

Quarterly PALS Report
April – June 2010

Meeting:	Complaints, Claims, PALS, SUI Scrutiny Group
Date:	July 27 th 2010
Subject:	Patient & Advice & Liaison Service (PALS) Report, April – June 2010
Reporting Officers:	Tony Peploe & Nick Dent
Purpose:	Quarterly Report

Please indicate as appropriate

Standards for Better Health:

Core Standard:

14A Healthcare organisations have systems in place to ensure that patients, their relatives and carers have suitable and accessible information about, and clear access to procedures to register formal complaints and feedback on the quality of services.

Element 2 The healthcare organisation should provide opportunities for patients, relatives and carers to comment on their experiences and the quality of any of the services provided, through for example PALS, comment cards, patient surveys or patient forums.

Core Standard:

17 The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.

Risks identified: None

Impact on race equality: None

Legal implications: None

Summary:

This report summarises service user, carer & public contacts with PALS, together with any common themes, follow up actions and implications re service improvement.

Recommendation:

To receive this report, note its content and offer any comments and feedback.

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Introduction:

This report summarises service user, carer & public contacts with PALS, together with any common themes, follow up actions and implications re service improvement that took place between April and June 2010.

During the quarter period, a total of 316 PALS contacts occurred. This compares with 225 contacts (+40%) for the same period during 2009-10, and 276 contacts (+14%) for the period January - March 2010.

This is the first PALS quarterly report which uses the reporting mechanisms available in Datix. It is evident that Datix reporting is not currently set up to easily report on service lines. Liaison with the Datix administrator is ongoing to resolve such issues. Any feedback on the tabulations that follow in this report and their usefulness would be welcome.

PALS is also responsible for keeping a record of written compliments received through out the trust. A total of 75 compliments were received in the quarter, which compares with 66 (+14%) received in the previous quarter.

PALS is also involved in other service user involvement activity. In the West, a new Patient Consultative Committee (PCC) was formed during the quarter, whilst the Medway PCC continues to develop following its introduction in late 2009. It is envisaged that service user involvement initiatives such as these will continue to exist on a locality basis, given the preference that service users have to be involved with local activities.

Tony Peploe

PALS Coordinator West

August 4th 2010

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Table One: Number of enquiries received during April – June 2010 (excl compliments)				
	April	May	June	Total
Request for assistance	9	12	31	52
Expression of concern	22	16	32	70
Request for directions	0	51	30	81
Request for information	41	23	45	109
Unhappy With Service	3	0	1	4
Totals:	75	102	139	316

The above quarterly total 316 compares with 225 enquiries received during the same quarter in 2009/10. *The “Request for Directions”* (total 81) refers to the PALS Team at St Martins giving directions to visitors to the site.

Quarterly contact totals for the year 2009 -10 (excl compliments) were are as follows:				
April – June 2009	July – September	October – December	January – March 2010	Year end total
225	268	254	276	1023

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Table Two: Number of enquiries received by Region during April – June 2010 (excl compliments)				
	April	May	June	Total
East Region	17	70	63	150
Request for assistance	7	6	13	26
Expression of concern	3	6	6	15
Request for directions	0	51	30	81
Request for information	6	7	13	26
Unhappy With Service	1	0	1	2
Medway	10	4	23	37
Request for assistance	1	0	3	4
Expression of concern	4	2	8	14
Request for information	4	2	12	18
Unhappy With Service	1	0	0	1
Not Applicable	3	3	5	11
Request for assistance	0	0	3	3
Expression of concern	1	0	1	2
Request for information	2	3	1	6
West Region	45	25	48	118
Request for assistance	1	6	12	19
Expression of concern	14	8	17	39
Request for information	29	11	19	59
Unhappy With Service	1	0	0	1
Totals:	75	102	139	316

