



right care  
right place  
right time  
right outcome

**NHS**  
Merton  
Clinical Commissioning Group

## MERTON CLINICAL COMMISSIONING GROUP GOVERNING BODY

**Date of Meeting:** 28<sup>th</sup> September 2017

**Agenda No:** 10.3

**Attachment:** 15

<p><b>Title of Document:</b> Complaints and PALS Annual Report 2016-2017</p>	<p><b>Purpose of Report:</b> To Agree</p>
<p><b>Report Author:</b> Chris Baker –North and East London Commissioning Support Unit</p>	<p><b>Lead Director:</b> Julie Hesketh</p>
<p><b>Executive Summary:</b> This is the Annual Report for NHS Merton CCG complaints and PALS service, 2016-17. The complaints and PALS service was managed on behalf of NHS Merton Clinical Commissioning Group by NHS South East Commissioning Support Unit (South East CSU).  This report is an activity report for complaints received in 2016/2017. The report also highlights any themes and trends of the type of concerns that are being raised. From 1 January to 31 March 2017, there were a total of 15 complaints and 13 PALS enquiries received on behalf of Merton CCG  The target for providing a response to a complaint is 25 working days, with a 20-day target for the CSU to send the response to the CCG. Only one of the four CCG related complaints received in this quarter met the 20-day target for responding to the CCG for approval and signing. The three complaints that failed this 20-day target also fell short of the 25-day target for response sent to complainant.  The themes of the four Merton CCG direct complaints received in quarter 4 are Continuing Healthcare, Individual Funding Request and Commissioning. There were no lessons learnt recorded for the complaints in quarter 4.</p>	
<p><b>Key sections for particular note (paragraph/page), areas of concern etc:</b> Only one of the four CCG related complaints received in this quarter met the 20-day target for responding to the CCG for approval and signing. The three complaints that failed this 20-day target also fell short of the 25-day target for response sent to complainant.</p>	
<p><b>Recommendation(s):</b> The Governing Body is asked to Agree the report</p>	
<p><b>Committees which have previously discussed/agreed the report:</b> Presented at MCCG Clinical Quality Committee – 06.09.2017</p>	
<p><b>Financial Implications:</b> None.</p>	
<p><b>Implications for CCG Governing Body:</b> None.</p>	
<p><b>How has the Patient voice been considered in development of this paper:</b> The views of patients are voiced through the complaints and PALS service.</p>	

**Other Implications:** Continued concerns re Continuing Health Care

**Equality Assessment:**

In accordance with Equality Act 2010 Merton CCG is required to identify, remove or minimise discriminatory practice in the nine named protected characteristics of age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief, and marriage and civil partnership. It is also intended to use the Human Rights Act 1998 and to promote positive practice and value the diversity of all individuals and communities.

**Information Privacy Issues:** None identified.

**Communication Plan:** Not required for this report.