

Appendix 1

PALS & Complaints Data report

PALS (April 2013 – Oct 2013)

Bart Health PALS registered 3372 cases between April 2013 to October 2013. Chart 1 demonstrates the breakdown per legacy site.

PALS Contacts are split into two types, Information & advice and issues and concerns. Cases registered under issues and concerns are typically the more complex cases where there has been PALS intervention and local resolution work.

As chart 4 confirms the top three themes under our issues and concerns activity continues to focus on;

- Problems with appointments (21%)
- Poor communication between patients and staff (20%)
- Concerns about diagnosis and treatment (15%)

Chart 2 indicates that the main method of contact with the service continues to be via telephone and email. A change to the way that the PALS operates was introduced as a pilot on 1 July 2013. The aim was to create a centralised call HUB in order that all calls to PALS were managed in an efficient, effective and timely way. Service systems were fully integrated and a Barts Health PALS centralised telephone phone number and email address was introduced in October 2013 to help improve access to the service.

Chart 1

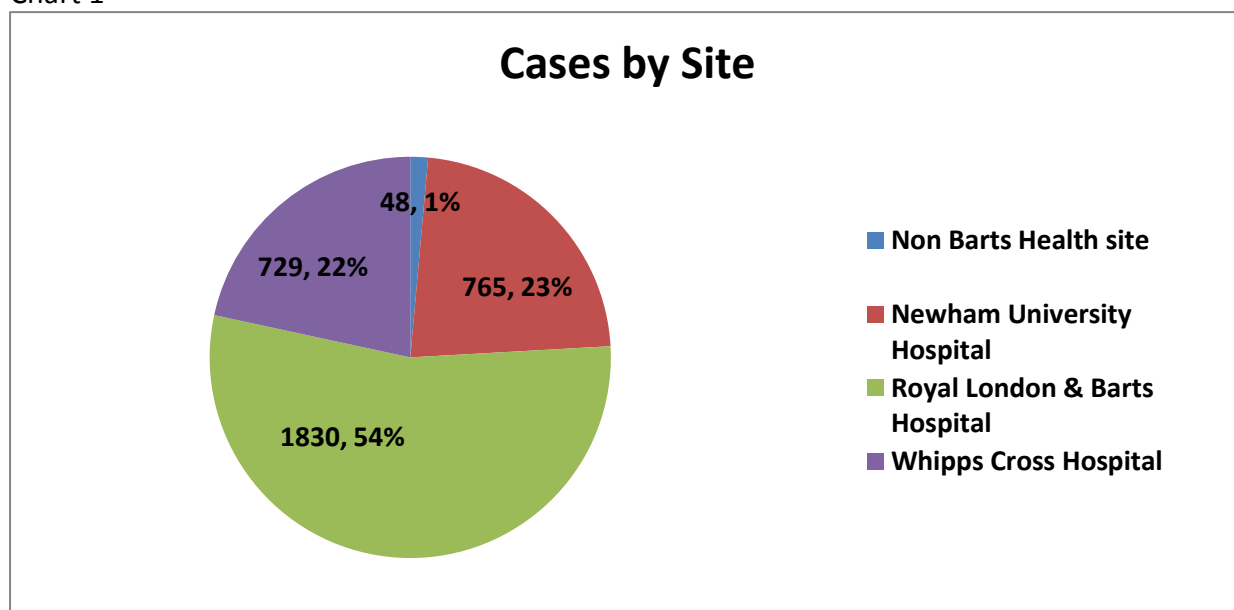


Chart 2

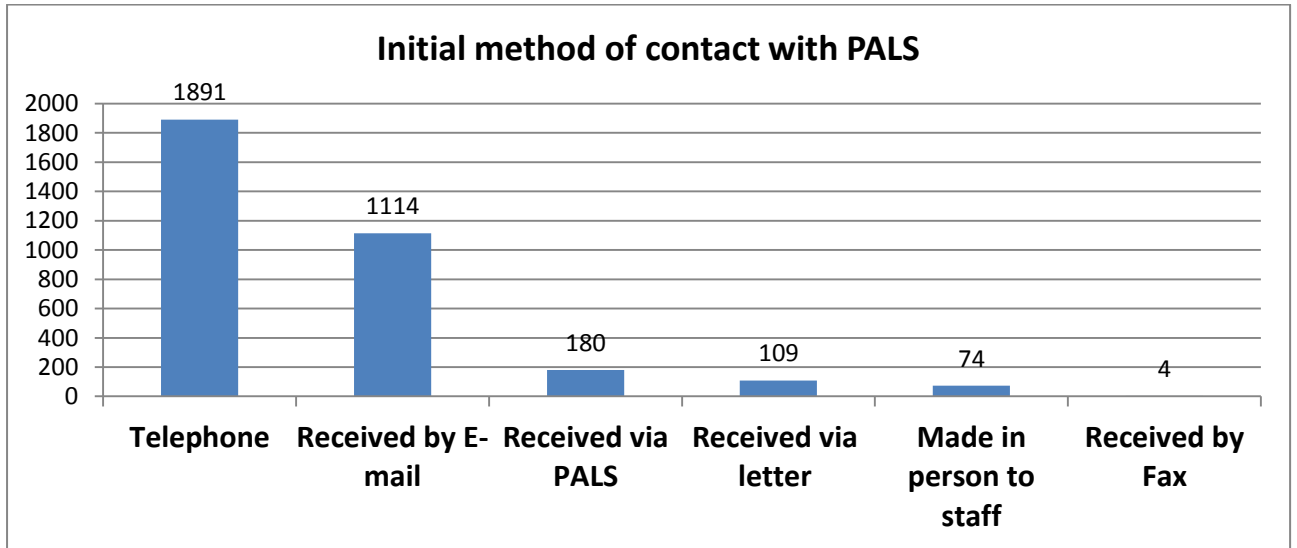


Chart 3

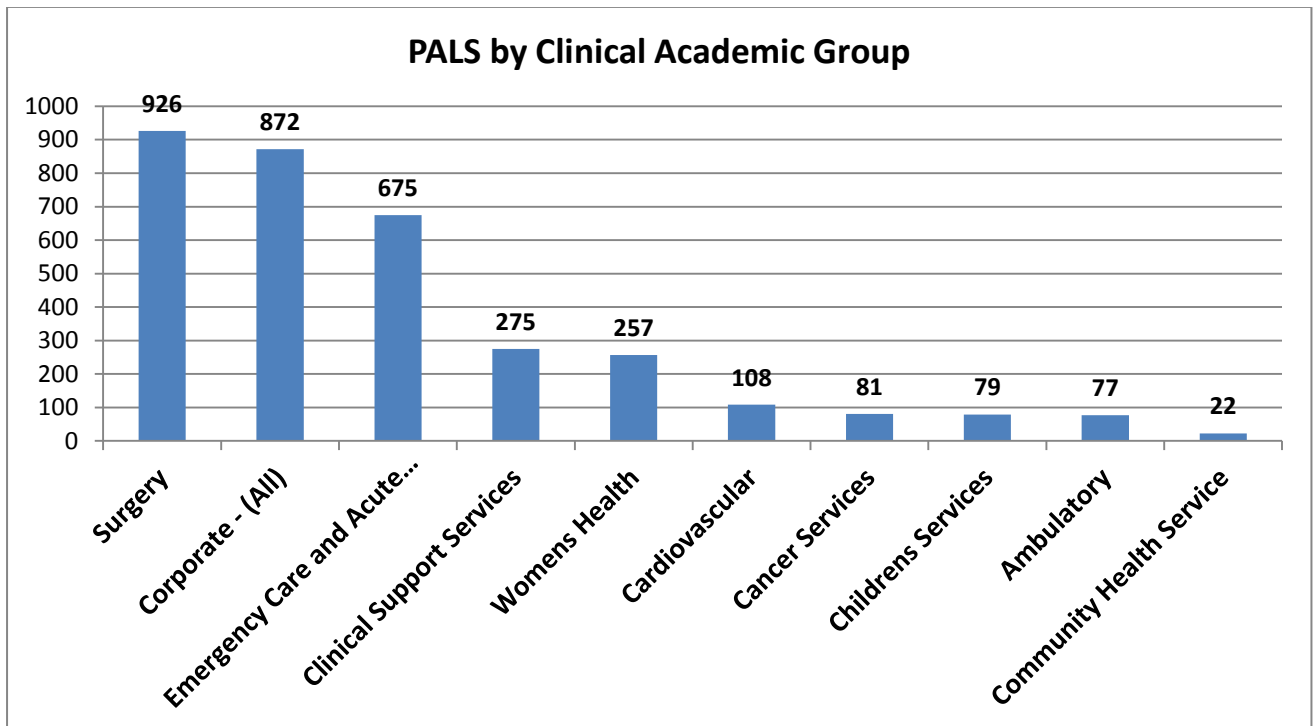
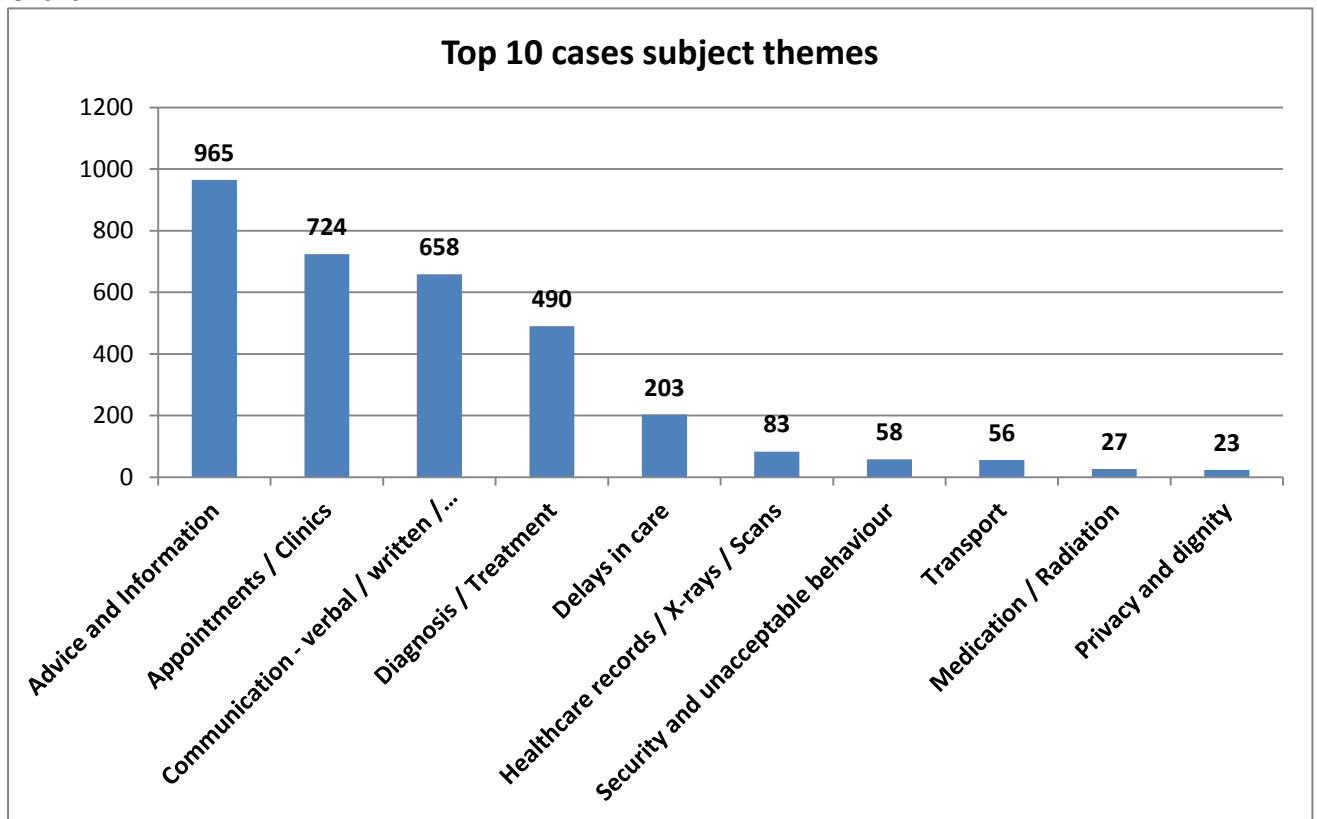


