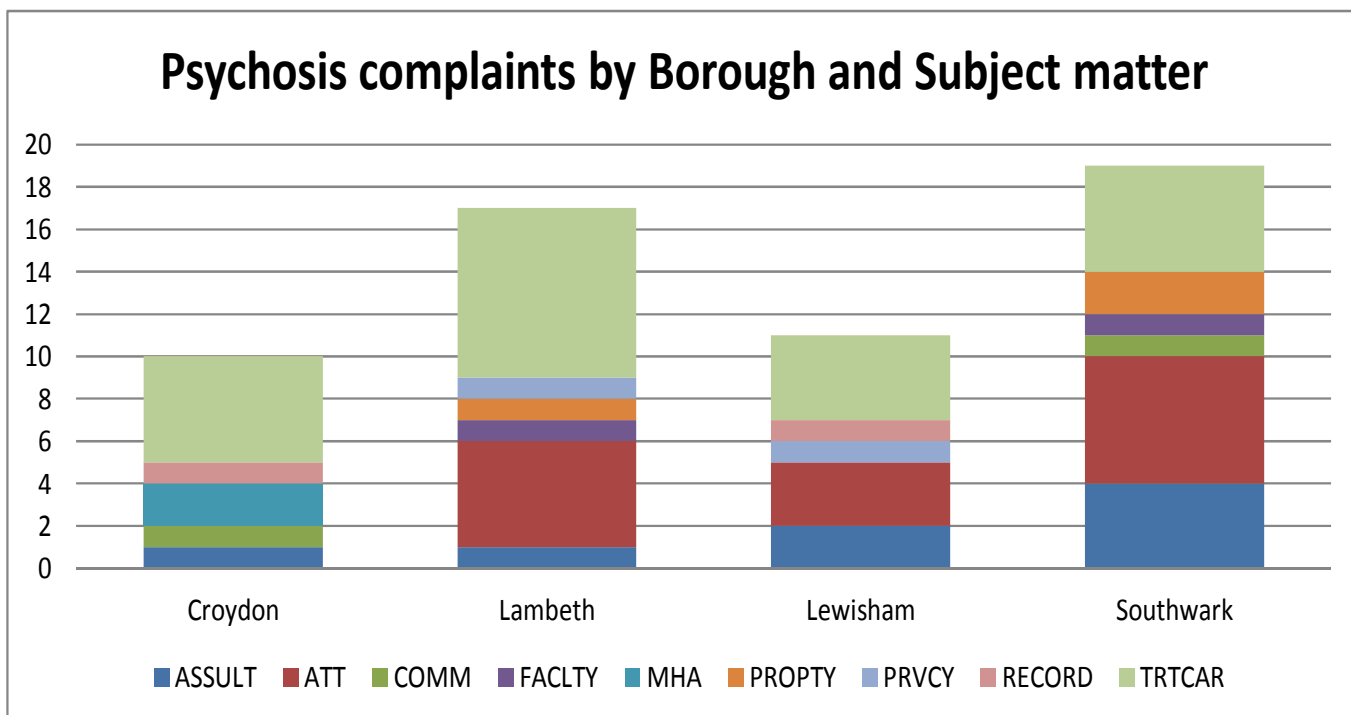
There are contacts that are extremely hard to categorise and is the sort of thing that only a PALS type service could do: Over Christmas people wanting to send Christmas card for their loved ones in hospital but not knowing where they were.

## Complaints



Graph five

The number of complaints regarding treatment and care accounted for 37% of complaints received, lower than the previous quarter. The number of complaints for Psychosis by category and Directorate are outlined below. Southwark services saw an increase of complaints in this quarter in particular the month of November (8), however when analysing further there was no particular service which had more than one complaint and it was spread across all services. There has been a delay in responses from Inpatient areas during a transitional period in staff changes at management level. A meeting has been held with Psychosis Inpatient Leads in an attempt to mitigate further delays and manage future complaints.



Graph Six

## Compliments

There were twenty five compliments formally recorded over quarter Two Some have been summarised below:

