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

On: 18 March 2022

Report by: Planning and Performance Manager

Heading: Public Interaction Report for April – September 2021

1. Summary

The purpose of this report is to provide an update on public interaction from 01 April 2021 to 30 September 2021 which includes Complaints; Enquiries; Freedom of Information (Fols); Subject Access Requests (SARs); as well as Compliments and Communications.

2. Recommendations

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

- Note the content of this report.

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 first two quarters of the financial year 2021/2022.

4. Complaints

- 4.1 In August 2021 the Health and Social Care Partnership (HSCP) appointed a new Complaints Manager that has responsibility for all areas of public interaction, with the exception of communications which sits with the Communications Manager.
- 4.2 A complaints process review was carried out in September and October 2021 by the Complaints Manager and the following changes have been introduced:
- Complaints website reviewed and updated

- All correspondence templates updated for improved compliance and structure
- Complaints recording paperwork updated
- Client Facing Complaints Handling Procedure reviewed and updated
- Unacceptable Actions Policy established
- Full time Complaints Support Officer post approved and recruited to in January 2022.

4.3 The National Complaints Handling Procedure (CHP) for NHS Scotland took effect from 1 April 2017.

The HSCP provides two opportunities to resolve complaints internally:

• **Stage 1: Local/Frontline Resolution**

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' explanation or apology (timescale 5 working days, up to a max of 10 working days).

• **Stage 2: Investigation**

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).

4.4 **Complaints Key Performance Indicators**

Between April and September 2021 there were a total of 80 complaints received.

This section of the report details performance in reference to each of the nine key performance indicators which were introduced by the Scottish Public Services Ombudsman (SPSO) Model Complaints Handling Procedure.

4.4.1 **Indicator One: Learning from Complaints**

a. Actions and Improvements

For all upheld or partly upheld complaints, actions are recorded and progressed. All ongoing action plans are tracked by the Complaints Team and reviewed at Locality Governance meetings.

In the first 2 quarters of 2021 (April – September), 37 complaints were upheld or partly upheld and actions were taken.

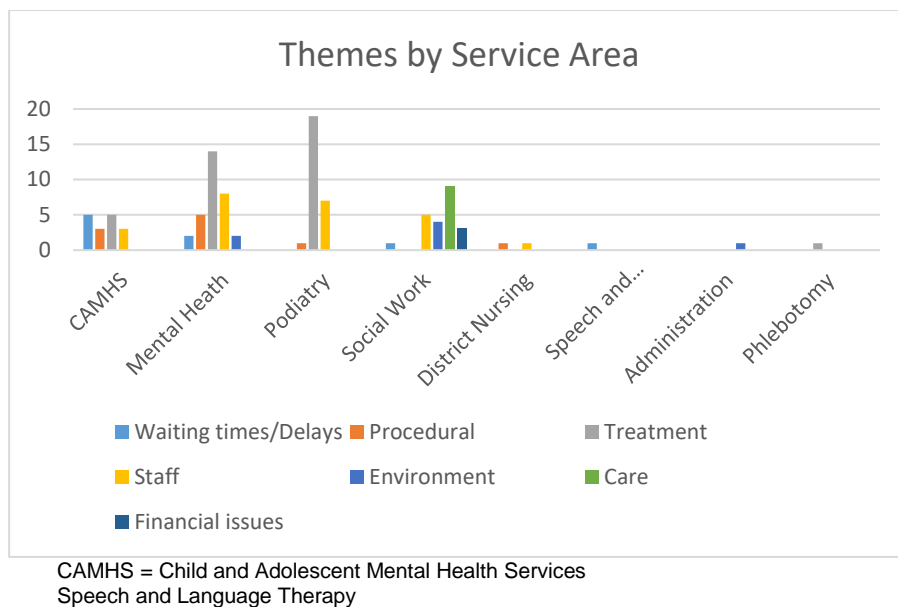
Examples:

Area	Summary of Complaint	Action
NHS	Patient had been referred to the Podiatry Service for nail care by the ward several times. The referrals were returned, as the requests had been for personal	A programme has been funded to provide education to acute wards regarding personal foot care.

	care which is not offered by the Podiatry Service.	
	Personal information sent to patient's previous GP practice.	There has been a review and improvements made to the referral process.
SW	Discharge problems – no carers in place when elderly individual was sent home.	Measures have been put in place to improve communication between clients, families, ward staff and care at home staff.

b. Issues and Themes

Issues and themes are recorded for each service area and discussed at Service and Locality meetings to highlight areas of concern.



c. Scottish Public Services Ombudsman – Investigation Reports and Decision Letters

Where a complainant remains dissatisfied with the final response provided by the HSCP, the complainant may write to the Scottish Public Services Ombudsman (SPSO).