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Table Three: Number of enquiries received by Directorate during April – June 2010 (excl compliments)				
	April	May	June	Total
Not applicable	26	13	42	81
Request for assistance	3	3	8	14
Expression of concern	1	0	3	4
Request for directions	0	0	6	6
Request for information	22	10	24	56
Unhappy With Service	0	0	1	1
Adult Mental Health	39	77	81	197
Request for assistance	5	7	17	29
Expression of concern	19	12	23	54
Request for directions	0	51	24	75
Request for information	12	7	17	36
Unhappy With Service	3	0	0	3
Corporate Services	0	0	1	1
Request for information	0	0	1	1
Forensic Services	1	1	1	3
Request for assistance	0	0	1	1
Request for information	1	1	0	2
Learning Disabilities	0	1	0	1
Request for information	0	1	0	1
Mental Health for Older People	6	9	11	26
Request for assistance	1	2	3	6
Expression of concern	1	4	5	10
Request for information	4	3	3	10
Specialist Services	3	1	3	7
Request for assistance	0	0	2	2
Expression of concern	1	0	1	2
Request for information	2	1	0	3
Totals:	75	102	139	316

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Table Four: Outcomes to Expressions of Concern and Unhappiness with service received during April – June 2010

	April	May	June	Total
Expression of concern	22	18	30	70
Outcome unspecified		2		2
Referral to complaints	3	1	3	7
Service improvement recommended	0	1	0	1
Given information	9	2	5	16
Referral to PCT	0	1	2	3
Concern resolved	8	10	13	31
Concern not resolved	2	1	7	10
Unhappy With Service	3	0	1	4
Given information	1	0	0	1
Concern not resolved	2	0	1	3
Totals:	25	18	31	74

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Table Five: Sub Subject grouped by Primary Subject and Directorate during April – June 2010							
	Adult Mental Health	Corporate Services	Forensic Services	Learning Disabilities	Mental Health for Older People	Specialist Services	Total
Admissions, Discharge & Transfer arrangements	14	0	0	0	2	1	17
Admission arrangements	1	0	0	0	0	0	1
Discharge arrangements	2	0	0	0	2	0	4
Discharge Premature	4	0	0	0	0	0	4
Discharge Delay	1	0	0	0	0	0	1
Transfer arrangements	3	0	0	0	0	1	4
Transfer – request to move ward	2	0	0	0	0	0	2
Transfer – communication	1	0	0	0	0	0	1
Aids & Appliances, equipment, premises (including access)	0	0	0	0	0	2	2
Equipment Lack of	0	0	0	0	0	1	1
Equipment Waiting Time	0	0	0	0	0	1	1
Appointments, delay/cancellation (outpatient)	8	0	0	0	1	3	12
Lack of appointment	2	0	0	0	0	2	4
Waiting time for appointment	4	0	0	0	0	1	5
Appointment Communication	2	0	0	0	1	0	3
Appointments, delay/cancellation (inpatient)	2	0	0	0	0	0	2
Lack of appointment	1	0	0	0	0	0	1
Waiting time for appointment	1	0	0	0	0	0	1
Attitude of Staff	6	0	0	0	0	0	6
Disinterested/Uncaring Behaviour	6	0	0	0	0	0	6
All aspects of clinical treatment	31	0	0	0	6	0	37
Diagnosis Questioned	3	0	0	0	0	0	3
Treatment Questioned	6	0	0	0	1	0	7
Treatment/Care/Support Lack of	11	0	0	0	2	0	13
Treatment/Care/Support Disagreements	5	0	0	0	0	0	5

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Table Five continued: Sub Subject grouped by Primary Subject and Directorate during April – June 2010							
	Adult Mental Health	Corporate Services	Forensic Services	Learning Disabilities	Mental Health for Older People	Specialist Services	Total
Treatment/Care/Support Observation	0	0	0	0	1	0	1
Treatment/Care/Support Care Planning/CPA	2	0	0	0	0	0	2
Treatment/Care/Support Carers Assessment	0	0	0	0	1	0	1
Medication Prescribing Lack of	0	0	0	0	1	0	1
Medication Side Affects	1	0	0	0	0	0	1
Medication Communication	2	0	0	0	0	0	2
Change of Clinician/Worker	1	0	0	0	0	0	1
Communication/information to patients (written and oral)	36	1	1	1	8	1	48
Lack/Poor of information (patients)	3	0	0	0	0	0	3
Lack/Poor of information (relatives)	1	0	0	0	1	0	2
Inadequate involvement in care plan	1	0	0	0	0	0	1
Communication/Information/telephone system	1	0	0	0	1	0	2
Information provided (Trust Services)	18	0	0	0	3	0	21
Information Provided – Trust literature	1	0	0	0	1	0	2
Information provided to inter professional teams	1	0	0	0	0	0	1
Information provided – complaint (external)	0	0	1	0	0	0	1
Information provided – directions	1	0	0	0	0	0	1
Information provided – other organisations/PALS	7	1	0	1	1	1	11
Signposting to other services/organisations	2	0	0	0	1	0	3
Consent to treatment	0	0	0	0	2	0	2
Capacity to provide informed consent	0	0	0	0	2	0	2
Complaints handling	2	0	0	0	0	0	2
Complaint handling	1	0	0	0	0	0	1
Complaints Procedure	1	0	0	0	0	0	1