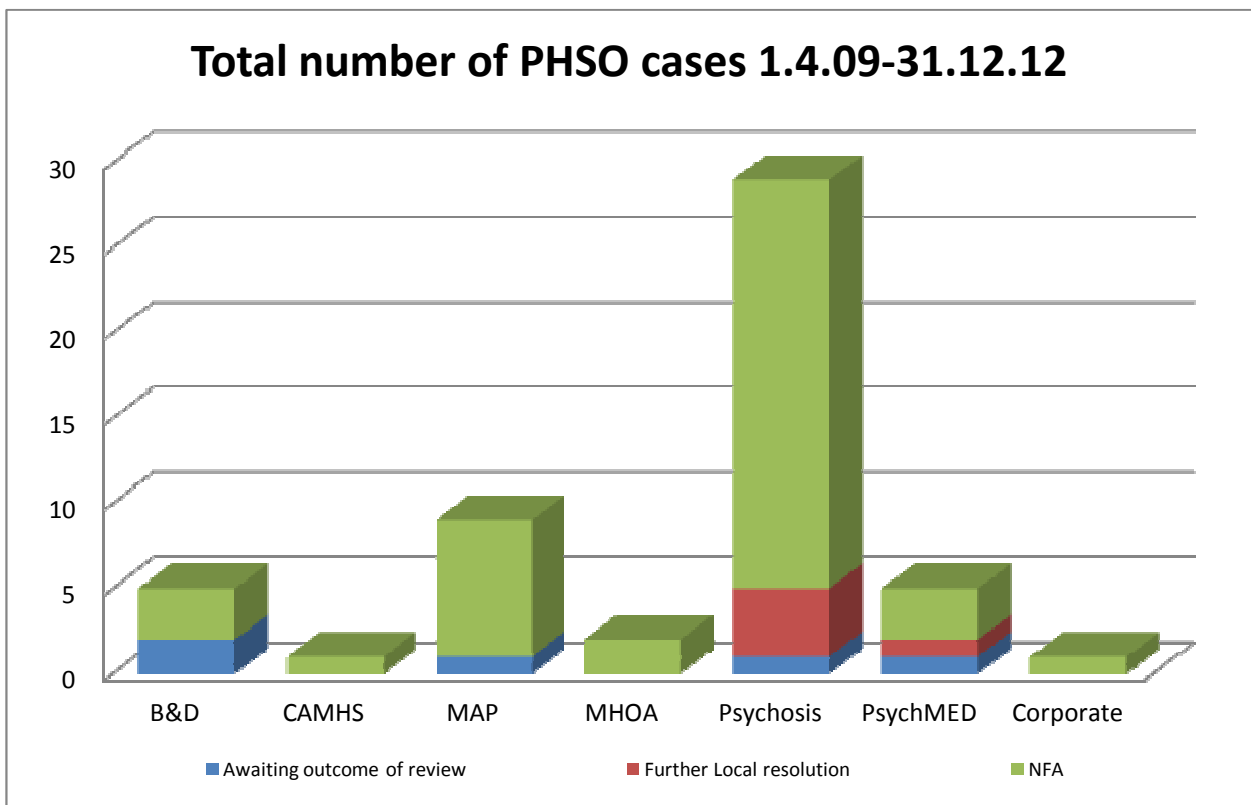
**Table One:**

<b>Service Area</b>	<b>Synopsis</b>
•Croydon Treatment & Recovery Partnership, Lantern Hall(Addictions)	<ul style="list-style-type: none"> <li>• Email to staff reads: "Thank you. You helped to save my life! And I know u made an extra effort for me to get detoxed. so now I can function properly to do my job and help others. Can you please thank other staff for me too. The work you do may not get thanks sometimes but without you guys I think many people would be lost."</li> </ul>
Acorn Lodge	<ul style="list-style-type: none"> <li>• Thanks to Staff for their help and support to the daughter.</li> </ul>
Chelsham House (MHOA)	<ul style="list-style-type: none"> <li>• Email reads: "The care my son received from The Maudsley was exceptional and we were very grateful for the excellent high level of care he was given at Aubrey Lewis and at Chelsham House. Dr looked after my son's welfare throughout his stay at both hospitals and liaised with us at all times."</li> </ul>
IAPT, Lewisham ( MAP)	<ul style="list-style-type: none"> <li>• Email reads: "I would like to express my thoughts and gratitude about your employee, who works as a psychologist. I cannot thank her enough for her support, time and patience with me when I was dealing with depression. She is literally a life saver! She has made me feel that my life is worth living and helped me gain back confidence in my own ability. She has helped me deal with some very stressful and difficult situations with great professionalism and kindness and as a result I am returning to work next week. An action I could not have done without her help and I will be eternally grateful. I hope she is appreciated and is given the praise and recognition she most definitely deserves."</li> </ul>
Powell Ward Psychosis Unit	<ul style="list-style-type: none"> <li>• E-mail to staff reads: "I'd just like to thank you for your patience and hard work whilst I was at the unit. Please pass on my thanks to the whole team for me, Especially 3 other members of staff. You guys totally rock!"</li> </ul>
Eating Disorders In-patient, TW2 Psychmed	<ul style="list-style-type: none"> <li>• Card to staff reads: "Thank you very much for all the help, support and guidance which you have given to patient over the past months."</li> </ul>

## Parliamentary Health Service Ombudsman (PHSO)

There were two requests for further review of their complaint by the PHSO in Quarter Three. They concerned areas; waiting times, assessment outcomes, inaccuracies of records and leave/discharge arrangements. These two cases are still under review and the Trust is awaiting the outcome.

