
To: Renfrewshire Integration Joint Board Audit, Risk and Scrutiny Committee

On: 10 September 2021

Report by: Head of Strategic Planning & Health Improvement

Heading: Update on Public Interaction in 2020/21

1. Summary

- 1.1. The purpose of this report is to provide an update on public interaction during 2020/21 which includes Freedom of Information (FOIs); Subject Access Requests; Complaints; Enquiries; Compliments and Communications.
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2. Recommendations

It is recommended that the Audit, Risk and Scrutiny Committee note:

- The content of this report.
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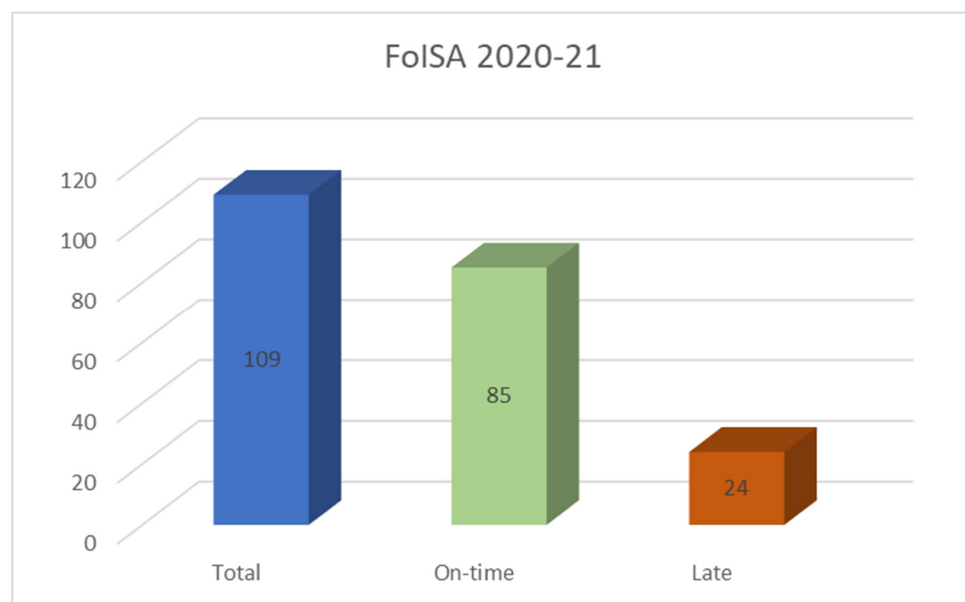
3. Background

- 3.1 Public Interaction reporting previously formed part of the Non-Financial Governance Report that was presented to the IJB biannually. To refine this it was agreed by the Chair and Co-chair of the IJB and the Chair of the Audit, Risk and Scrutiny Committee to provide the Audit, Risk and Scrutiny Committee with a specific report on public interaction twice a year in March (mid-year report) and September (full year report). This report is for the full financial year 2020/21.
- 3.2 In August 2021 the HSCP appointed to a new Complaints Manager post that will have responsibility for all areas of public interaction, with the exception of communications which sits with the Communications' Manager although the communications evaluation will be covered within this report – see section 10.
- 3.3 Going forward in 2021/22 the Complaints' Manager will review our processes and systems, and the reporting of our public interactions to ensure we take account of the learning from our complaints and improve on our performance.