During the period 01 April – 30 September 2021 Renfrewshire HSCP received requests for information from the SPSO relating to 3 complaints. All 3 complaints were not investigated further by the SPSO.

4.4.2

Indicator Two: Complaint Process Experience

We recognise that if a person has taken the time to contact us about their or a loved one's negative experience of our services, we have a duty and responsibility to respond. Effective, efficient and compassionate complaints handling is therefore vitally important.

The Complaints Team sent out Complaint Process Experience Feedback forms to all complainants. Only one form was received back so we are unable to provide a statistical evaluation of the complainant experience.

The Complaint Process Experience Feedback form has been added to the Complaints webpage.

4.4.3 **Indicator Three: Staff Awareness and Training**

As well as supporting patients and complainants, Renfrewshire HSCP also aims to ensure staff involved with a complaint, feel supported and empowered throughout the process.

A recorded training presentation has been created and was sent out to all complaint investigators with each new complaint allocation. Further Microsoft Teams training was carried out between September and December 2021.

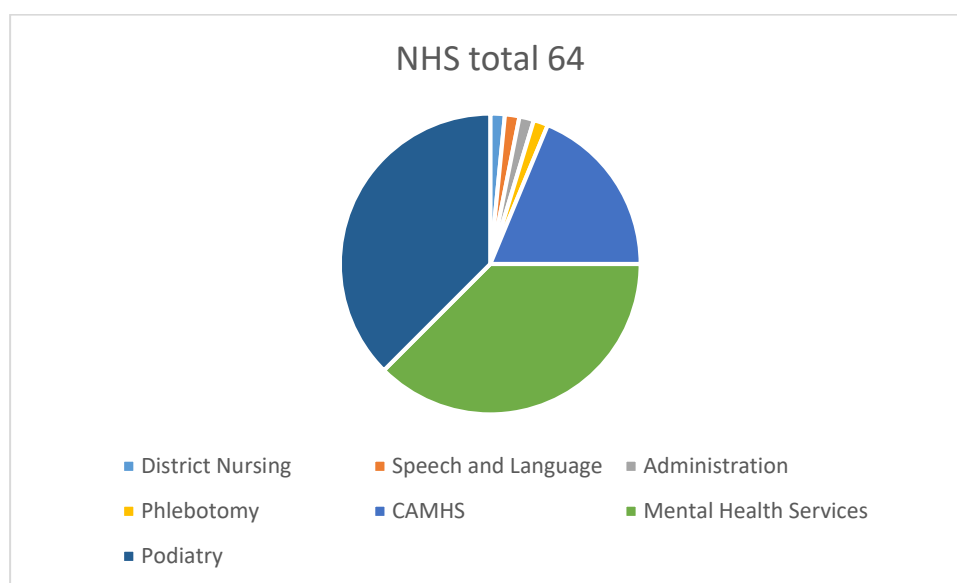
4.4.4 **Indicator Four: Total Number of Complaints Received**

Total complaints received from April to September in 2019; 2020; and 2021.