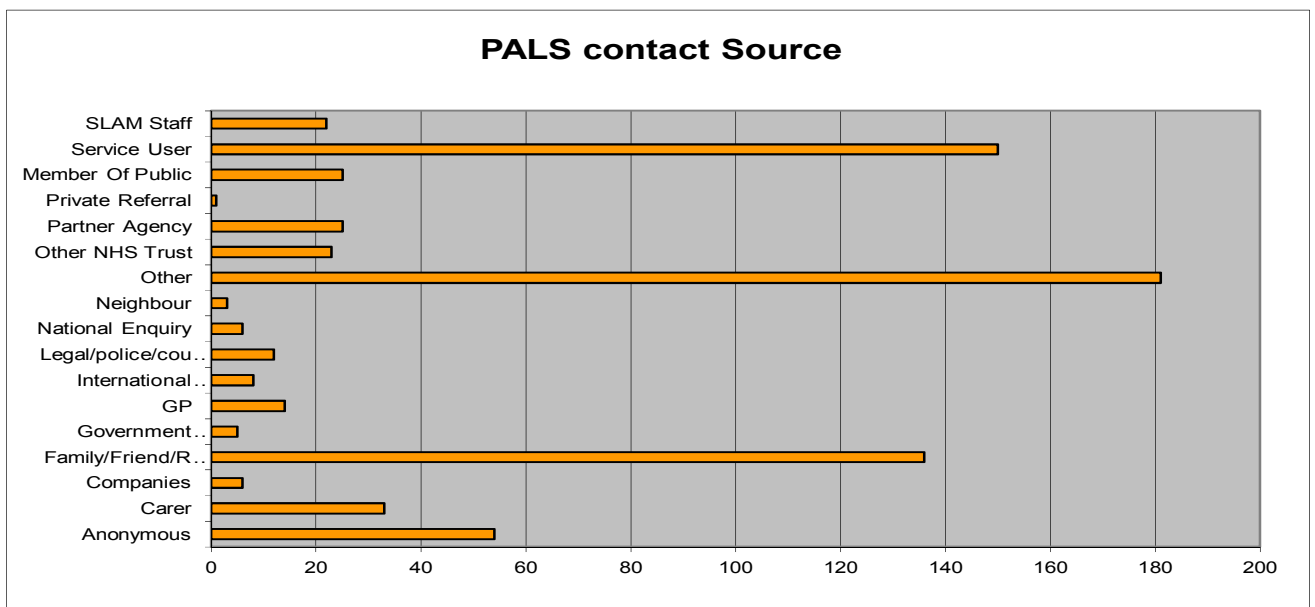
Graph seven outlines the cases reviewed or currently under review by the PHSO. There have been fifty two requests for the PHSO since April 2009 when they became responsible for the reviewing complaints at second stage of the NHS Complaints procedure. This accounts for under 3% of complaints received by the Trust over the same timeframe.



Graph Seven

### Contact source

Many calls to the PALS service are anonymous. Therefore PALS staff are unable to obtain full information regarding person concerned. Where it was clear the information was logged and is shown in the graph below.



Graph Eight

Where the caller was clearly identifiable, Families, carers and friends accounted for 19% of the calls received by PALS.

## **Improvements to Services as a result of complaints**

### **B& D CAG**

#### **BDP/Q3/04/12 - Chaffinch Ward**

Apology given for distress caused. As a result of the complaint the MHA team are examining their processes carefully to ensure appropriate staff cover over Christmas period, so that similar occupancies are not repeated. They are also monitoring the timeliness of holding Hospital Managers reviews and reminding the MHA Co-ordination of the need to manage the process proactively.

#### **BDP/Q3/03/12- ADHD Service, MH**

Line manager to ensure relevant staff member undertake customer care training in the immediate future. Administration Team have been advised that in future all calls of a clinical nature should be passed to clinicians to address. In the clinician's absence the administrator will take a message and pass this on to the appropriate clinician. This will continue to be monitored to ensure that this standard of customer service is maintained.

### **CAMHS**

#### **CAMHS/Q3/02/12 - Assessment Liaison and Outreach Team (A LOT)**

The A LOT team have also checked the database which contains all of their clients' details for those with recorded temporary addresses and now place an alert on the system to check the accuracy of any temporary address after one month. These addresses will then be checked on a monthly basis until such time when the alert is removed. In addition, the A LOT team will ensure that when any patient correspondence is being sent, there is a check made to confirm the address is the correct current address, by confirmation of the most recently given address recorded on the 'core information' notes, rather than relying on the address generated for the printed summary.

### **MAP**

#### **MAP/Q3/04/12 - North Lambeth A&T**

The team have been briefed of the concerns raised and informed them of the importance of assisting the GP by explaining and communicating effectively of options available regarding crisis intervention; being assessed in the A&E department and if necessary SLAM staff would follow this up by contacting the A&E department whilst the client was being transported by LAS.



## **MAP/426/Q3/12 - Lewisham IAPT**

In terms of effective communication regarding appointments, the Service manager has asked administration staff to use email addresses if they are unable to get through to patients over the phone. Email addresses are not provided to us by all our patients but the Service manager will be encouraging staff to use this method of contact where this information is available.