Chart 4

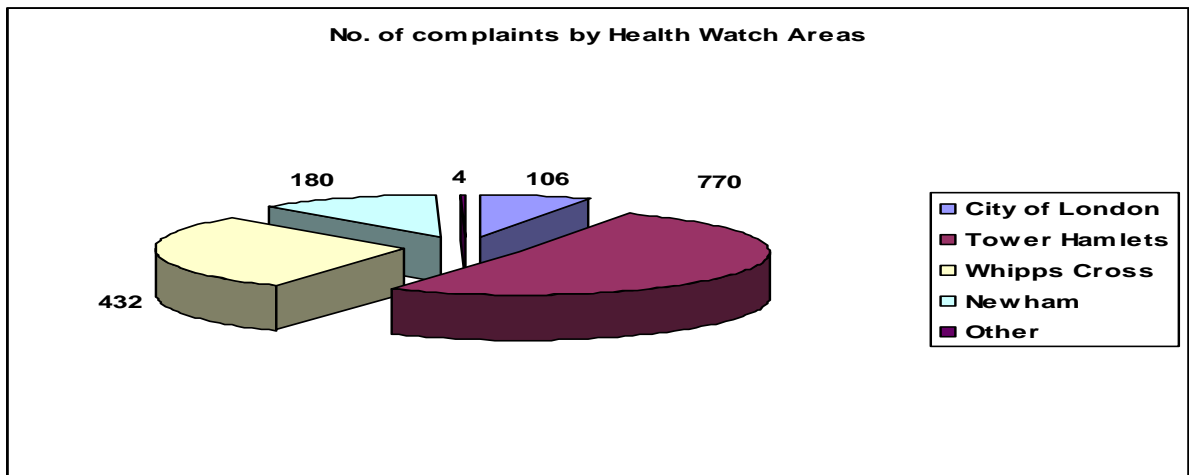


Complaints (April 2013 – November 2013)

Between April 2013 to November 2013, the Trust received a total of 1492 complaints. Majority of the issues raised related to services provided across the Tower Hamlets area 770 (52%), with the second highest number of complaints being about services provided in the Waltham Forest area 432(29%) and the third highest being about services provided across the Newham area 180 (12%).

Chart 5 below gives an outline of the number of complaints received by all the sites the Trust provides services from.

Chart 5



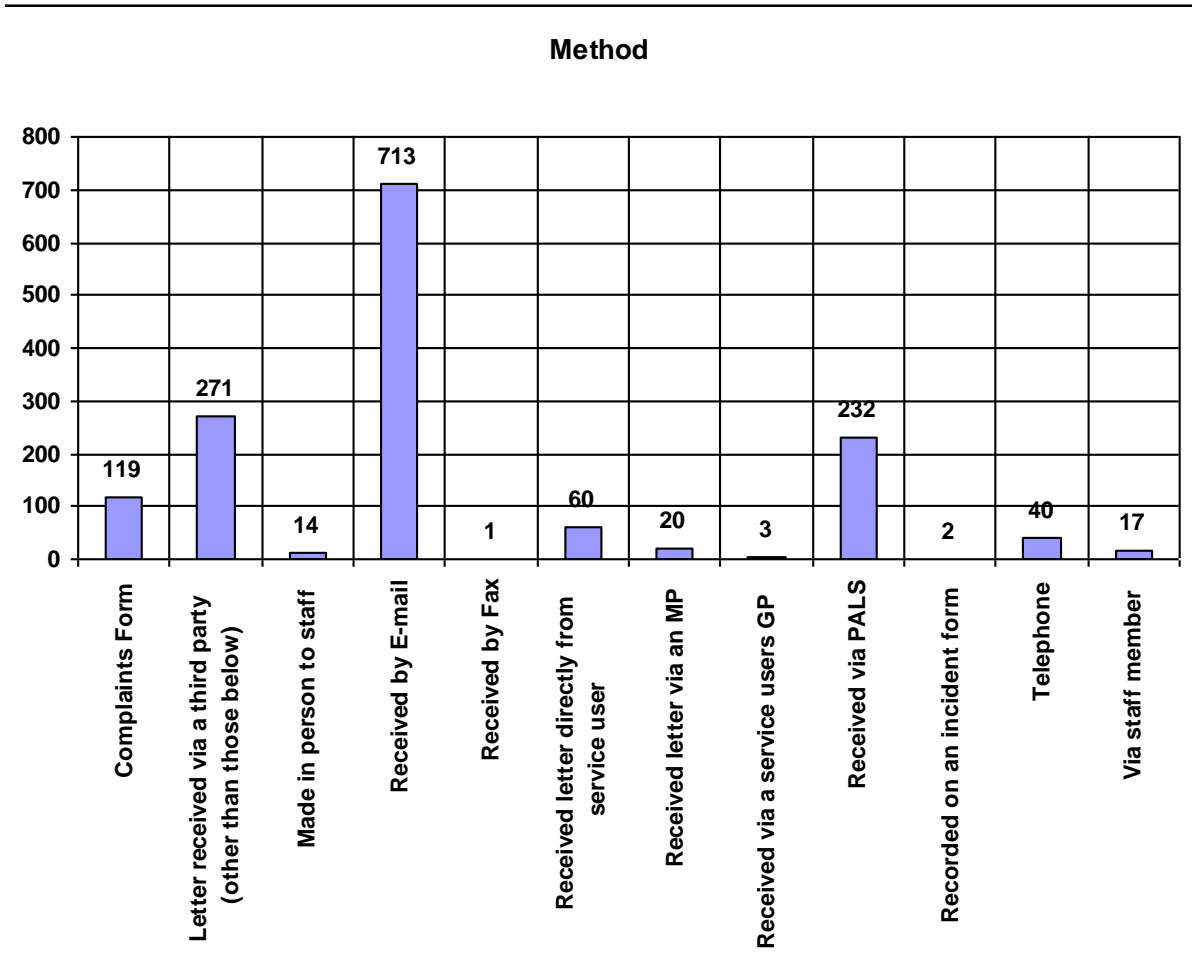
Access methods

The Trust aims to provide an accessible complaints handling service across all hospital sites, enabling the diverse range of patients we provide services for to be able to make a complaint if they feel it is necessary to do so.