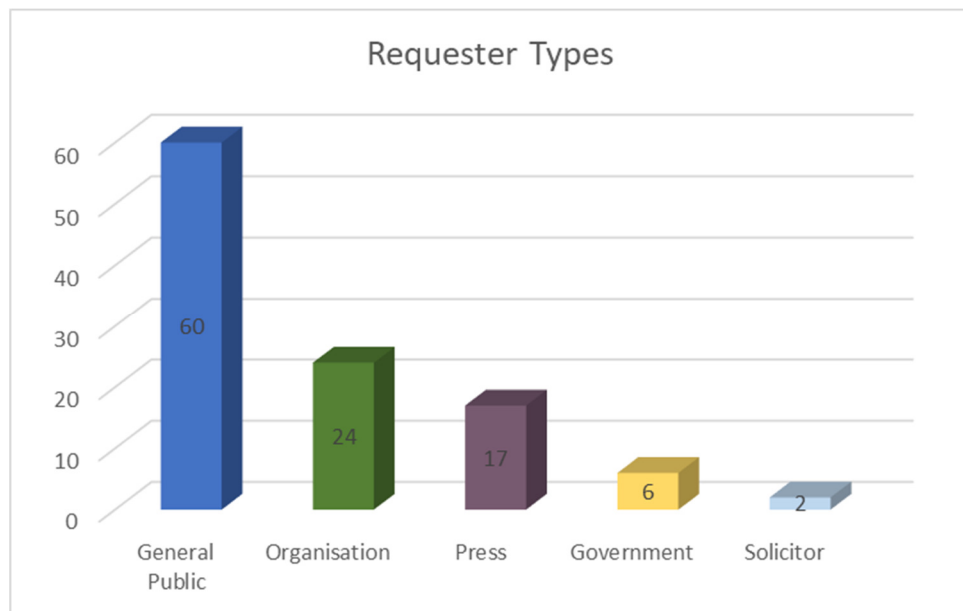
4. Freedom of Information (FOI)

- 4.1 In January 2016, the IJB approved the arrangements for dealing with requests for information in respect of functions undertaken by the IJB.

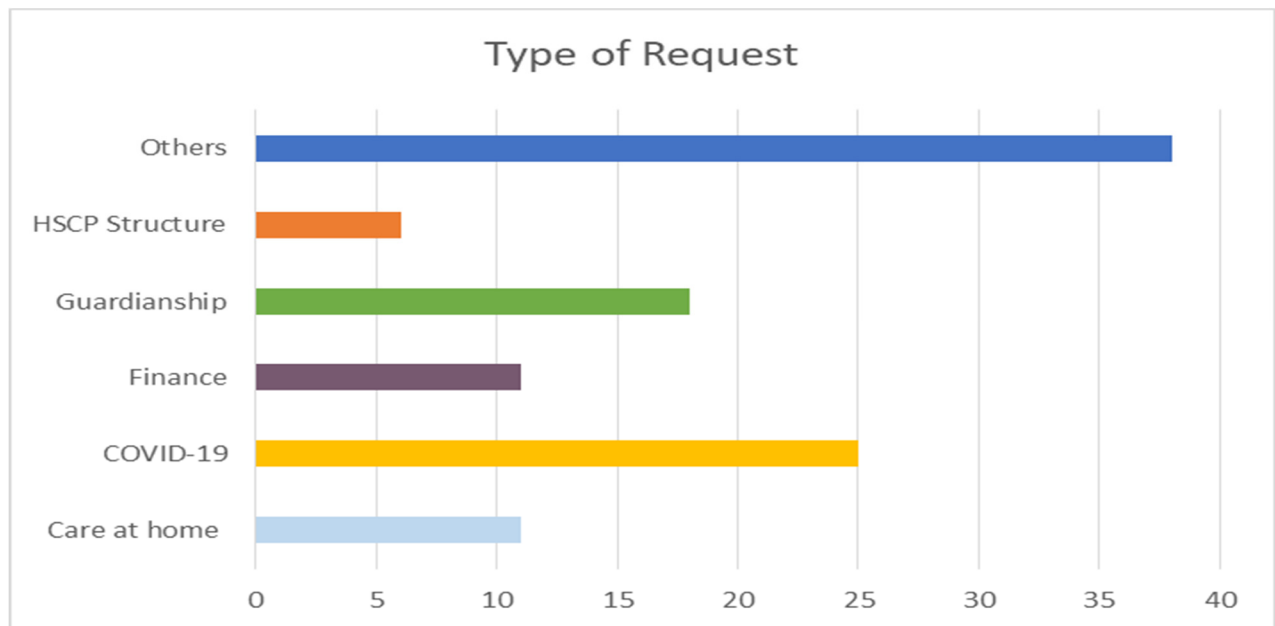
- 4.2 The Freedom of Information (Scotland) Act 2002 (FOISA) came into force on 1 January 2005 and created a general right to obtain information from a public authority subject to limited exemptions. The IJB is therefore subject to FOISA as a public authority within its own right. Although the IJB will only hold a very limited amount of information, it must respond to Fol requests made directly to the IJB for information which it holds within the statutory timescale and have its own Publication Scheme.
- 4.3 During the period 1 April 2020 to 31 March 2021, the IJB received one request for information regarding the IJB's Covid-19 Mobilisation Plan. Statistical information regarding IJB Fols are uploaded directly onto the Scottish Information Commissioner's statistics database on a quarterly basis.
- 4.4. It was agreed that any Fol relating to the operational delivery of health and adult social care services received by the Local Authority or NHS Greater Glasgow & Clyde would be shared with the Health & Social Care Partnership.
- 4.5 During the period 1 April 2020 to 31 March 2021, 109 Fol requests were received and 85 (78%) of them were answered on time.