## **Psychosis**

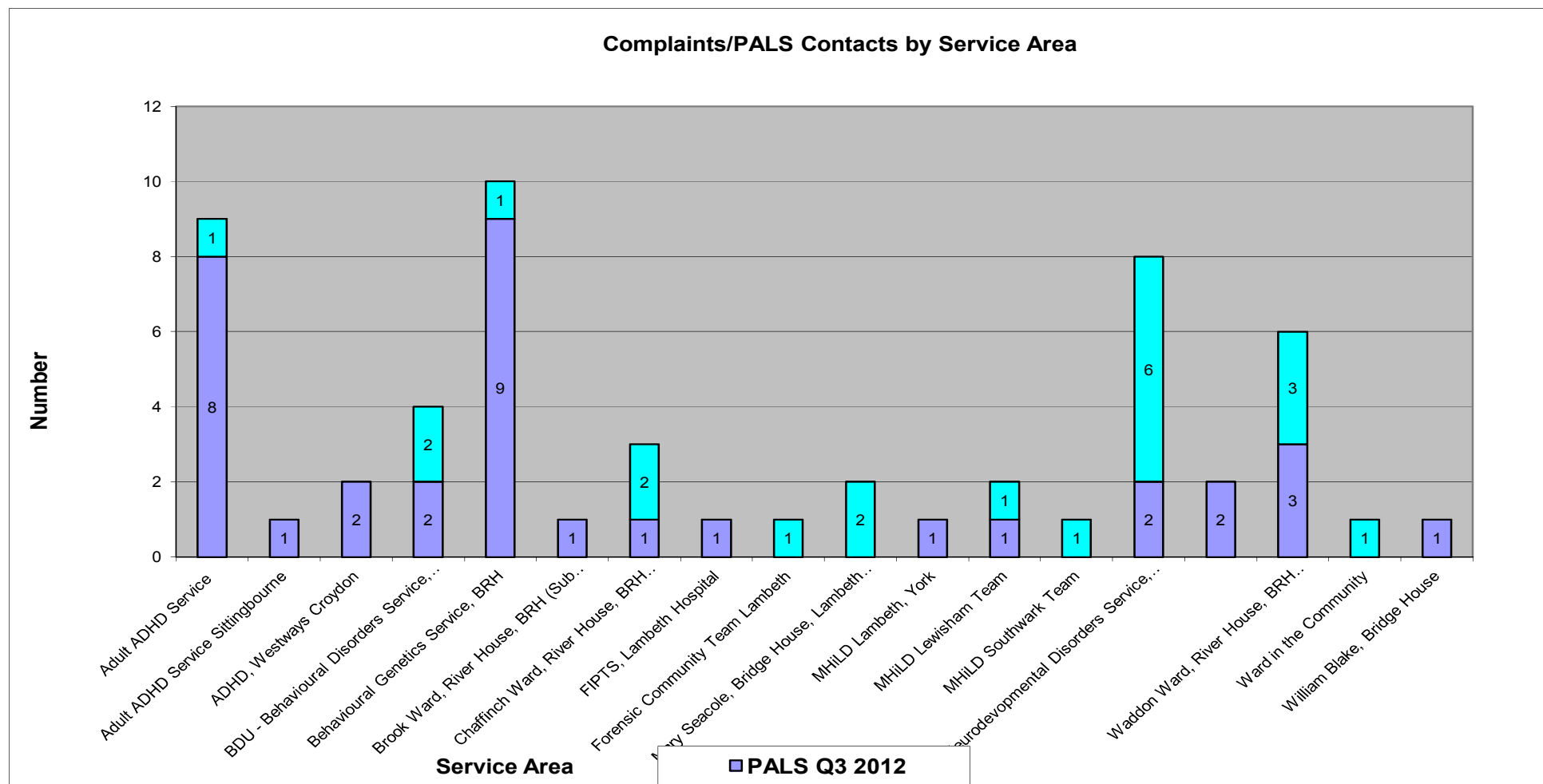
### **PSYCH/Q3/18/12 – Psychosis Community Service, South Southwark**

As a direct result of the complaint, a review is being undertaken of the team's current referral system, particularly to the re-referral of people who have been known to the service in the past.

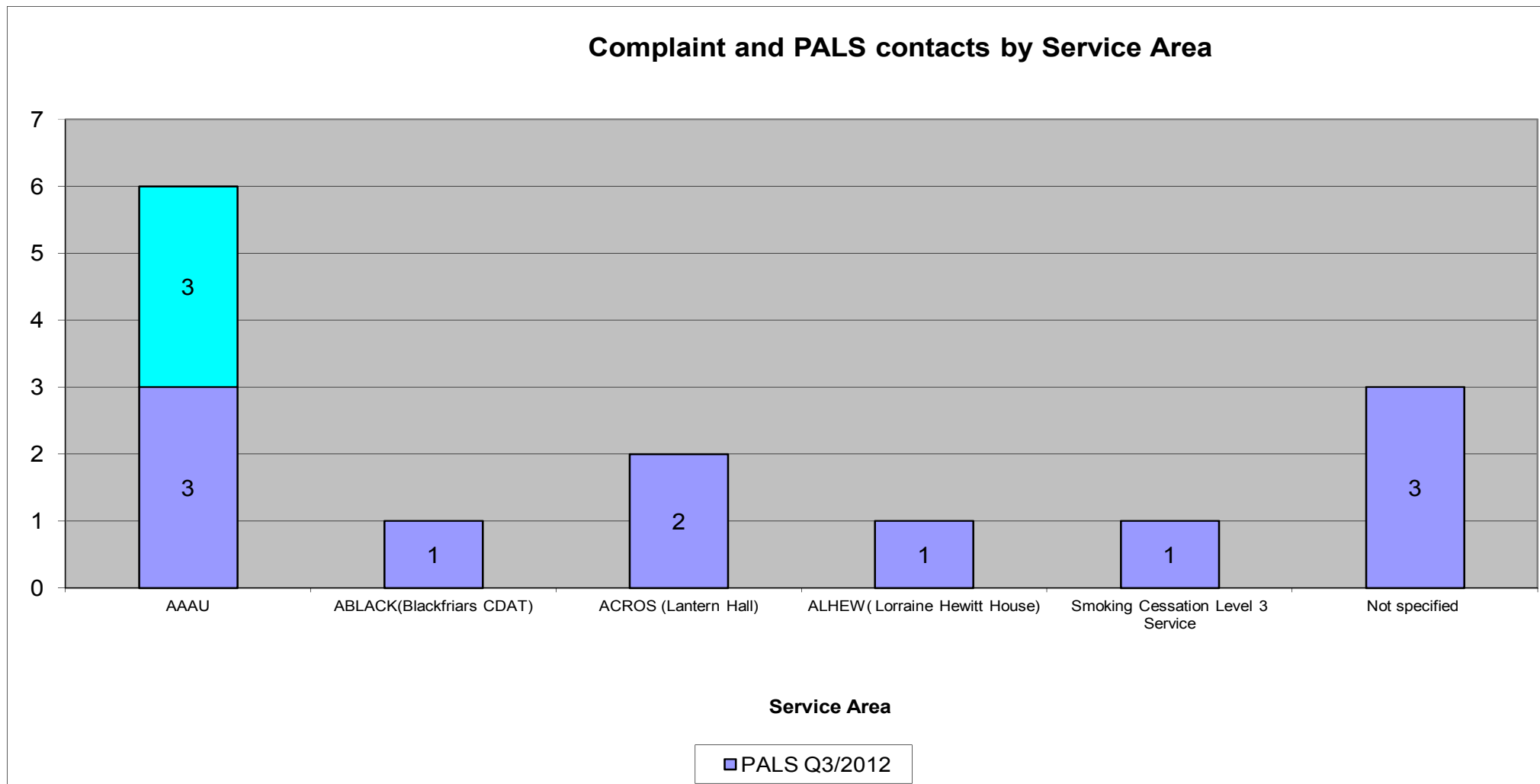
**It has been agreed that the above improvements will be monitored and in some cases audited by the Clinical Governance Advisors. All the improvements and recommendations are also reported and monitored at the relevant Borough Complaints Monitoring Committees/Clinical Governance Committees**