April – Sept 2021	April – Sept 2020	April - Sept 2019
80	47	84

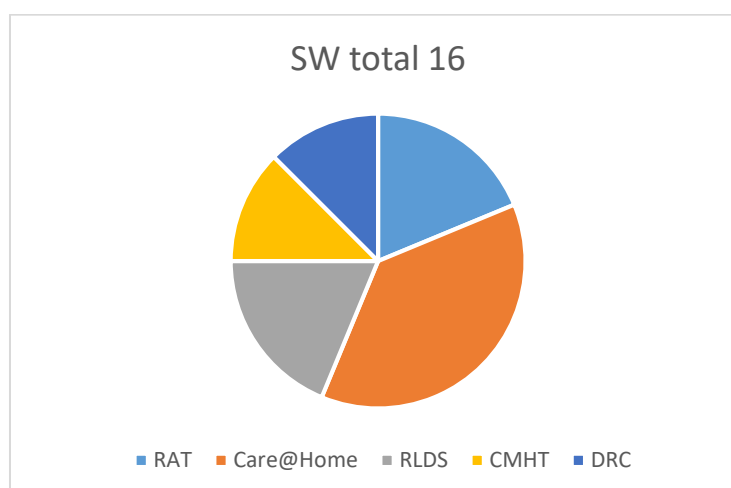
The number of complaints received in April to September 2021 suggests that complaints have now returned to pre-pandemic levels, similar to 2019. Within the same period in 2020 the number of complaints was unusually low at 47.

64 NHS Complaints April – Sept 2021



Please note: Podiatry is a hosted service for the whole of NHSGGC

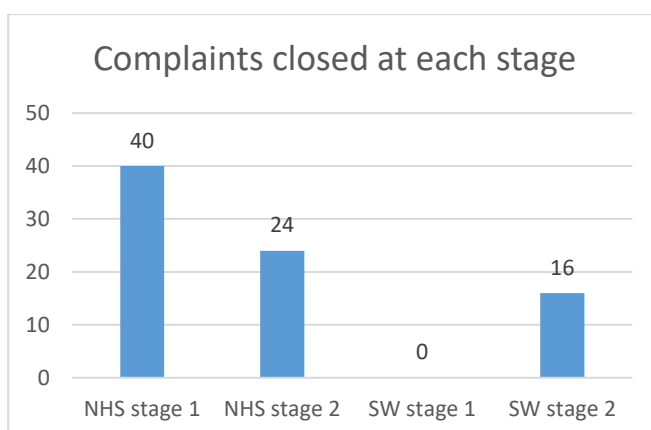
16 Social Work Complaints April – Sept 2021



- RAT = Renfrewshire HSCP Area Teams
- RLDS – Renfrewshire Learning Disabilities Service
- CMHT – Community Mental Health Team
- DRC – Disability Resource Centre