- 4.6 While the majority of the requests received in 2020/21 were from the general public, the HSCP also received requests from other organisations, the press, the Scottish Government and solicitors.



4.7 The main issues related to the services detailed below and 25 were specifically related to COVID 19.



5. Subject Access Requests (SARs)

Individuals have the right to access and receive a copy of their personal data, and other supplementary information. This is commonly referred to as a subject access request or SAR. Individuals can make SARs verbally or in writing, including via social media. A third party can also make a SAR on behalf of another person.

During 1 April 2020 to 31 March 2021, the Partnership responded to 45 (21 Council and 24 Health) Subject Access Requests from patients, clients and staff.

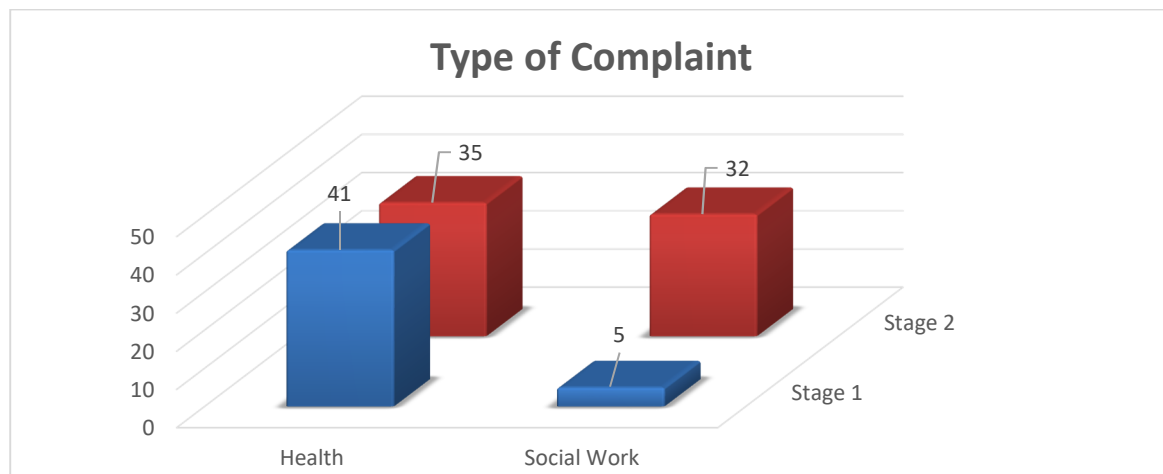
6. Complaints

6.1 This section provides a commentary and statistics on complaints handling in the HSCP for the period 1 April 2020 to 31 March 2021. It looks at complaints resolved at local level and identifies areas of improvement and ongoing development.