**Appendix One**

**Behavioural and Developmental Psychiatry CAG Contacts Quarter 3 /2012**

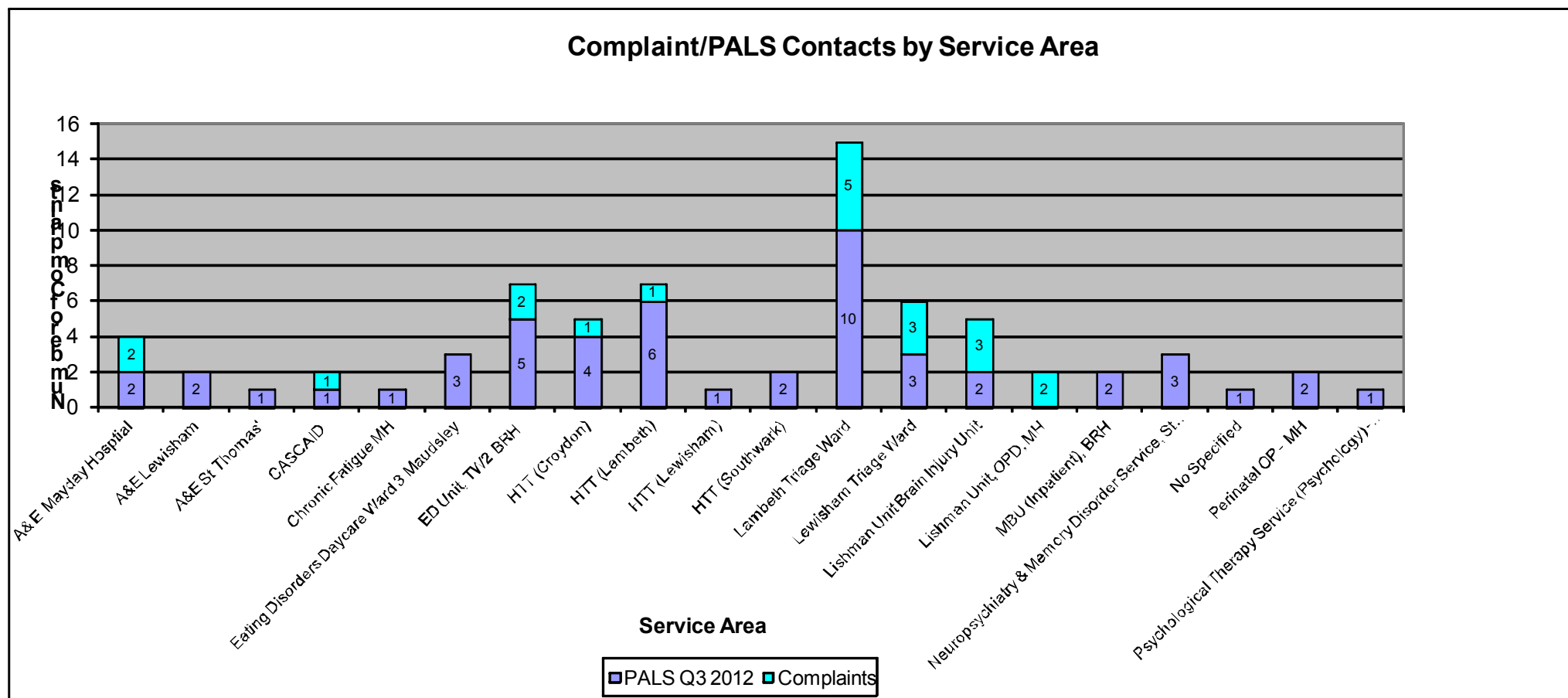


**Appendix Two**  
**Addictions CAG Contacts Quarter 2 /2012**



