



South West London

Sutton and Merton Borough Teams  
Merton Clinical Commissioning Group

## Report to the Merton Clinical Commissioning Group Governing Body

**Date of Meeting:** Thursday, 27<sup>th</sup> September 2012

**Agenda No:** 7.6

**ATTACHMENT** 12

<b>Title of Document:</b> Merton Borough Business Support Unit Activity Report – Q1 2012/13 Apr- Jun 2012	<b>Purpose of Report:</b> For Review
<b>Report Author:</b> Tony Foote, Business Support Manager.	<b>Lead Director:</b> Eleanor Brown Chief Officer – Merton CCG
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<b>Executive Summary:</b> Quarterly report on the governance functions of the Business Support Unit, comprising statistical information and analysis of the following: formal complaints; the Patient Advice and Liaison Service (PALS); CEO letters; freedom of information requests; serious incidents; central alerting system; safeguarding children and adults; patient and public engagement; equality and diversity.	
<b>Key sections for particular note (paragraph/page), areas of concern etc:</b>  Section 1 (Formal Complaints): significant decrease in complaints received. Section 5 (Serious Incidents): further information on where reported pressure ulcers were originally acquired.	
<b>Recommendation(s):</b> The CCG Governing Body is requested to review the report.	

<p><b>Committees which have previously discussed/agreed the report:</b> NA</p>
<p><b>PEC Comments where appropriate:</b> NA</p>
<p><b>Financial Implications:</b> None</p>
<p><b>Implications for the Sutton and Merton Board or Joint PCT Boards:</b> The processing of formal complaints; patient and public engagement and equality and diversity are statutory obligations.</p>
<p><b>Implications for transition to future commissioning structures.</b> Likely destination of statutory responsibility for formal Complaints: NHS Commissioning Board. Likely destination of the PALS function; patient and public engagement and equality and diversity is currently undecided.</p>
<p><b>Other Implications:</b> (including patient and public involvement/Legal/Governance/ Risk/ Diversity/ Staffing) None</p>
<p><b>Equality Impact Assessment:</b> NA</p>
<p><b>Information Privacy Issues:</b> None</p>
<p><b>Communication Plan:</b> (including any implications under the Freedom of Information Act or NHS Constitution) None</p>



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Sutton and Merton Borough Teams

## Merton Borough

### Business Support Unit Activity Report – Q1 2012/13 Apr- Jun 2012

The following report contains data and analysis relating to activity within Merton Borough for the following areas:

- Formal Complaints
- Enquiries received by the Patient Advice & Liaison Service
- Letters received directly by the Chief Executive's Office
- Freedom of Information Requests
- Serious Incidents
- Central Alerting System
- Safeguarding Children and Adults
- Patient and Public Engagement
- Equality & Diversity

Where available, previous quarters' data is also shown.

#### 1. Formal Complaints

During Q1 the PCT's Complaints Department received 9 complaints relating to Merton Borough. The table below shows this total in comparison with previous quarters.

Q2 11/12	Q3 11/12	Q4 11/12	Q1 12/13
26	19	21	9

The service areas attracting most complaints in Merton for Q4, and in previous quarters, were:

Service Area	Q2 11/12	Q3 11/12	Q4 11/12	Q4 12/13
GPs	16	12	11	7
Community Services*	3	3	4	0
NHS Dentistry	2	3	2	2
Continuing Care	0	1	0	0
Commissioning/ Funding of specific care	1	0	1	0

\*Complaint(s) received by SMPCT but forwarded to Royal Marsden as responsible Trust.

The specific issues giving rise to most complaints in Merton for Q1, and in previous quarters, were:

Issues	Q2 11/12	Q3 11/12	Q4 11/12	Q1 12/13
Clinical	5	3	3	2
Admin (inc. appts)	5	3	3	3
Staff Attitude	5	3	5	0
Dental Charges	1	2	1	1

As of the end of Q1 there were no Merton complaints under consideration by the Health Service Ombudsman.

Sutton and Merton PCT aims to respond to all complaints relating to services commissioned within 25 working days. The level of success in meeting this criterion – for Merton complaints – is shown as a percentage in the table below. Efforts to improve this performance are ongoing.

Q2 11/12	Q3 11/12	Q4 11/12	Q1 12/13
50%	50%	50%	NA*

\*No complaints relating directly to the PCT in Q1

Independent Contractors – GPs; NHS Dentists; Community Pharmacies and Optometrists - are expected to respond within ten working days. The level of success in meeting this criterion – for Merton complaints – is shown as a percentage in the table below:

	Q2 11/12	Q3 11/12	Q4 11/12	Q1 12/13
GP	61%	100%	50%	80%
Dentist	50%	100%	100%	100%
Pharmacist	100%	NA	NA	NA

### Commentary

There was a significant decrease (51%) in the overall number of Merton complaints received in Q1. This was most clearly shown in complaints concerning GP s and Sutton and Merton Community Services (now the responsibility of the Royal Marsden NHS Trust).