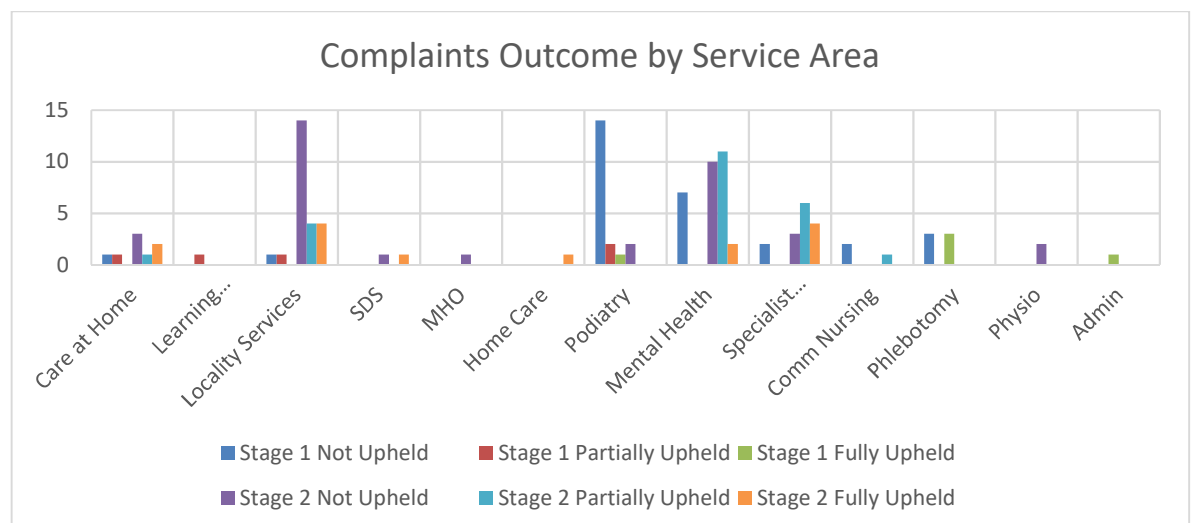
6.2 The graph below provides an overview of the number of complaints received by the HSCP split between Health and Social Work from 1 April 2020 to 31 March 2021 and by stage 1 and Stage 2 complaints.

A stage 1 complaint is about an issue which is straightforward and easily resolved with little or no investigation. Usually the complaint is addressed to frontline staff and requires an 'on the spot' apology or explanation (timescale 5 days).

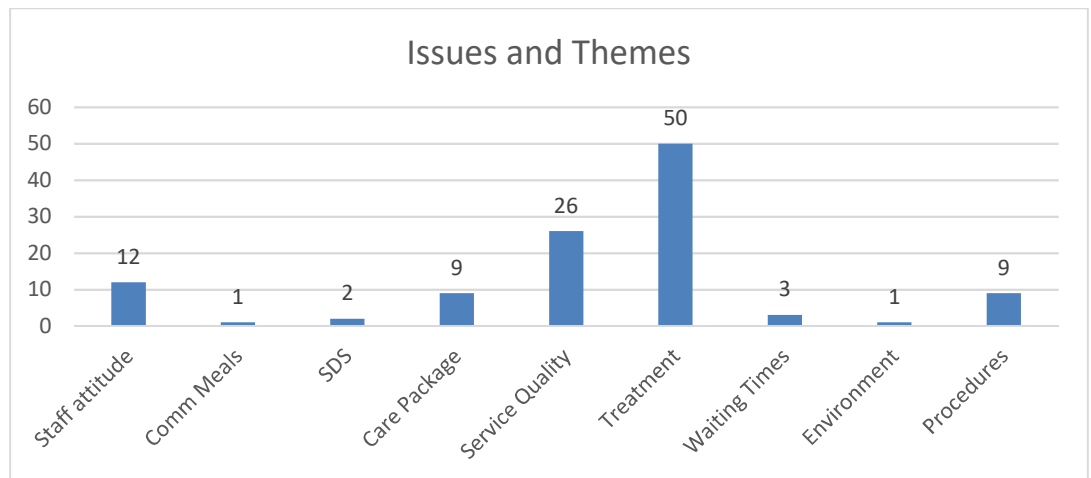
A stage 2 complaint is for issues which have not been resolved at stage 1 or come straight to stage 2 because they are more sensitive, complex or high risk and require investigation (timescale 20 days).



6.3 The graph below provides an overview of the number of complaints and outcomes by Service Area received by Renfrewshire HSCP from 1 April 2020 to 31 March 2021.