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Table Five continued: Sub Subject grouped by Primary Subject and Directorate during April – June 2010							
	Adult Mental Health	Corporate Services	Forensic Services	Learning Disabilities	Mental Health for Older People	Specialist Services	Total
Patients privacy and dignity	1	0	0	0	1	0	2
Confidentiality Consent	1	0	0	0	0	0	1
Privacy & Dignity	0	0	0	0	1	0	1
Patients property and expenses	3	0	0	0	4	0	7
Property Missing/Lost/Stolen/Damaged	1	0	0	0	2	0	3
Benefits	2	0	0	0	2	0	4
PCT commissioning (including waiting lists)	1	0	0	0	0	0	1
Funding	1	0	0	0	0	0	1
Personal records (including medical and/or complaints)	2	0	1	0	1	0	4
Access to records	1	0	1	0	1	0	3
Incorrect Records	1	0	0	0	0	0	1
Transport (ambulances and other)	2	0	0	0	0	0	2
Transport Availability	2	0	0	0	0	0	2
Policy and commercial decisions of Trusts	1	0	0	0	0	0	1
Trust Policy/Decision – Service Change	1	0	0	0	0	0	1
Hotel Services (including food)	1	0	0	0	0	0	1
Food – Choice	1	0	0	0	0	0	1
Totals:	110	1	2	1	25	7	146

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Table 6.1 Adult Services – concerns raised by secondary location (sub subjects)		
	April - June 2010	Total
Unspecified location	10	10
Transfer - request to move ward	1	1
Diagnosis Questioned	1	1
Treatment Questioned	1	1
Treatment/Care/Support Lack of	1	1
Treatment/Care/Support Disagreements	1	1
Lack/Poor of information (patients)	1	1
Information provided (Trust Services)	1	1
Signposting to other services/organisations	1	1
Confidentiality Consent	1	1
Incorrect Records	1	1
Crisis Resolution Home Treatment Team	2	2
Appointment Communication	1	1
Treatment Questioned	1	1
Emerald Ward	3	3
Discharge Premature	1	1
Treatment Questioned	1	1
Treatment/Care/Support Disagreements	1	1
MASTT Team	2	2
Disinterested/Uncaring Behaviour	1	1
Treatment/Care/Support Lack of	1	1
Ruby Ward	1	1
Treatment/Care/Support Lack of	1	1
Dartford and Gravesend Mental Health Recovery Team	1	1
Discharge Premature	1	1
Dartford Psychological Service	1	1
Waiting time for appointment	1	1
Thanet CMHT	1	1
Treatment/Care/Support Lack of	1	1
Psychological, Psychotherapy, Cognitive Behavioural Therapy Service	1	1
Waiting time for appointment	1	1
Deal CMHT	1	1
Discharge Premature	1	1

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Table 6.1 Adult Services – concerns raised by secondary location continued (sub subject)		
	April - June 2010	Total
Tonbridge CMHT	1	1
Lack/Poor of information (relatives)	1	1
Dartford Gravesend and Swanley Access Team	1	1
Waiting time for appointment	1	1
Primary Care Psychological Service	1	1
Waiting time for appointment	1	1
Psychological, Psychotherapy, Cognitive Behavioural Therapy Service	1	1
Treatment/Care/Support Lack of	1	1
Tunbridge Wells CMHT	6	6
Disinterested/Uncaring Behaviour	2	2
Treatment/Care/Support Lack of	2	2
Information provided (Trust Services)	1	1
Funding	1	1
Amberwood Ward	1	1
Transfer - request to move ward	1	1
Woodlands Ward	2	2
Discharge arrangements	1	1
Treatment Questioned	1	1
Willow Suite	3	3
Disinterested/Uncaring Behaviour	1	1
Medication Side Affects	1	1
Food - Choice	1	1
Off Site	1	1
Treatment Questioned	1	1
Patients Home	4	4
Admission arrangements	1	1
Treatment/Care/Support Lack of	1	1
Treatment/Care/Support Care Planning/CPA	1	1
Lack/Poor of information (patients)	1	1
Brocklehurst Ward	1	1
Disinterested/Uncaring Behaviour	1	1
Outpatient Rehabilitation	1	1
Lack of appointment	1	1

