

Health and Wellbeing Board

Wednesday, 12 July 2017

Healthwatch Swindon Annual Report - Additional Information

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Erratum to Healthwatch Swindon Annual Report 2016 - 2017

NHS Complaints Advocacy

Healthwatch Swindon is commissioned to provide 20 hours per week of free, confidential and independent NHS Complaints Advocacy to the residents of Swindon.

Between 1 April 2016 and 31 March 2017, Healthwatch Swindon has supported 66 new clients to pursue complaints through the NHS Complaints Procedure.

These clients can be separated into two groups:

1. Clients who required minimal support, where no active casework was undertaken, following an initial consultation by the NHS Complaints Advocate, categorised as “Brief Interventions” (as detailed in the Healthwatch Swindon annual report)
2. Clients who require additional support, which may include multiple consultations and communication with outside agencies. categorised as “Full Case Work”.

Full Case work

During the period of 1 April 2016 to 31 March 2017, there were 25 clients who required full case work to be undertaken on their behalf.

The break down for these cases is as follows:

Providers who were the subject of the complaint

GP	4
Hospital	15
CCG	2
Mental Health Services	3
Transport (non NHS Trust)	1

Complaint classification

Care and treatment	11
Diagnosis	2
Unsatisfactory service	5
Finance	1
CHC funding	2
Staff behaviour	4

On 31 March 2017, of the 25 advocacy cases which required full case work:

9 were ongoing

9 had been successfully resolved following casework by the NHS complaints advocate.

In the remaining 7 cases, the client was happy to proceed without any further advocacy input.

Outcomes sought

Explanation/Apology from provider	8
Financial remuneration	1
Support with complaints procedure in order to self-advocate	7

Outcomes achieved

Explanation/ Apology from provider	8
Financial remuneration	1
Support with complaints procedure in order to self-advocate	7

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Independent NHS Complaints Advocate
Healthwatch Swindon

6 July 2017