

West Hertfordshire Hospitals



NHS Trust

**TRUST BOARD MEETING – 18 December 2008**

Title of the Paper:	Claims, Litigation, Incidents and PALS Report July - September 2008
Agenda item:	202/08
Author:	Graham Ramsay, Medical Director
Trust Objective:	Objective 5 – Improving Our Performance
<b>Key issues</b>  Since the last report to the Board serious concerns have been raised with regard to the length of time being taken to respond to some complaints. Following a formal review of the complaints systems across the Trust it was identified that there were a number of systemic failures in the complaints system resulting in a number of complaints failing to meet the response deadlines required. The quarter 2 report (attached) does reflect these concerns neither does the data identify any detail with respect to the amount of time that has elapsed in respect of those complaint that have not met the required response deadline. This will be included in future reports.  It will be noted in the report that there are recurring themes in respect of the most frequently raised issues of complaint, both in terms of formal complaints and PALS enquiries. The CLIP meeting has begun to focus much more on ensuring that Divisions are taking appropriate actions to deal with the most frequent areas of complaint. Divisions have been asked to provide appropriate evidence that they are learning from complaints, that they are monitoring performance in these areas in particular and ensuring this is reflected in improved service delivery.	
<b>Purpose</b>  This report provides a process for the co-ordinated approach to the analysis of incidents complaints and claims on an aggregated basis including qualitative and quantitative analysis	
<b>Risk Implications for the Trust</b> <i>(including any clinical and financial consequences):</i>	<b>Mitigating Actions (Controls):</b>
The report is based on the NHSLA Risk Management Standards requirement that Trusts review and identify themes from Complaints, Litigation, Incidents and PALS  Failure to monitor levels of performance will affect the rating for the Trust	The CLIP Group meets quarterly to monitor, review and agree relevant actions in order to maintain performance.
<b>Level of Assurance that can be given to the Trust Board from the report</b> [significant, sufficient, limited, none]:  Sufficient, although in the light of the findings of the formal investigation further detail will now need to be included in future reports	
<b>Links to Key Line of Enquiry (KLOE 1 - 5)</b>  4.1 Significant business risks	
<b>Recommendation to the Trust Board:</b>  The Trust Board members are asked to note the report.	