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Table 6.1 Adult Services – concerns raised by secondary location continued (sub subject)		
	April - June 2010	Total
Rochester CMHT	3	3
Lack of appointment	1	1
Treatment/Care/Support Disagreements	1	1
Lack/Poor of information (patients)	1	1
Anselm Ward	4	4
Discharge arrangements	1	1
Discharge Premature	1	1
Discharge Delay	1	1
Treatment/Care/Support Disagreements	1	1
Dudley Venables House	1	1
Property Missing/Lost/Stolen/Damaged	1	1
Crisis Resolution Home Treatment Team	1	1
Treatment/Care/Support Lack of	1	1
111 Tonbridge Road	1	1
Complaints Procedure	1	1
Totals:	56	56

Note 1: it is proposed to cumulate the above totals during the year to identify any trends.

Note 2: it is evident that Datix does not allow precise identification of certain service locations using the above criteria.

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Table 6.2 Specialist inc Older Adult Services – concerns raised by secondary location (Sub subject)		
	April - June 2010	Total
Unspecified location	3	3
Treatment/Care/Support Carers Assessment	1	1
Capacity to provide informed consent	1	1
Privacy & Dignity	1	1
Ruby Ward	1	1
Treatment Questioned	1	1
Winslow Ward	1	1
Treatment/Care/Support Observation	1	1
CAMHS Team	1	1
Waiting time for appointment	1	1
Wheelchair Service	1	1
Equipment Waiting Time	1	1
Gravesend CMHT for Older People	1	1
Capacity to provide informed consent	1	1
Jasmine Ward	1	1
Treatment/Care/Support Lack of	1	1
Maidstone North CMHT for Older People	1	1
Treatment/Care/Support Lack of	1	1
The Orchards	1	1
Discharge arrangements	1	1
Edmund Ward	1	1
Lack/Poor of information (relatives)	1	1
Totals:	12	12

Note1: It is proposed to cumulate the above totals during the year to identify any trends.

Note 2: There were no concerns raised in Forensic Services that matched the above criteria

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Table Seven: Details of shortcomings, follow up actions and outcomes April – June 2010				
Locality	Site	Shortcomings	Follow up actions	Outcomes
West	Highlands House	Various concerns over lack of permanent clinicians	Recruitment in progress	
“	Colin Sams	Affect of closure on patients and their referrals	Referred to Karen Dorey-Rees / service managers	Patient(s) to be referred to alternative services
“	Littlestone Lodge	Family concerns over proposed closure	Liaised with continuing care coordinator	Concerns resolved
“	Jasmine Ward	Staff calling patient by incorrect name: patient wearing someone else’s blouse, open at front, laundry mixed up with others: communication with staff difficult.	Follow up through Service Manger	Concerns resolved
West & Medway	Various	delays in IAPT treatment, and access for under 18 year olds.	Follow up through Service Mangers	Delays resolved where possible
West & Medway	Various	Inpatient in out of locality ward: with perception that treatment is not forthcoming from staff.	Liaised with modern matron	Meetings with ward manager set up where practical
Medway	CRHT	Issue: wide range of staff visitors from CRHT Medway, and wide time frames for appointments caused anxiety for the patient.	Passed on concerns for information only to manager.	
“	MASTT	Issue: caller concerned about telephone assessment process.	Liaised with manager -	New appointment arranged
“	Emerald Ward	Issues inc availability of non mental health medication on the ward.		Care Coordinator to take forward
“	Kingsley House	Issue: delay in transfer of care from Kingsley House to St Barts.	Liaised with team managers and clinicians	Transfer arranged