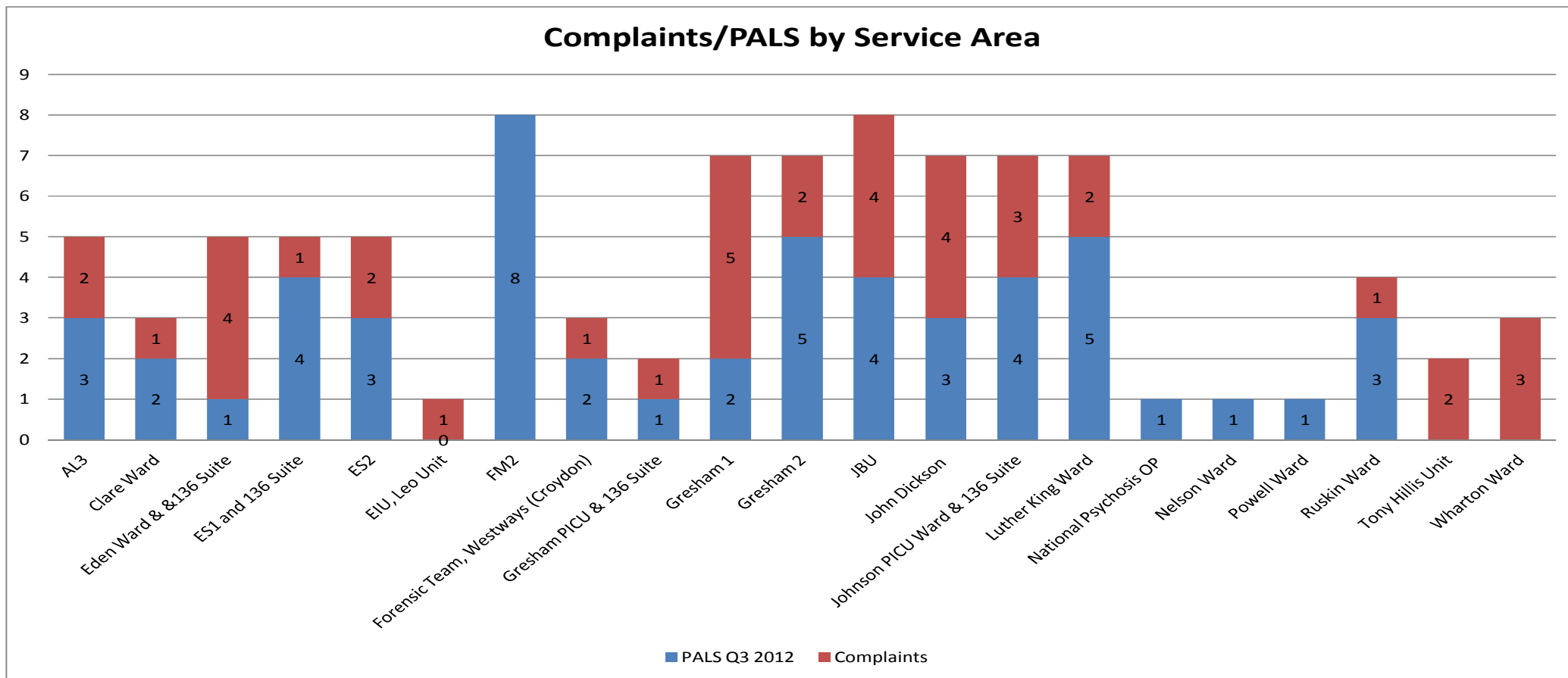
**Appendix Three**

**Psychological Medicine CAG Contacts Quarter 2 /2012**



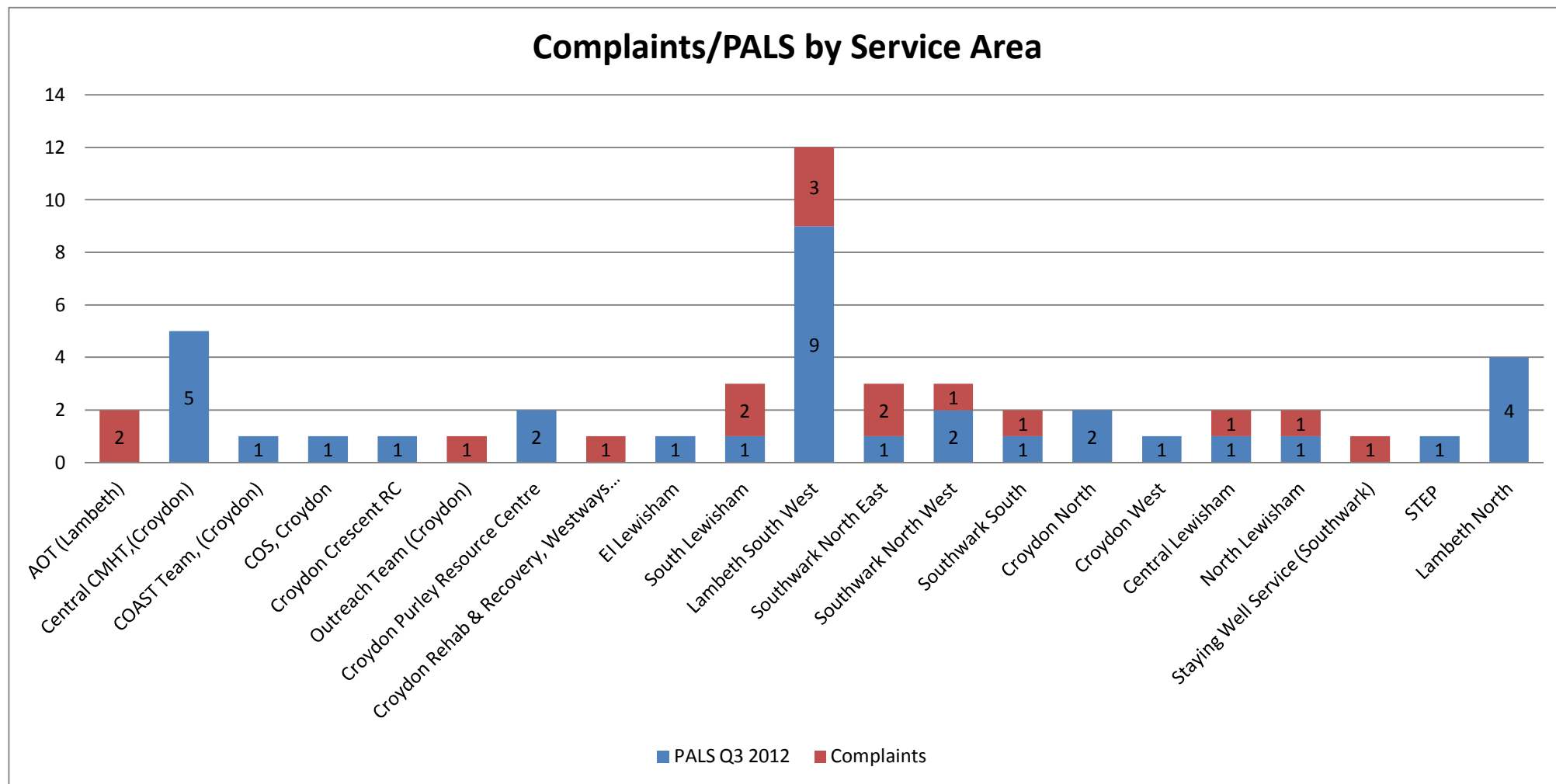
**Appendix Four**

**Psychosis CAG – Inpatient