Complaints should always be seen as an opportunity to review services and for learning that will bring about improvements. An example of such from Merton complaints received in Q1 follows:

*A patient was unhappy with various non-clinical aspects of their GP Practice. Following the Practice's investigation the following actions were taken:*

*At the next Practice meeting, reception staff reminded of the importance of dealing with patients in a helpful and sensitive manner.*

*Also at Practice meeting, the need to ensure patient records are fully up to date with all documents attached was emphasised.*

*The patient was invited to join the Practice's Patient Participation Group.*

## 2. Enquiries received by the Patient Advice & Liaison Service (PALS)

NOTE: not all PALS enquiries can be borough classified – the following figures represent only those that have been. In total, the PALS received 218 enquiries in Q1.

During Q1 the PCT's PALS received 80 enquiries relating to Merton Borough. The table below shows this total in comparison with previous quarters.

Q2 11/12	Q3 11/12	Q4 11/12	Q1 12/13
60	68	207	80

The service areas giving rise most PALS enquiries in Merton for Q1, and in previous quarters, were:

Service Area	Q2 11/12	Q3 11/12	Q4 11/12	Q1 12/13
GP	11	24	161	31
Other Trusts	6	4	7	9
Community Services*	7	4	6	3
NHS Dentistry	7	8	5	6
Commissioning	3	4	150	16

\*Complaint(s) received by SMPCT but forwarded to Royal Marsden as responsible Trust.

The PALS deals with a great variety of enquiries – from simple requests for information to more complex and time consuming resolution of concerns. The following table shows this variety in Q1 for Merton enquiries.

<b>Advice &amp; Assistance</b>	<b>Concerns</b>	<b>Info. Request</b>	<b>Other</b>
33	25	21	1

The PALS always aims to resolve queries as quickly as possible. In Q1 its performance was as follows:

<b>Time taken to resolve</b>	<b>% of PALS enquiries</b>
Immediately	23%
1-4 hours	20%
1 day	25%
3 days	15%
1 week	5%
Longer	7%
Still Open	5%

### **Commentary**

Q 1 sees a return to a more usual total (80) of Merton PALS enquiries compared to the previous quarter's of 207 – that unusually high amount was due to concerns raised by the patients of a GP Practice who felt there was the possibility of the Practice closing.

Of the GP enquiries received in Q1, a third related to clinical matters with the remainder about such issues as registration, obtaining appointments and the general administrative running of practices.

The main cause of the sixteen enquiries about commissioning in Q1 are as follows:

Follow up enquiries regarding possible closure of GP Practice. ist	5
IVF	3
Individual requests for funding of treatment/medication.	3

With the forthcoming significant changes within the NHS, the future of all PALS is currently uncertain. Discussions will be held with the Merton Local Involvement Network (LINKs) to ensure there is a good appreciation of what issues are dealt with and the nature of assistance given by the Sutton and Merton PALS.

### **3. Letters received directly by the Chief Executive's Office (CEO Letters)**

Any letter received directly by the CEO Office – many of which will be from MPs on behalf of their constituents – is forwarded onto the relevant Borough Team for investigation and the drafting of a response for CEO signature.

Sutton and Merton PCT receives a significantly larger number of such letters than the other PCTs within NHS South West London. The totals received by the five PCTs for 2011/12 are as follows:

<b>Croydon</b>	<b>Kingston</b>	<b>Richmond</b>	<b>Sutton &amp; Merton</b>	<b>Wandsworth</b>
36	12	32	157	39

The MPs for Merton Borough are Siobhain McDonagh (Mitcham and Morden); Stephen Hammond (Wimbledon)

During Q1 the CEO's Office received 4 letters/emails relating to Merton Borough. The table below shows this total in comparison with previous quarters.

Q2 11/12	Q3 11/12	Q4 11/12	Q1 12/13
14	10	12	4

The issues raised in Q1 were: podiatry; IVF; Drug & Alcohol Team; the disposal of sharps.

#### 4. Freedom of Information Requests (FOIs)

FOI requests are centrally administered by NHS South West London, with requests forwarded onto to the relevant PCT for response. Once received, the PCT is statutorily obliged to respond to any FOI request received, providing appropriate information within twenty working days of receipt. **FOI requests are not made on a borough basis and so the following data applies to all requests received by Sutton and Merton PCT.**

During Q1 there were 37 FOIs requests received by Sutton and Merton PCT. The table below shows this total in comparison with previous quarters.

Q2 11/12	Q3 11/12	Q4 11/12	Q1 12/13
62	55	45	37

The issues most frequently mentioned in FOIs for Q1 were:

Issues	Q2 11/12	Q3 11/12	Q4 11/12	Q1 12/13
Medicines Management/Prescribing	3	2	7	4
PALS/Complaints	1	1	1	3
NHS Health Checks	0	0	0	2

A report (covering Q1) produced by NHS South West London's Risk Management Sub-Committee showed no FOI requests to Sutton and Merton PCT to be in breach of the national timescales for response.