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Table Eight: Compliments received during April – June 2010					
	Adult Mental Health	Forensic Services	Mental Health for Older People	Specialist Services	Total
	1	0	0	0	1
Gillingham CMHT	1	0	0	0	1
A Block, Medway Maritime	2	0	0	0	2
Emerald Ward	1	0	0	0	1
Medway Psychology (Secondary Care)	1	0	0	0	1
Alexander Lodge Day Therapy Unit	0	0	1	0	1
Sevenoaks CMHT for Older People	0	0	1	0	1
Arndale House	5	0	1	0	6
Dartford and Gravesend Mental Health Recovery Team	3	0	1	0	4
Dartford Psychological Service	2	0	0	0	2
Canada House	0	0	0	2	2
CAMHS Team	0	0	0	2	2
Eagle Court Rochester	1	0	0	0	1
Rochester Resource Centre	1	0	0	0	1
Eastern & Coastal Area Office	3	0	0	0	3
PALS Department	3	0	0	0	3

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Table Eight continued : Compliments received during April – June 2010					
	Adult Mental Health	Forensic Services	Mental Health for Older People	Specialist Services	Total
Elmsleigh	0	0	1	0	1
Medway CMHT for Older People	0	0	1	0	1
Elwick Road Centre	1	0	0	0	1
Psychological Service	1	0	0	0	1
Elizabeth Raybould Centre	1	0	1	0	2
Crisis Resolution Home Treatment Team - Dartford	1	0	0	0	1
Off Site	0	0	1	0	1
Frank Lloyd Unit	0	0	2	0	2
Woodstock Ward	0	0	2	0	2
Greenacres Site	0	20	0	0	20
Bridge House	0	20	0	0	20
Highlands House	0	0	4	0	4
Tunbridge Wells CMHT for Older People	0	0	4	0	4
Laurel House	1	0	0	0	1
Canterbury CMHT	1	0	0	0	1
Little Brook Hospital	5	0	0	0	5
Amberwood Ward	3	0	0	0	3
Woodlands Ward	1	0	0	0	1

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Table Eight continued: Compliments received during April – June 2010					
	Adult Mental Health	Forensic Services	Mental Health for Older People	Specialist Services	Total
Patients Home	1	0	0	0	1
Priority House	6	0	2	0	8
Amherst Ward	5	0	0	0	5
Crisis Resolution Home Treatment Team - Maidstone	1	0	0	0	1
Maidstone North CMHT for Older People	0	0	2	0	2
The Red House	0	0	0	1	1
In-patient Service	0	0	0	1	1
Sittingbourne Memorial Hospital	6	0	0	0	6
Patients Home	2	0	0	0	2
Swale CHMT - Intake and Enhanced	4	0	0	0	4
St John's Community Mental Health Centre	1	0	0	0	1
Sevenoaks CMHT	1	0	0	0	1
Thanet Mental Health Unit	0	0	1	0	1
Sevenscore Ward	0	0	1	0	1
Tarentfort Centre	0	1	0	0	1
Off Site	0	1	0	0	1
Trevor Gibbens Unit	0	5	0	0	5
Forensic Management Centre	0	3	0	0	3
Walmer Ward	0	2	0	0	2
Totals:	33	26	13	3	75

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Compliments received during the year 2009-10 can be broken down as follows:

	April 09 - May	June - Sept	Oct – Dec	Jan '10 - March	Total
Medway	11	49	6	3	69
Forensic	64	36	26	23	149
Specialist	3	18	8	3	32
West	71	82	41	31	225
East	25	25	54	6	110
Total	174	210	135	66	585

Note: variations between quarters can be attributed to the reporting habits of certain services, an issue which is taken up in regular reminders to staff via global emails.