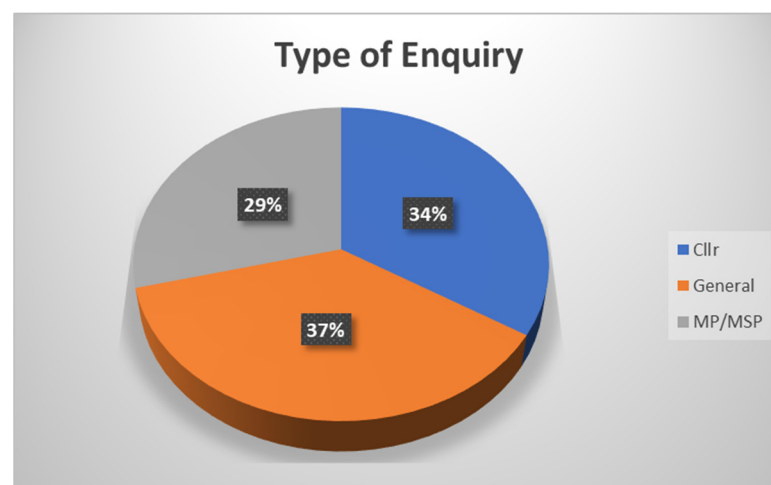
- 6.4 The issues and themes identified from health and social work complaints are shown in the table below. The highest number of issues raised by complainants in 2020/21 were on Treatment and Service Quality.



- 6.5 Where a complainant remains dissatisfied with a Local Resolution response provided by the HSCP, the complainant may write to the Scottish Public Services Ombudsman (SPSO). Of the total number of complaints for health and social care, two were submitted to the SPSO. One was not upheld and the other is still under investigation.

7. Enquiries

- 7.1 During the period 1 April 2020 to 31 March 2021, the HSCP received 491 enquiries which were received from Councillors (166), MPs/MSPs (142), and members of the public and third party organisations (General: 183). Of these enquiries, 116 (23.6%) were related to COVID.



8. Service Improvements

- 8.1 One of the key themes of the Patient Rights (Scotland) Act 2011 was using complaints as a mechanism to learn lessons and improve services.
- 8.2 Following the completion of complaints, action plans are prepared by Service Managers, where appropriate, and these are reviewed at locality governance meetings. Treatment, Service Quality and Staff Attitude are key issues for complaints and steps are being taken by services to improve these.
- 8.3 Policies and Procedures - under health and social care integration, there will remain two separate complaints handling procedures for health and social work. The new policies were implemented on 1 April 2017.
- 8.4 Whilst NHS Greater Glasgow & Clyde is responsible for the delivery of health services, Health and Social Care Partnerships have responsibility for the planning and direction of services in their area which have been delegated to them. The integration of health and social care requires staff from the NHS Board, Local Authority and third sector organisations to work together in order to provide joined-up, person-centred services.
- 8.5 There is a standard approach to handling complaints across the NHS and Council which complies with the SPSO's guidance on a model complaints handling procedure and meets all of the requirements of the Patients' Rights (Scotland) Act 2011.
- 8.6 Where services are integrated, we work together to resolve the complaint. A decision must be taken, by following the procedure that the HSCP has in place, as to whether the NHS or Local Authority will lead on the response. It is important, wherever possible, to give a single response from the lead organisation.
- 8.7 An update to the Model Complaints Handling Procedure (CHP) came into force on 1st April 2021 in line with the 2021 SPSO (Scottish Public Services Ombudsman) Model. The process for handling Social Work complaints was brought into line with the council-wide complaints process. Within the revised SPSO model, the specific change for Social Work is that an extension to a stage one front line response complaint is now also the same as the standard model - a max of 10 working days in total. A new 'resolve' category has also been introduced for Social Work complaints. A complaint is resolved when both the council, and the customer, agree what action will be taken to resolve the complaint for the customer. Complaints can be resolved at any stage of the process. While there is no need to continue investigating the complaint, or decide if it is upheld or not upheld, there must be a clear record of how the complaint was resolved and what action was agreed.

9. Compliments

- 9.1 The following shows examples of positive feedback provided by patients and service users during 2020/21 on the services provided by the HSCP.
- 9.2 Specialist Children's Services

'Many thanks to the Paediatric Audiology Service at Renfrew Health and Social Work Centre tonight. My daughter was very nervous before the appointment but was positively bouncing with happiness afterwards. Such a friendly and professional service!'

