

TITLE	Patient Advice Liaison Service (Pals) Annual Report 2011/12
FOR CONSIDERATION BY	Health Overview and Scrutiny Committee on 2 August 2012
WARD	None Specific



Berkshire

Patient Experience Annual Report 2011-12 NHS Berkshire

Context

This report includes feedback on both informal Patient Advice and Liaison Service (PALS) enquiries and formal complaints received by the Patient Experience team. The information is broken down by both East and West Primary Care Trusts (PCT). I have also included other patient experience activities and information.

Team

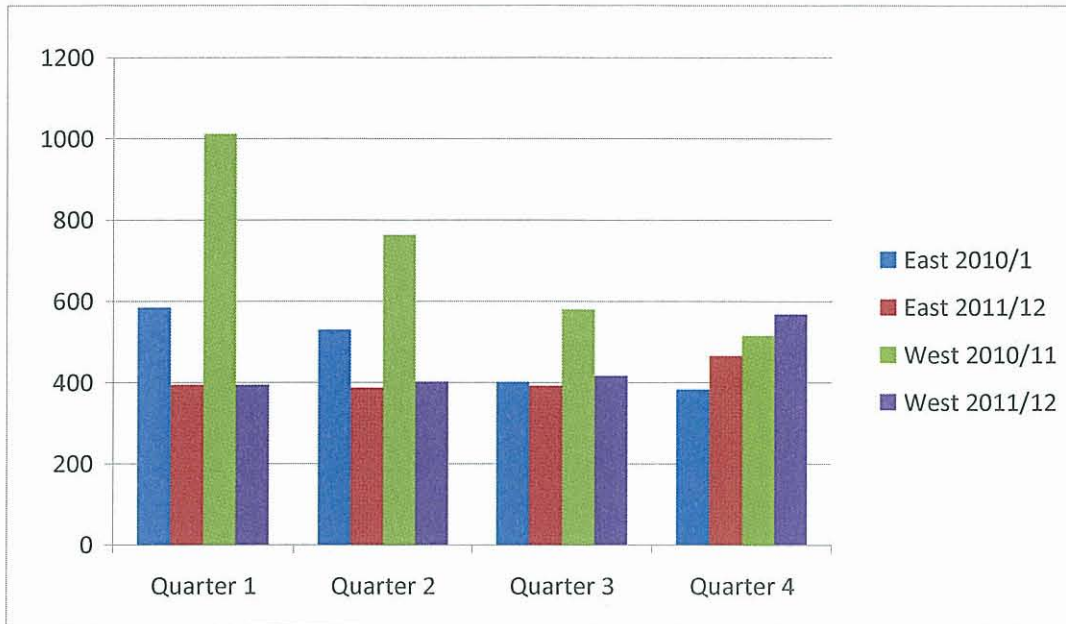
The Patient Experience team:

Lorri Josey	PALS Officer	0.8 wte
Pauline Bunday	PALS Officer	1.0 wte
Ros Middleton	PALS Officer	0.6 wte
Terry Pascucci	PALS Officer	0.6 wte
Susan Finch	Complaints Manager	0.6 wte
Malcolm Mackenzie	Head of Patient Experience	1.0 wte.

	Q1 East	Q1 West	Q2 East	Q2 West	Q3 East	Q3 West	Q4 East	Q4 West	Total Enquiries
Number of Pals Enquiries	395	395	388	403	393	417	466	569	East 1642 West 1784
Number of formal complaints	29	18	33	22	15	9	29	33	East 106 West 82

PALS

PALS graph comparison 2010/11 vs 2011/12



PALS

The most frequent enquiry method has been via the telephone, with 89% in the East and 81% in the West. E mail is used increasingly now with 8% in the East and 14 % in the West. The remaining contacts are via personal callers or letters.

The top five service enquiry areas in the East:

General Practice	22%
Dentistry	21%
Acute services	19%
Public Health	8%
Commissioning	4%

The top five service enquiry areas in the West:

Dentistry	39%
General Practice	18%
Acute Services	9%
Public Health	6%
Commissioning	4%

In both East and West the most common subject of the enquiry is:

An information request	50%
Access to services	15%
Care and treatment	9%
Financial issues/policy	7%

In the graph above you will note a significant downturn in the Pals enquiries received in the West, year on year. This was as a result of two PALS officers leaving on maternity leave during early 2011/12 and not being replaced.

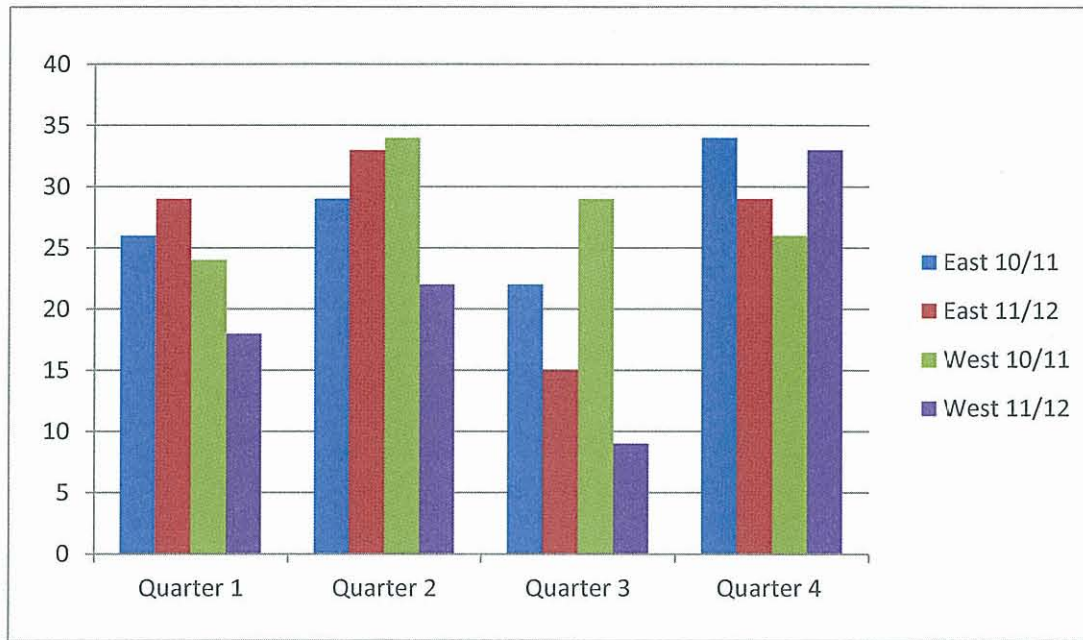
The patient experience team have assisted a significant number of patients with their individual issues and also been able to support changes to service within the Primary Care trust.