#### 5. Serious Incidents (SIs)

A Serious Incident is defined as a NHS-funded service resulting in unavoidable death; serious harm; allegations of abuse, inability to provide services; adverse media coverage;

The PCT is obliged to declare, investigate and report on SIs related directly to itself and monitor those declared by Trusts from which it commissions services. These include the Epsom and St Helier NHS Trust (ESTH); The Royal Marsden Foundation Trust (RMH/ FT)) and Sutton and Merton Community Service (RMH/ SMCS). **SIs are not reported on a borough basis and so the following data applies to all notifications received, or declared, by Sutton and Merton PCT.**

During Q1 Sutton and Merton PCT received notification of sixty four SIs. The table below shows this total in comparison with previous quarters. (There were none declared by the PCT itself during this period.)

Q2 11/12	Q3 11/12	Q4 11/12	Q1 12/13
38	36	69	64

The Trusts/Service areas reporting most SIs in Q1, and in previous quarters, were:

Trust/Service Area	Q2 11/12	Q3 11/12	Q4 11/12	Q1 12/13
ESH	28	23	58	38
RMH/ FT	1	2	1	7
RMH/SMCS	7	11	10	18
SMPCT	2	0	0	1

The issues most frequently mentioned in SIs reported in Q1 were:

Issues	Q2 11/12	Q3 11/12	Q4 11/12	Q1 12/13
Pressure ulcers	13	18	63	53
Ambulance delays	4	5	0	2
Maternity	10	7	4	2

Of the SIs relating to pressure ulcers, the following table shows where pressure ulcers were originally acquired:

	Q1 12/13
ESH hospital acquired pressure ulcers	7
ESH - Community acquired pressure ulcers	24
RMH (FT) acquired pressure ulcers	4
RMH (SMCS) Community acquired pressure ulcers	18

## 6. Central Alerting System (CAS Alerts)

The CAS system brings together CMO's Public Health Link (PHL) and the Safety Alert Broadcast System (SABS). Once an alert is received it is the PCT's responsibility to ensure that measures are put in place to disseminate further the information as appropriate and then receive assurances that all necessary actions have been taken.

**CAS Alerts are not issued on a borough basis and so the following data applies to all requests received by Sutton and Merton PCT.**

During Q1 there were 24 CAS Alerts received by Sutton and Merton PCT. The table below shows this total in comparison with previous quarters.

Q2 11/12	Q3 11/12	Q4 11/12	Q1 12/13
20	25	24	24

The percentage of CAS alerts processed within the national time limits was 100%.

## 7. Safeguarding Children & Adults

No issues were reported in this quarter.

## 8. Patient and Public Engagement (PPE)

### Sutton and Merton Borough Team Expert Patients Programme (EPP)

The pilot EPP for Diabetic patients has been successfully delivering courses in Sutton and Merton since March 2012. The EPP is an educational seven week self management course for adults living with a long term health condition and aims to enable participants to take control of their health by developing and learning new skills to manage their condition better on a daily basis. It also produces benefits for healthcare providers:

- GP consultations decreased 7%
- Outpatient visits decreased 10%
- A&E attendances decreased 16%
- Pharmacy visits increase by 18%

### Patient Participation Groups (PPG)

PPGs are one significant way to involve patients and members of the public in local healthcare decision-making. Practices can gain a great deal from having a patient participation group.

NHS South West London Sutton and Merton Borough Team are working with Sutton Local Involvement Network (LINK) and LINK Merton to design and deliver workshops on Patient Engagement and capacity building. The workshops aim to support practices with active PPGs strengthen their existing work, and to share to their experiences and expertise with practices yet to establish a group.

If you have any questions regarding these initiatives please call or email Clare Lowrie-Kanaka, Patient and Public Engagement Co-ordinator on 020 8251 0588 or [clare.lowrie-Kanaka@swlondon.nhs.uk](mailto:clare.lowrie-Kanaka@swlondon.nhs.uk)

## 9. Equality & Diversity (E&D)

A Commissioning Support Officer – Equality and Diversity – commenced on the 16<sup>th</sup> April 2012 for a six-month fixed-term. The role is to support the authorisation process, and in preparation for the handover in 2013, NHS Sutton and Merton Borough Team is working to support the division of the NHS Sutton and Merton Equality process and to ensure each develops to meet the needs of its catchment area and patients.

The first process was for the Borough Equality Leads to develop a SW Equality Analysis Guidance document. This process will underpin the embedding of the E&D agenda in the CCG's. This document now has SW London Approval and is on their public website. This was swiftly followed by a successful Training initiative that trained 42 colleagues from the PCT's and CCG's.

Work continued to support the development of the data collection forms for Equality Delivery System and Public Sector Equality Duty for NHS Sutton and Merton and Sutton and Merton CCG's.

More specific work occurred to introduce the equality agenda through flow charts and timeframes and by the end of June developing the CCG Equality and Diversity Strategy was well on both CCG's agenda.