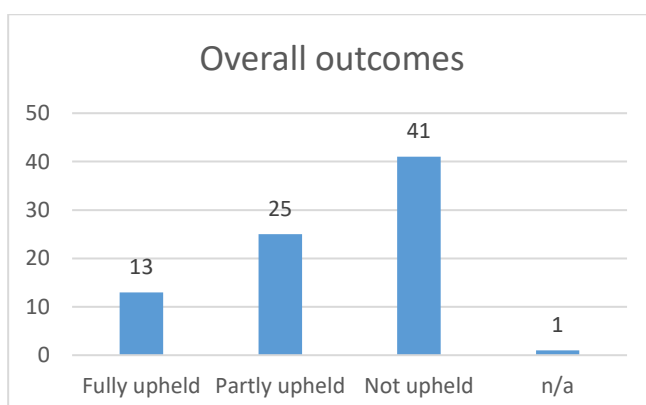
4.4.5

Indicator Five: Complaints Closed at Each Stage



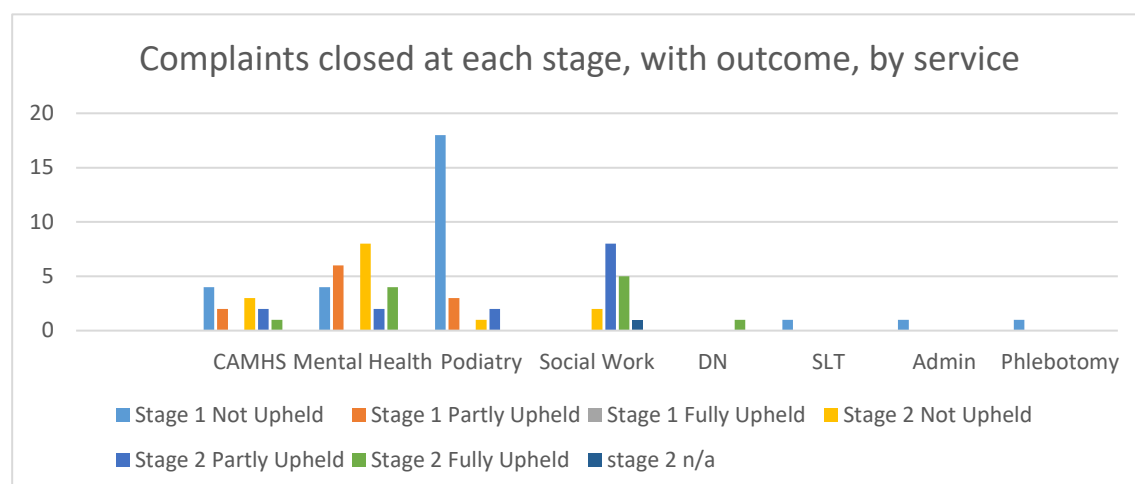
4.4.6

Indicator Six: Complaints Upheld, Partly Upheld and Not Upheld



4.4.7

Further Analysis



4.4.8

Indicator Seven: Average Times

The average time for all complaints being completed was 12.6 working days against the SPSO requirement of 20 working days.

4.4.9

Indicator Eight: Complaints Closed in Full within the Timescales

All complaints closed within the target of 20 days was 82.5%. This equates to 66 complaints closed on time and 14 out with the 20 day target.

4.4.10

Indicator Nine: Number of cases where an extension was authorised

Of the 14 complaints that were out with the 20 day target, 6 were authorised with a holding letter. Of the 8 complaints where an extension was not authorised, this was due to: consent not being received; staff annual leave and delays in scheduling a meeting with the complainant.

The issue with consent has improved by introducing a robust process which requests consent within 10 working days.

5.

Enquiries

5.1

Background

Renfrewshire HSCP receives a large number of enquiries which can include requests for information about the services we provide or elected member casework carried out on behalf of their constituents.

We strive to provide a flexible and responsive enquiry service, which supports a positive relationship with elected members and the general public.

5.2 Total Enquiries received from April to September in 2019; 2020; and 2021.

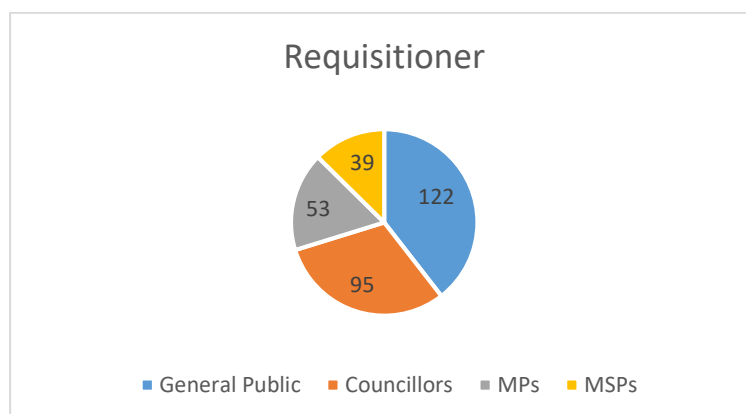
April – Sept 2021	April – Sept 2020	April – Sept 2019
309	134	103

Comparing the 2021 data against the 2020 data shows an exponential growth in enquiries.

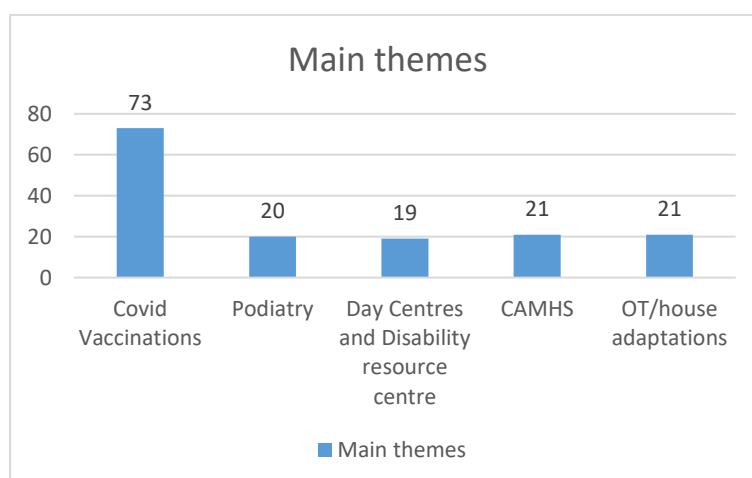
There were 73 COVID-19 related enquiries in the period April to September 2021 relating mostly to vaccinations, but also testing. Over the same period in 2020 there were only 6 COVID-19 enquiries.

