

Meeting of
Lanarkshire NHS Board
27 August 2008

Lanarkshire NHS Board
14 Beckford Street
Hamilton ML3 0TA
Telephone 01698 281313
Fax 01698 423134
www.nhslanarkshire.co.uk



SUBJECT: Annual Complaints Reports 2007/08

1. PURPOSE

The Annual Complaints Reports for 2007/08 set out in detail the Board's performance in the management of formal and informal complaints. The Reports provide a record of those complaints received, performance against national indicators and the actions taken to improve the quality of services.

2. CONTENT/SUMMARY OF KEY ISSUES

The complaints procedure adopted by NHS Lanarkshire complies with national guidance issued to the Service in April 2005. The Annual Reports provide data in response to the key indicators identified in the guidance.

The principal issues raised in complaints have been consistent over the years: clinical treatment; staff attitude, behaviour or communication; and waiting times; the local experience mirrors that of other NHS Board areas. It is of note that, particularly within acute services, complaints have become increasingly complex, often involving more than one specialty.

The Board has an excellent record against the target of responding to formal complaints within 20 working days. In 2007/08, the Acute Services Division met the target in 99% of cases and Community Health Partnerships in 82% of cases. The latest available comparator is the national average of 57% for 2006/07.

During the year the Scottish Public Services Ombudsman published 7 reports following investigations into complaints about acute services and 2 reports regarding Family Health Services.

3. ACTIONS

Statutory Directions require that the Board prepares an annual report on complaints and that Board publishes a report on complaints handling in its Annual Report. This Report fulfils the former requirement.

4. CONCLUSIONS

The Board is asked to note:

- NHS Lanarkshire's performance in the efficient and effective management of complaints in 2007/08
- The service improvements that arise following review of complaints
- The Board's Annual Report will include a section on complaint handling
- The Operating Committees receive complaints reports on a quarterly basis.

5. FURTHER INFORMATION

For further information or clarification of any issues in this paper please contact: Shona Welton, Head of Patient Affairs, 01698 245197.