

Datix Feedback Module Protocol

| Created Date | Next Review Date | Version |
|--------------|------------------|-----------------|
| April 2021 | April 2021 | V1 – April 2021 |

Complaints Module - Introduction

The Feedback Module on Datix will provide a central repository to record and manage Compliments, Concerns, Complaints, Serious Complaints or Freedom to Speak Up (FTSU) notifications received across the organisation. The utilisation of the Datix Feedback module will enable the organisation to record, manage and monitor Complaints in a timely manner and provide a standardised transparent approach to these records. In addition, it will allow for the recording and themed analysis of Concerns raised by patients and their representatives, and actions taken to address in a timely manner before escalating into a Complaint. In addition, the Feedback Module will include recording of Compliments received to provide a balanced view of positive feedback received within across services. It will also provide a central repository for “locked down” FTSU records raised by staff which will be monitored by the FTSU Guardian and the Quality Governance Officer.

Complaint Module Record Type Definitions

Compliment

Any positive feedback received about a member of staff or service delivery and received in person, by telephone, by email or in writing from a patient, carer or representative. Compliments will be used to facilitate learning, bring attention to service developments and reinforce good practice.

Concern

A request for the resolution of a problem or difficulty by a patient, carer or representative. Concerns are usually low level, with no formal response being required, and should be addressed and resolved locally within 10 working days. If a concern is received which denotes a more serious incident which requires further investigation, an incident should be added to the Datix Incident module retrospectively and investigated in line with the Incident Investigation Protocol. The Incident record MUST be linked to the Concern record via the ‘linked records’ function.

Complaint

Any formal expression of dissatisfaction made in person, by telephone, by email or in writing about any aspect of service provided by the organisation made by a patient, carer or representative or anyone affected by any action or decision made by or on behalf of the organisation. Complaints must be acknowledged within 3 working days and require a formal written response within 25 working days. Complaints can be upheld, partially upheld or not upheld.

Serious/Complex Complaint

Any formal expression of dissatisfaction made in person, by telephone, by email or in writing about any aspect of service provided by the organisation made by a patient, carer or representative or anyone affected by any action or decision made by or on behalf of the organisation. A Serious or Complex Complaint is distinguished by the severity of the act or omission referenced by the complainant. They may accompany a Serious Incident investigation or have the potential to cause significant reputational damage. Upon receipt, Serious/Complex Complaints must be acknowledged within 3 working days and require a formal written response within 35 working days. The extended timeframe must be outlined to the complainant and agreed by both parties. Complaints can be

upheld, partially upheld or not upheld.

Freedom to Speak Up notifications

When a staff member(s) raises a concern about malpractice, patient safety, wrongdoing or possible illegality, which harms, or creates risk of harm, to patient, carers, staff or members of the public.

How do staff access the FEED1 Form?

The FEED1 form is accessible to all staff members via a PC24 desk top, the Adastra sidebar, and on the EMIS home page in each of our practices. (see Feedback Module Training Presentation for guidance). A Datix log in is NOT required to report a Compliment, Concern or Complaint.

Contact the Datix@pc24.nhs.uk for further assistance if required

How do Managers know Feedback has been reported on Datix?

Once the FEED1 form is submitted an automatic email notification will be sent to the relevant manager, otherwise known as the FEED2 Manager. Email notifications will also be sent to identified managers in accordance with service profile permissions. In addition, particular users will receive automated email notifications for specific Subject/Sub-subject selections if required e.g. environmental issues, medication issues, patient care etc.

How do FEED2 Managers access, review and manage records?

Once a new record has been added to the Feedback module, it will appear in the folder titled “**New awaiting review**” and an automatic email will be generated to nominated managers as per profile permissions. The record requires review and approval. Records that are **NOT** Approved will remain in the ‘New awaiting review’ folder and may flag as overdue. Once approved, **Compliments** and **Concerns** require the **Action taken** section completing with remedial actions taken and feedback given to staff before amending the **Current Status** and Closing the record within **5 and 10 working days** respectively.

Compliment

Maximum of 5 Working Days to log and close

Concern

Maximum 10 Working Days to review and manage

Level 2 Complaint

Maximum 25 Working Days (5 weeks) to Investigate and provide final written response

Level 3 Complaint

Maximum 35 Working Days (7 weeks) to Investigate and provide final written response signed off by Regional or Corporate Manager

Complaint records follow the investigation process and are managed by the Complainant Chain timescales which automatically populate dependant upon the Complaint level and date received.

(See Training guidance).

| Statuses | | | Date Received | | 15/11/2019 |
|--------------------------------------|------------|-----------|----------------|------------|------------|
| ■ New Awaiting Review | 37 records | | Due | Done | |
| ■ Awaiting Acknowledgement | 16 records | 3 Overdue | Acknowledged: | 22/11/2019 | |
| ■ Under Investigation | 7 records | 0 Overdue | Investigation: | 20/12/2019 | |
| ■ Under Investigation With Extension | 1 records | 0 Overdue | Holding: | 20/12/2019 | |
| ■ Complaints awaiting final reply | 1 records | 0 Overdue | Replied: | 20/12/2019 | |
| ■ Closed | 22 records | | Re-opened | | |
| ■ Rejected | 0 records | | | | |

What templates are available to acknowledge and respond to records?

Templates have been integrated in Datix to generate acknowledgement and final response letters directly using the information added to records by FEED2 Managers. The Templates are found within the Documents section (See Training guidance). Investigating officers need to ensure the Investigation section is fully completed before notifying the Quality & Governance team that a **Complaint** is ready for response.

Who can I contact for further advice?

Help and Support with managing Complaint Module records

Should you have any other queries regarding the Feedback module, in the first instance please contact your line manager. If you require additional support as a Datix user please contact: **Datix Helpdesk**, Telephone: 0151 254 2553 or by email to datix@pc24.nhs.uk