and Complex Care contacts Quarter 3 /2012**



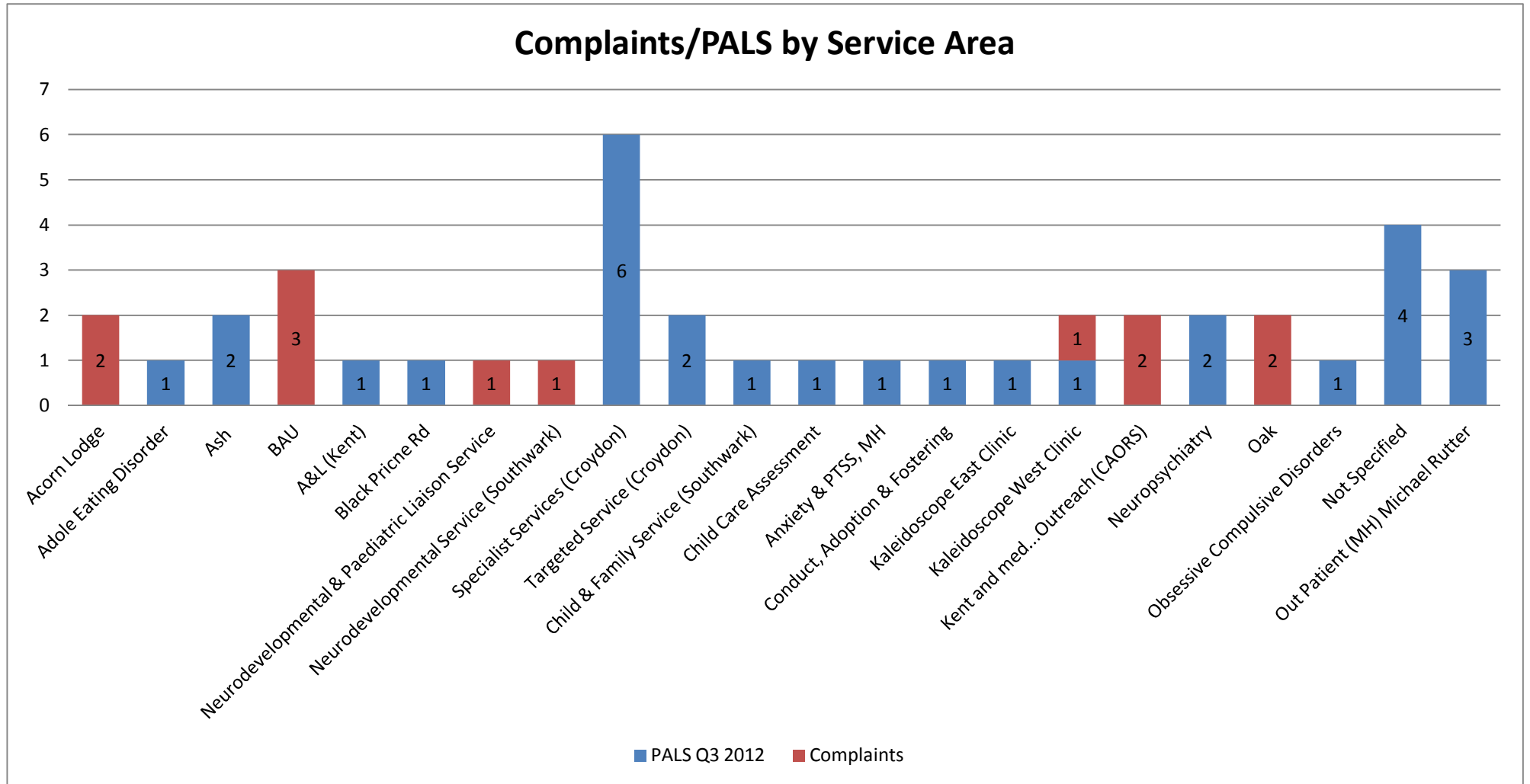
**Appendix Five**

**Psychosis CAG – Community and Early Intervention contacts Quarter 3 /2012**



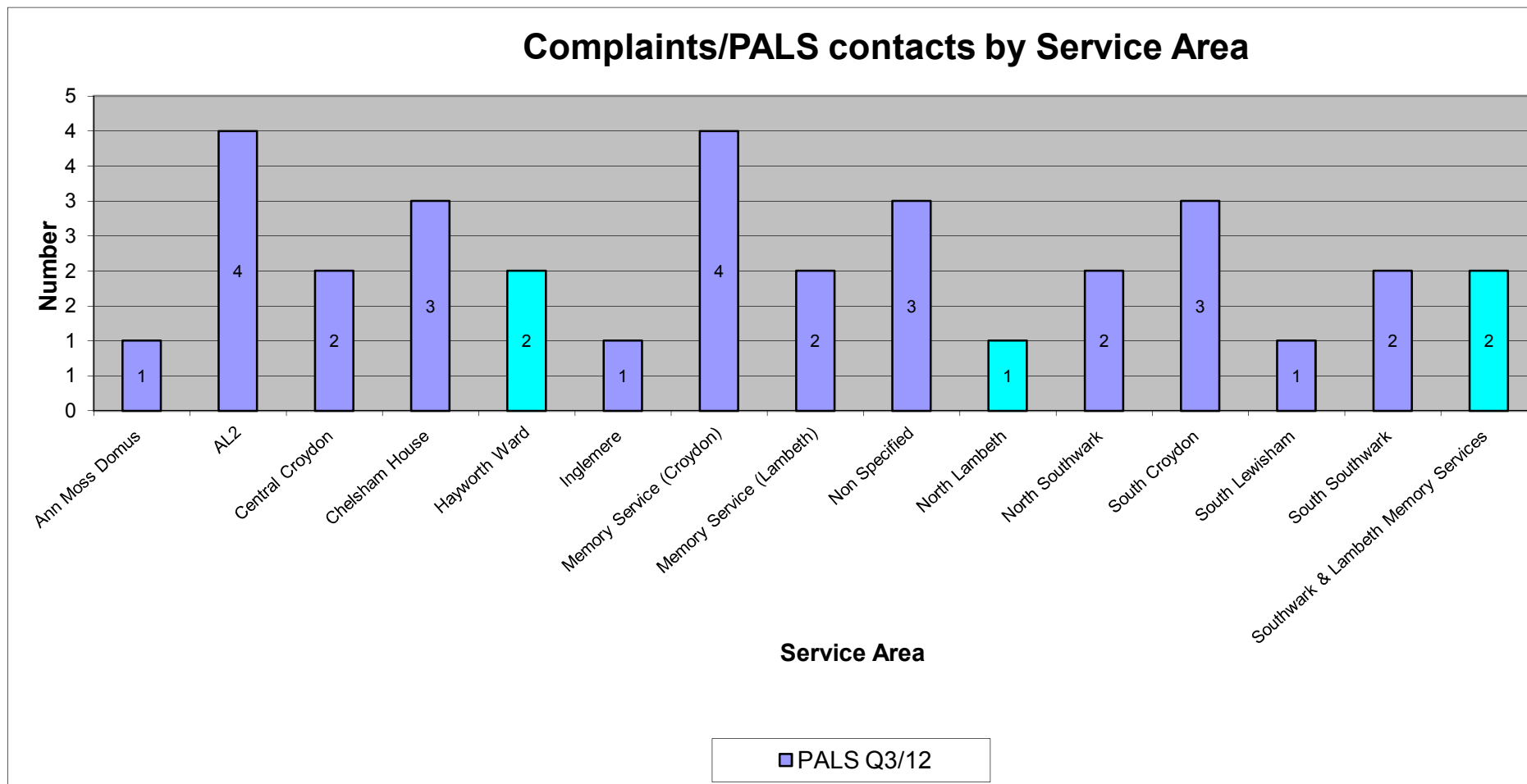
**Appendix Six**

**CAMHS CAG Contacts Quarter 3 /2012**



**Appendix Seven**

**MHOA CAG Contacts Quarter 3 /2012**





**Appendix Eight**

**MAP CAG Contacts Quarter 3 /2012**