In the East of the County, the team were able to provide the Public Health team with a list of parents who had enquired about BCG immunisation for their children in the high risk SL1 postcode area. As a result of this feedback, a number of catch-up clinics were arranged in association with the acute provider, to produce a positive outcome.

In the West of the County, enquiries relating to dentistry were at nearly 700 (40% of the activity level). In addition to supporting new patients registering with a dental surgery, the team determined a problem that new patients were experiencing difficulty in accessing an emergency appointment. Following discussions with the primary care team, a letter was sent to all practices reminding them of their contractual requirements, which eased the issue significantly.

Across the County, the team supported the initiative launched by Public Health team in raising breast screening awareness in the over 70 age group. This resulted in just over 170 enquiries and we were able to reassure callers as to the rationale behind the mail out and assist them in making a screening appointment.

Complaints graph comparison 2010/11 vs 2011/12



Commentary

A total of 188 formal complaints were received by the trust. All were acknowledged in the required three day period.

The breakdown of complaints received by the Trust in the East relate to GP surgeries (47%), acute providers (10%), dentistry (9%), commissioning (8%) and continuing care (7%).

For the West the breakdown is GP surgeries (41%), acute providers (16%), dentistry (11%), commissioning (9%).

It would not be appropriate to comment on individual cases in this report but Dr David Buckle our Medical Director has actively reviewed a number of our complaints. If appropriate he has asked for further information or clarification from the service provider and recommended further action as part of the learning outcomes, or training as necessary. In certain cases independent reviews have been undertaken by other clinicians.

I believe that one of the most significant statistics is that all seven cases referred to the Parliamentary and Health Service Ombudsman by the complainants, have not been upheld following a review by her office.

Berkshire East Health Panel

The panel is an advisory committee to the Board and the elected Chair will have the ability to speak at PCT Board meetings.

The overriding objective of the panel will be to:

- 1) Provide a patient and public voice within the PCT.
- 2) To further develop and enhance the participation of the patients and the public in PCT activities.
- 3) To act as a reference group to the PCT on major involvement and consultation projects.
- 4) To review the action plans of PCT surveys.

Meetings have been held throughout the year and minutes of all the meetings are available on the NHS Berkshire website.

Key topics discussed have included the NHS reforms, PCT cluster arrangements and the Shaping the Future consultation.

Other Patient Experience activities

I have attended a number of meetings of the Healthwatch transition groups to provide patient experience information to support the NHS reforms. I have also attended a number of LINK meetings across the County and a variety of other community events.

Wokingham locality issues

PALS cases

We received 299 contacts throughout the year in relation to the Wokingham locality.

The breakdown of these cases is as follows:

Acute Services	19
Benefits	2
Care Home	1
Community Dental Services	6
Community Dietetics	1
Commissioning	7
Community Hospital Inpatient	1
Continuing Care	2
Dental Services	107
Dental Triage Service	2
District Nursing	3
Equipment/Medical Loans	1
General practice (no specialism)	94
Health Visiting	5
Intermediate Care	2
Medical Records	4
Mental Health	2
Out of Hours GP Services	1
Ophthalmic	1
Patient Advise and Liaison Service	5
Pharmacy - CHS only	5
Children's Physiotherapy	1
Physiotherapy (Adult)	2
Podiatry	2
Public Health	16
Social Services	2
Support Services	3
Transport	1
TVPCA	1
Totals:	299

Context

Starting with dentistry, of the 107 cases that we dealt with 75 of those contacts were people seeking information and advice in registering with an NHS dentist. 10 cases related to access issues and 9 clarifying NHS charges, financial and policy issues.

The majority of the GP cases (49) related to access in getting an appointment. Of those, 38 cases related to one particular surgery and this has been fed back to the primary care performance team. 27 cases related to information requests, six to care and treatment, four to medical records.

I've listed below the subjects relating to queries handled by the team to do with the Royal Berkshire Foundation trust.

Acute	
Access to services	2
Care & treatment	3
Information Request	4
Management and Administration	3
Medical Records	1
Waiting times for appointments	1
Waiting time for Diagnostic	1
Waiting times for treatment	4
Totals:	19

All 16 of the public health cases related to the breast screening awareness campaign, with callers clarifying with us the appropriate follow up action that was required.

Complaints

The trust only received two formal complaints from patients in the Wokingham locality. One related to the care and treatment received at a local GP surgery and the other one to the service provided by the GP out of hour's team. In both cases the investigations were reviewed and final responses provided by Dr David Buckle, Medical Director for the trust.

Malcolm Mackenzie

Head of Patient Experience