Chart 6 below indicates that a high number, 713 (48%), of complainants preferred to access the complaints process via email. The Trust’s Central Complaints email address provides an opportunity for complainants to either email the Central Complaints Team directly, or to complete an online form, via the Trust’s website.

Once the online form is completed and submitted, the complaint form arrives in the Central Complaints inbox where the team receive and triage cases, then disseminate them to the appropriate Clinical Academic Group (CAG) in the Trust.

Chart 6

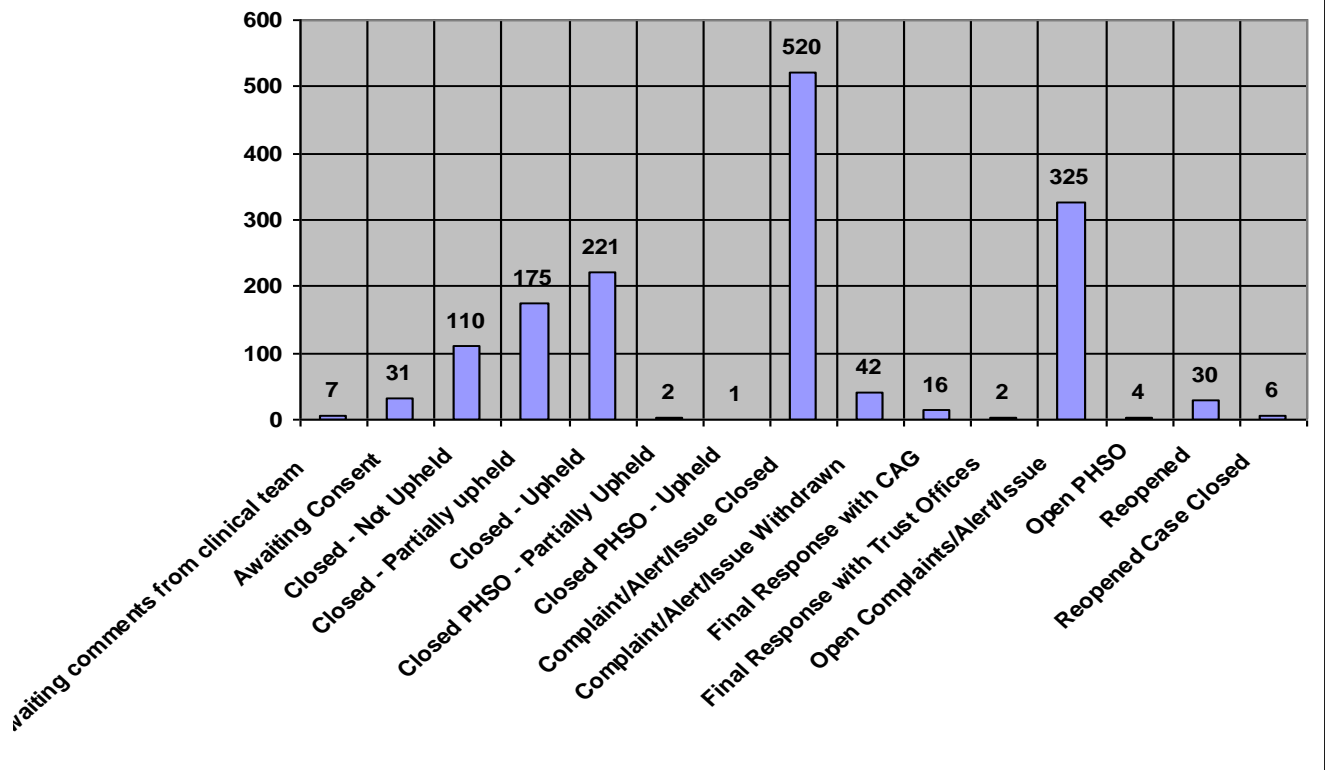


Current stage

The chart below indicates that during this period, a total of 1113 (75%) of complaints have been closed. Included in this number are all case which have been upheld, partially upheld, not upheld or withdrawn. Chart 3 below gives an outline of the current position of all cases received during the year to date.

Chart 7

Current stage of cases



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 Oct 2013