However, this still leaves 236 enquiries not related to COVID-19, which was an increase of 102 from the previous year.

5.3 Enquiries in April – Sept 2021

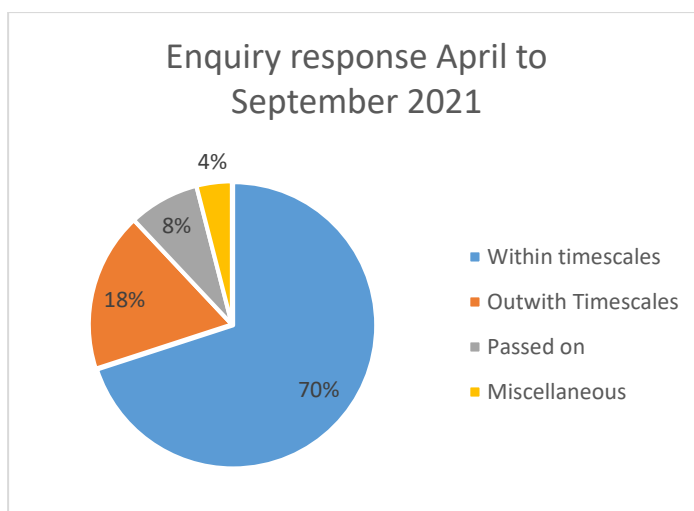


5.4 Enquiry Themes (with over 10 enquiries each)



5.5 Total Number Completed Within Timescales

The HSCP target timescale for handling enquiries is 5 working days.



6. Freedom of Information (Fol)

6.1 Background

6.1.1 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 the Act as a public authority within its own right, however, receives very few Fol requests.

6.1.2 Any Fol relating to the operational delivery of Health and Adult Social Care Services received by the Local Authority or NHS Greater Glasgow & Clyde is also shared with the HSCP.

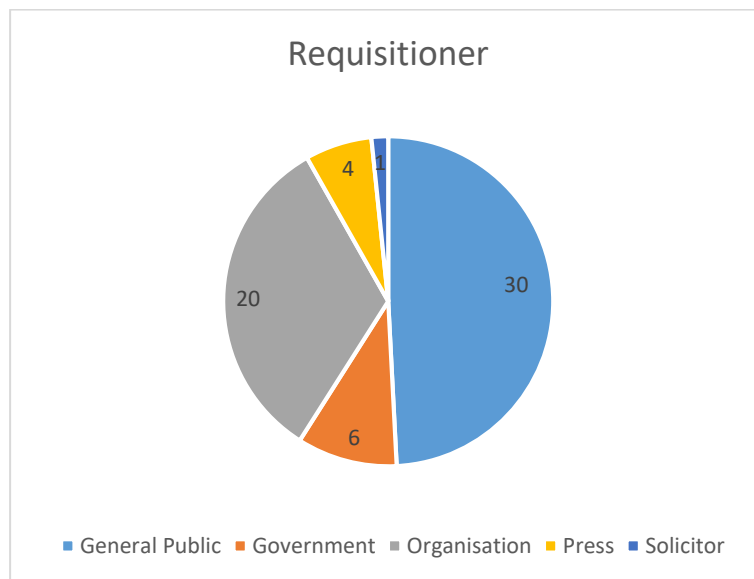
6.2 Total Fols received from April to September in 2019; 2020; and 2021.

April – Sept 2021	April – Sept 2020	April - Sept 2019
61	60	76

The number of Fols received for the period April to September 2021 was similar to the same period in 2020 and reduced approximately 20% from 2019. There were no Fol requests for the Integration Joint Board from April to September 2021.