9.3 Renfrewshire Bereavement Network

'Due to losing my mum during the pandemic (although not actually to Covid), I reached out to the Renfrewshire Bereavement Network for support and guidance. I was struggling not only with the loss from my mum's sudden passing but also the restrictions that were in place with regards to hospital visiting, family support due to travel constraints, and subsequent funeral restrictions during the pandemic. From my initial phone call of self-referral until my last telephone call with my counsellor, I cannot fault the professionalism, kindness and helpfulness of this local service. I struck up a good and trusting relationship with the counsellor from our first telephone call and I will be forever grateful for his support around my bereavement and loss, as well as for his professionalism, empathy and sense of humour at times, and as appropriate.'

9.4 Podiatry

'I was having terrible problems with ingrown toenails which were causing me severe pain. I would like to say thank you to the podiatry staff for the attention given to me during my visit, and to say I am now trouble free. The member of staff was most helpful and, under present circumstances, provided me with a very efficient service.'

9.5 Care at Home

'We would like to thank all the carers involved in my mother's care. This amazing group of staff provided care, support, love and help to my mother no matter what the weather, day or night.'

9.6 Flu Centre

'I found information about the flu drop-in clinic online and had a friend drive me from my home in Lochwinnoch to St Mirren Park for my flu jab. I am registered partially sighted and have very reduced mobility so I was rather concerned. My fears were unfounded. I did not even have to get out of the car. The nurse and needle came to me!' Thank you.

10. Communications

Communications Evaluation: April 2020 - March 2021

Website

www.renfrewshire.hscp.scot



40,536 (85% new)
Users



165,197
Page Views

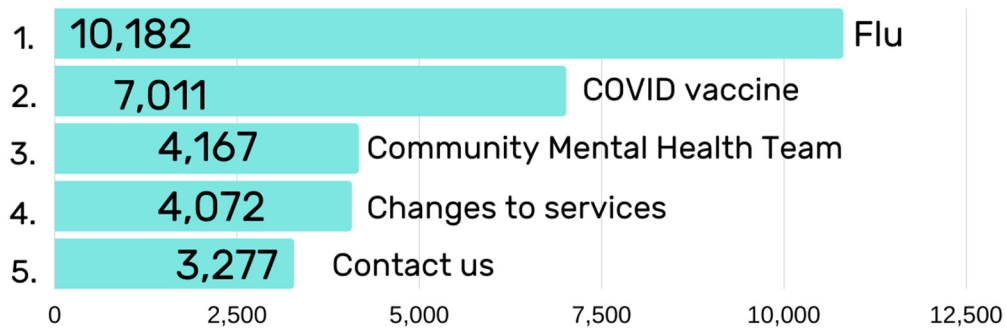


41%
Desktop Views



59%
Mobile/Tablet Views

Top visited pages



Social Media



2,021
Followers

365,400
Reach



2,050
Followers

333,495
Reach

Successful Campaigns

Flu campaign

Job adverts

Clear your head

COVID vaccinations

Clap for Carers

Staff stories

Implications of the Report

1. **Financial** – Sound financial governance arrangements are in place to support the work of the Partnership.
2. **HR & Organisational Development** - There are no HR and OD implications arising from the submission of this paper
3. **Community Planning** - There are no Community Planning implications arising from the submission of this paper
4. **Legal** – The governance arrangements support the implementation of the provisions of the Public Bodies (Joint Working) (Scotland) Act 2014.
5. **Property/Assets** - There are no property/ asset implications arising from the submission of this paper.
6. **Information Technology** - There are no ICT implications arising from the submission of this paper.
7. **Equality and Human Rights** -The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement have been identified arising from the recommendations contained in the report.
8. **Procurement Implications** - There are no procurement implications arising from the submission of this paper.
9. **Privacy Impact** - There are no privacy implications arising from the submission of this paper.
10. **Risk** – none.
11. **Risk Implications** – As per the subject content of the risk section of this paper.

List of Background Papers – None

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