

Customer Service Unit Report to the Quality Management Committee January – March 2010

Purpose

This is the first quarterly report submitted to the Quality Management Committee (QMC) by the Customer Service Unit (CSU). It outlines:

- CSU activity
- Patient experience trends and significant issues
- Risks and issues in relation to patient experience

The CSU would welcome feedback from the Committee to ensure that the report meets requirements, both in format, style and content.

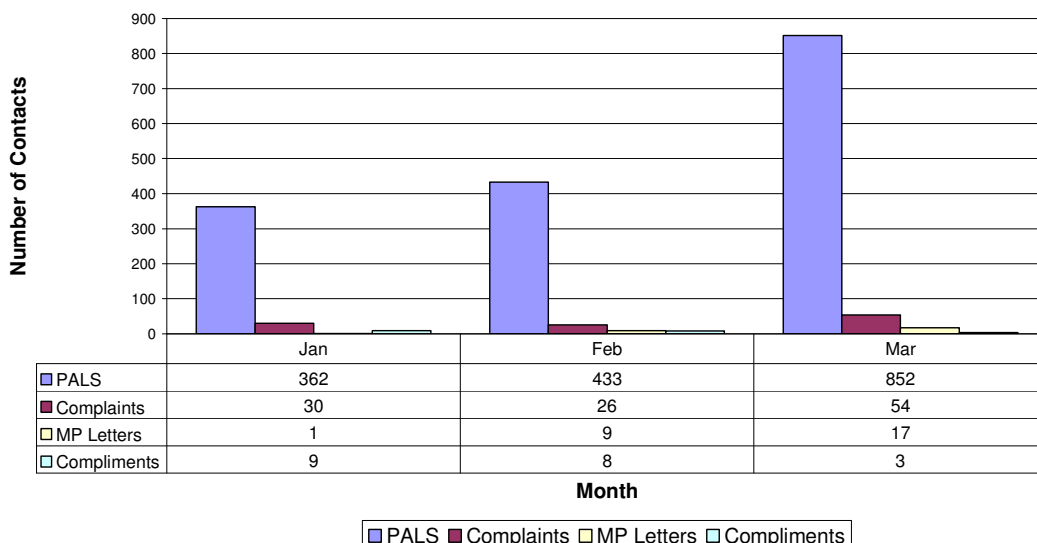
Background

The CSU is a one-stop shop based in the Causeway handling all customer service enquiries and complaints for NHS WS (prior to April 1st 2010 work was also undertaken for West Sussex Health). Work in the unit includes handling complaints, PALS issues, information and advice requests, compliments, legal claims and MP correspondence.

CSU Activity

During this reporting quarter, the CSU has handled a total of 27 letters from MPs, 20 compliments, 110 complaints and 1647 PALS issues/requests for information. This represents more than a 100% increase in PALS and complaints compared with the same reporting period in 2008/9. This significant increase in contacts can be attributed to the introduction of the Customer Service Unit, together with the new complaints regulations introduced in April 2009 and more robust internal recording systems within the CSU that ensure that all calls and contacts are recorded. Additionally the introduction of the Summary Care Record in March 2010 resulted in 383 letters, emails and telephone calls to the CSU.

**Customer Service Unit Activity
January - March 2010**



What patients have said this quarter:

	Patients told us...	We responded by...	'A'	Status	Outcome
1	They had concerns about the introduction of and communications about the Summary Care Record (March 10)	Providing more detailed information and opt out forms via the CSU	Informatics	Closed	This was a national programme
2	They were no longer able to access baby clinics in Horley (March 10)	Advising patients of interim alternative provision. Ensuring a contract was put in place for longer term provision	Community Contracts	Closed	Surrey PCT are now contracted to provide clinics in Horley from May 10
3	They had concerns about the change in general dental services provision in Bognor Regis (March 10)	Providing further information and a Q&A. Reviewing how we engage with the public when de-commissioning in future	Dental Contracting Public Engagement	Open – (as changes due in other parts of the county)	

Reporting & Embedding Patient Experience

Currently the CSU reports on an ad hoc basis rather than through a formal process. We plan to establish a more robust and comprehensive reporting mechanism, providing regular reports to the Quality Management Committee sub-group and to members of the Senior Management Team. This will support the organisation in responding to and learning from our patients and ensures that patient experience is reflected within performance management processes and commissioning decisions.

What else has the CSU been doing?

NHS WS Customer Service Standards

The NHS West Sussex Customer Service Standards have been published in the guide booklet Customer Service: Everyone's Business. Each staff member has received a personal copy and the guide has been promoted via internal communications mechanisms. Our promise to our customers is also now available on the website. These standards will continue to form part of NHS West Sussex staff induction programme.

GP Complaints Workshop & Work Stream

The CSU has been involved in establishing a cross-directorate group to develop a mechanism to bring together patient feedback received in all areas of NHS West Sussex regarding GP practice performance and issues.

A workshop is planned for 24th June 2010 to disseminate information to GPs and Practice Managers about the Complaints Regulations 2009 and to emphasise the role that PCTs now have in complaints resolution and reporting. The focus of the event will be on avoiding complaints and how to turn complaints/PALS feedback into opportunities to improve services. There will also be a speaker from the National Clinical Assessment Service and a Marketplace including information on Appraisal and Revalidation, Incidents and Risk, Serious Untoward Incidents, the NHS Constitution, the CSU and Patient Participation Groups.