6.3

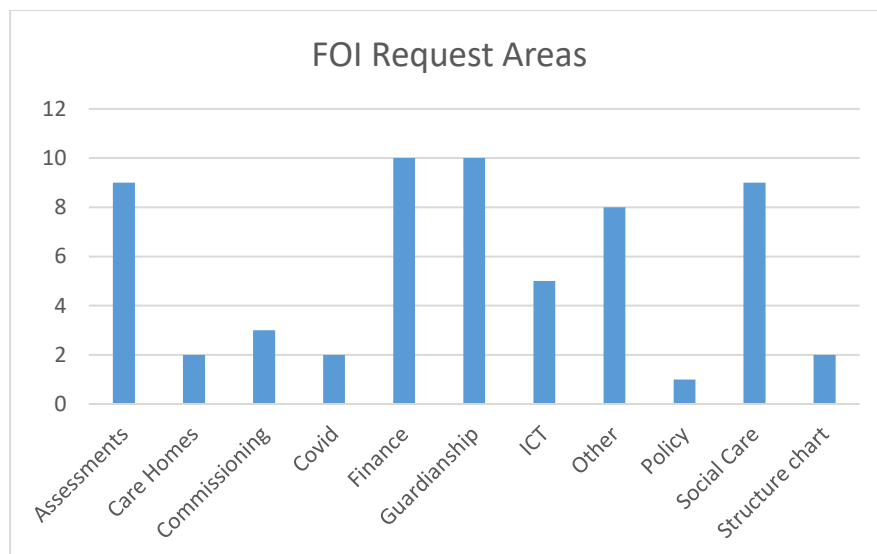
Freedom of Information requests in April – Sept 2021



Organisation = the request came from an external organisation

6.4

Fol Request Areas



6.5

Fols Completed within Timescales

The timescale for complying with Fol requests is 20 working days.

Statutory responsibility for Health and Social Work Fol requests lies with the NHS and Council respectively although Renfrewshire HSCP provides the information.

Of the 61 Fols received, 52 were completed on time (85%). When a response to a Fol is expected to be late, an email is sent to the requester advising the reason for delay.

7. Subject Access Requests

7.1 Background

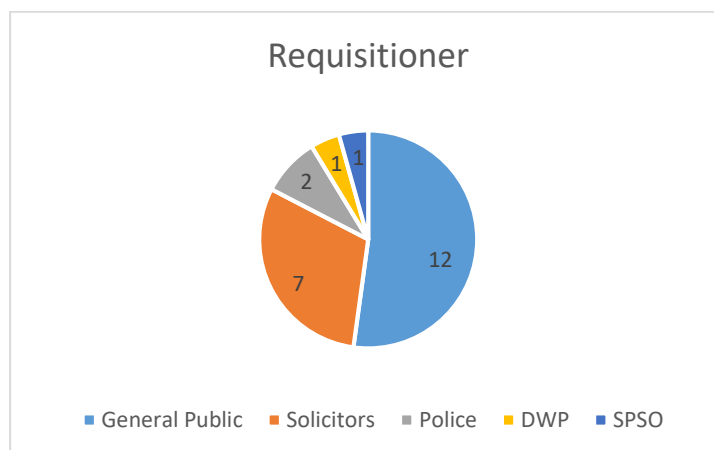
Individuals have the right to access and receive a copy of their personal data, and other supplementary information. This is commonly referred to as a Subject Access Request (SAR). Individuals can make SARs verbally or in writing, including via social media. A third party can also make a SAR on behalf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

7.2 Total SARs received from April to September in 2019; 2020; and 2021.

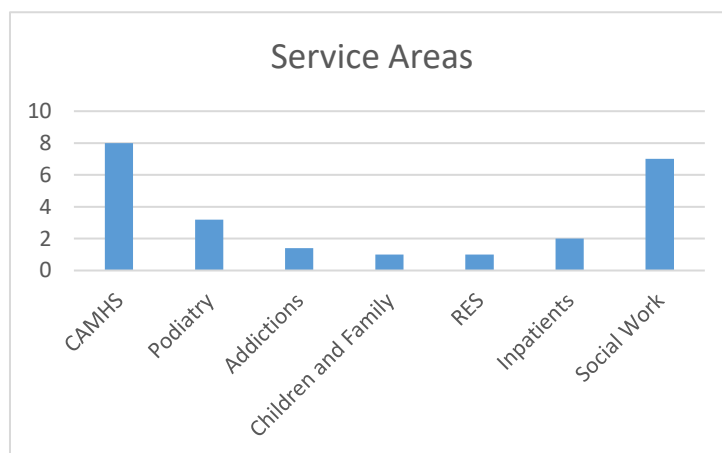
April – Sept 2021	April – Sept 2020	April - Sept 2019
23	28	29

The table above shows the number of SARs has remained fairly consistent over the past three years with a slight drop in 2021.