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Table Nine: a sample of compliment comments received during April – June 2010

Secondary Loc.	Description
Amberwood Ward	A big thank you for all your help
Amberwood Ward	Thank you very much for allowing me to go back home
Bridge House	Thank you for all your help and kindness. Never forget what you done for me.
Bridge House	A great big thank you for what you have done, once again a big thank you.
CAMHS Team	Thank you so much for helping me, I really appreciate it. You have really helped, thank you so much.
CAMHS Team	Thank you for helping me and listening. I will never forget what you've taught me as it's helped me immensely
Canterbury CMHT	I would like to take this opportunity to highly praise a member of your staff. I can honestly say that her constant and positive input has greatly helped me to cope in such a difficult period. She has always had an extremely positive outlook for me and has taken the time to listen to me. She is exceptional in both the course and the group. Also her aftercare is excellent.
Crisis Resolution Home Treatment Team - Dartford	Thank you from the bottom of our hearts and support you have given us . We could not have done this on our own.
Crisis Resolution Home Treatment Team - Maidstone	I would like to say how much I appreciated your friendly and helpful attitude. You listened to, and answered, my queries and I felt comfortable talking to you.
Dartford and Gravesend Mental Health Recovery Team	for your help and support enabling client move into her flat
Dartford and Gravesend Mental Health Recovery Team	I am just writing to say thank you for attending my appointment at Occupational Health. I was glad of your support.
Dartford Psychological Service	Thank you so much for your hard work and kindness you have given to us over the past few months.
Dartford Psychological Service	Thank you so much for the kindness and understanding that you have both shown throughout your sessions.

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Table Nine continued: a sample of compliment comments received during April – June 2010	
Secondary Loc.	Description
Emerald Ward	Thank you all for your care and professional attitude
Forensic Management Centre	Thank you for all the guidance and support you have given me over the past months. You've been a fantastic supervisor and taught me more than just how to achieve what I need for a successful career.
Forensic Management Centre	Thank you so much for arranging some clinical observations. You were really helpful and fascinating to talk to.
Gillingham CMHT	We would like to thank you for all the help you gave to our daughter . Thank you for all your help.
Maidstone North CMHT for Older People	Belated but very sincere thanks for all your help and support over the past few years. Many thanks with love and best wishes.
Maidstone North CMHT for Older People	From grateful clients/we are doing well/wife with dementia all the help given
Medway CMHT for Older People	Thank you for doing what you do. Your kindness has helped ease my anxiety and grief. Thank you for all your time and patience.
Medway Psychology (Secondary Care)	I have to say CBT is an excellent service; every session was carefully planned and delivered with enthusiasm.
PALS Department	I appreciate your commitment towards the Inclusion Agenda, and I'm proud of the professional way you represented Breaking Through and the Transformational Leadership Programme during the week.
PALS Department	Just a short note to thank you for coming along as guest speaker at our meeting. It was useful for our members to hear about the work that PALS carry out.
Rochester Resource Centre	We feel moved to write to you in order to let you know just how well the Eagle Court Drop-In Centre is being run.
Sevenoaks CMHT	I would like to convey that a member of staff has done an outstanding job looking after clients interest.
Sevenoaks CMHT for Older People	I'd like to thank you and your staff for the kindness and care given to my mother over the past years.
Sevenscore Ward	We would like to say a big thank you to everybody for helping to look after my husband during his stay at Sevenscore. You all do a remarkable job, in, at times extremely challenging circumstances. Thank you and best wishes to you all.

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Table Nine continued: a sample of compliment comments received during April – June 2010	
Secondary Loc.	Description
Swale CHMT – Intake and Enhanced	I would like to thank your staff member from me. Today, she came out in the rain to meet me; then introduced me to Filmer House. Without her help and support I would not have gone there. She has been so very kind, caring, thoughtful and helpful. I can't thank her and your department enough.
Swale CHMT - Intake and Enhanced	I just wanted to say thank you for all you have done for me over the past year. Your support and encouragement has meant so much.
Tunbridge Wells CMHT for Older People	Thanks for all the help you have given my aunt - who really looks forward to your visits and for the company.
Tunbridge Wells CMHT for Older People	I would like to say how very much the 'Tuesday Club' in Paddock Wood is appreciated. It is helpful for everyone to meet and enjoy a coffee and a few games for a couple of hours.
Walmer Ward	Thanks for all the help
Walmer Ward	Thank member of staff for assistance
Woodlands Ward	Not fully recovered, but on my way, with the help I had from you all. Thank you for your care, thank you for your patience.
Woodstock Ward	big thank you for all the care and help afforded to my mother
Woodstock Ward	Thank you all very much for the care, consideration and companionship shown to him during his stay