7.3 Subject Access Requests (SAR) in April – Sept 2021



7.4 Subject Access Requests per Service Area



- CAMHS = Children and Adolescent Mental Health Services
- RES = Rehabilitation and Enablement Services

Total Number of SARs Completed within Timescale

A SAR should be responded to within one calendar month although a SAR which is requested by a court order should be responded to within 7 days.

22 of the total 23 SARs were completed on time (96%). There was ongoing communication with the requestor for the SAR which was late, as it was extremely complicated.

8.

Compliments

Podiatry Service

To Izzy and Caroline

Thank you so much for all your support, kindness and empathy shown towards us on C's recent visit to the clinic. You guys truly are an amazing team. You listened to C's needs and respected them. C has asked to put a request in to see you both, if and when she has to return. She has said you all made her feel so comfortable. Special mention to the students, Ritchie and Arran, you guys were so professional and really made us both feel at ease. Good luck with the rest of your placement.

Thank you!

Covid Vaccine

I am writing to you about the exceptional efforts of one of your colleagues.

.... (staff member) from Health and Social Care Partnership called me and she had managed to get some slots for the vaccine and wanted to offer one to my partner (an agency nurse) and after a bit of work between us we managed to get him an appointment the next day. I was very grateful for this lady's input and her efforts that turned out to be fruitful.

Care Home

The family of the late HD wish to convey our thanks and gratitude to all the staff of Montrose Care Home for the loving care they gave to HD during her stay there.

The last year has been a particularly hard time for the families of care home residents but we were able to take comfort in knowing that she was being well looked after by such a kind and caring team of people, who always went to great lengths to keep us updated with all that was happening with our mum.

We will always be grateful for the care she received during her years at Montrose and wish to bring this to the attention of those who lead Social Care Services, as the staff of this home deserve recognition for all their hard work.

Yours sincerely

AD and JD (on behalf of the family).

9. Communications

Communications Evaluation: April 2021 – September 2021

Website

www.renfrewshire.hscp.scot



22,427 (85% new)
Users ↑ 38%*



97,509
Page Views ↑ 46%*

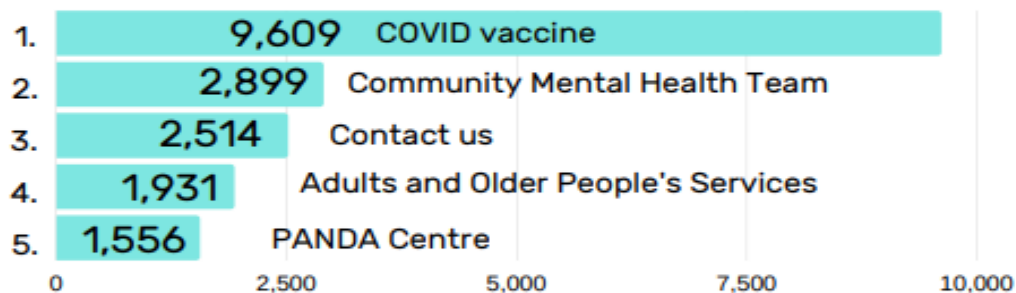


40% ↓ 6%*
Desktop Views



60% ↑ 5%*
Mobile/Tablet Views

Top visited pages



Social Media



2,145
Followers
↑ 16%*

96,294
Engagement
↓ 63%*



2,250
Followers
↑ 76%*

55,474
Engagement
↓ 33%*

Engagement rate decrease expected as previous year during peak of pandemic with multiple service changes and flu HSCP ran flu campaign

Successful Campaigns

Care at Home recruitment
Job adverts

COVID vaccinations
National COVID guidance

International Nurses Day
WMTY Day

*2020 comparison - % change

WMTY = What Matters To You

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.
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List of Background Papers – None

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