PrimaryCare:24

DATIX FEEDBACK MODULE

Compliments, Concerns and Complaints

Launching Tuesday 6th April 2021

Quality & Governance team

AIM OF THE SESSION

- Establish an understanding of the Feedback module

- Reporting Feedback records using the FEED1 form= Datix Feedback Module Reporting Form

- Identify, **why, what** to report and **how** to report

FEEDBACK – RECORD TYPES

Compliment: Any positive feedback received about a member of Staff or service delivery. Positive feedback should be shared with staff involved within 5 working days, and the record should be closed within 5 working days.

Concern: A request for the resolution of a problem or difficulty by a patient, carer or representative. Concerns should be addressed immediately, and resolved and closed within 10 working days.

Complaint: A formal expression of dissatisfaction made about any aspect of service provided by PC24, made by a patient, carer or representative or member of the general public. Acknowledgement, investigation and formal response must be completed within 25 working days of the complaint being received.

Serious/Complex Complaint: Requirement for the resolution of a complaint or concern which is highly complex or serious and as such, will take longer to investigate. Complainants should be advised of an anticipated 35 working day timeframe for completion of investigation and drafting of formal response.

FEEDBACK – FREEDOM TO SPEAK UP (FTSU)

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

FTSU Routes: Staff will continue to report FTSU notifications to the FTSU guardian (Paul Kavanagh-Fields). These notifications will then be added to the system by the FTSU guardian and monitored with the support of a single member of the Quality & Governance team. These records will be locked down with restricted access.

FEEDBACK LEVEL GUIDANCE

Feedback Level Guidance: Version 1 APRIL 2021

	LEVEL 0 COMPLIMENT	LEVEL 1 CONCERN	LEVEL 2 COMPLAINT	LEVEL 3 SERIOUS or COMPLEX COMPLAINTS FREEDOM TO SPEAK UP NOTIFICATIONS
CATEGORY DESCRIPTION	Maximum of 5 working days to log and close	Maximum 10 working days to review and manage.	Maximum 25 working days (5 weeks) to investigate and provide final written response.	Maximum 35 working days (7 weeks) to investigate and provide a final written response. Response must be approved by a Head of Service or Deputy Director.
Level of investigation/response required.	No investigation required. Information received to be shared with staff.	Concern should be addressed and remedial actions put into place within 10 working days.	Complaint must be acknowledged and Investigating Officer allocated within 3 working days. Investigation must be completed and written response provided within a further 22 working days.	Complaint to be acknowledged and Investigating officer allocated within 3 working days. Investigation to be completed and written response provided within a further 32 working days.
COMPLIMENTS CONCERNS OR COMPLAINTS	COMPLIMENT Any appreciative feedback, email, letter or thank you card received about a service, team or individual staff member. This can be submitted by a patient, relative, professional, carer or member of the public.	MINOR LEVEL CONCERN Concern has minimal impact to the provision of health, safety or welfare of patients. Person raising concern does not wish to make a formal complaint or receive a written response. Concern raised by healthcare professional which has minimal impact to the provision of health, safety or welfare of patients.	MODERATE COMPLAINT A person wishes to make a formal complaint which requires response. Complaint has moderate impact to provision of health, safety or welfare of patients. (E.g. Quality of care provided, Attitude and behaviour, Adverse effect on patient.)	MAJOR COMPLAINT Complaint has major impact to provision of health, safety or welfare of patients (E.g. Serious complaint, incident resulting in major harm highlighted by complaint, reported to STEIS.)
FREEDOM TO SPEAK UP NOTIFICATIONS	Not applicable (N/A)	Not applicale (N/A)	Not applicable (N/A)	Poor practices in care or administration, false recording of information, abuse, inappropriate management or any act of omission, generaly categorised as wrongdoing, which is feemed to be significantly detrimental to a service or the organisation as a whole.

FEEDBACK – ADDING A RECORD

1. Select "Compliment, Concern or Complaint"

2. Complete the main page and click Submit to add the record on Datix

Record Details

★ First received (dd/MM/yyyy)	05/12/2019
★ Type	
★ Level	Compliment
Click HERE for Level Guidance V2 Nov 2019.	Concern
	Complaint

The date received will automatically populate. Enter Compliment, Concern or Complaint record type

★ Level	
Click HERE for Level Guidance V2 Nov 2019.	Level 2 (Amber)
	Level 3 (Red)

Email
In person
Letter
Social Media
Telephone

Select the required Level in accordance with the guidance add the method of contact and add record description

★ Method of contact	
★ Description	Service User's mother MM advised the Service Manager RM that she did not feel that their son MM is getting adequate support with various aspects of personal care. They felt that this needed to be a safeguarding issue and asked the service to look into it.

Select method of contact used

Location admitted

Site	Wavertree HQ
Area	Liverpool
Service/Team	Extended Access Service
Directorate/SDU	Integrated Urgent Care
Organisation	Primary Care 24

Save Cancel

Enter Service/Team name. Please note that the fields will automatically populate

FEEDBACK – ADDING CONTACT DETAILS

Initial Contact Details
Select **Complainant** or **Complimentor** to describe the contact role.
Then select the **Type of person**, enter the **First name**, and **Surname** and click **Search** to see if the person has a Datix contact record.
Ensure address details are then added for people external to the Trust so that correspondence letters can be generated.

Field	Value
★ What role did this person play?	Complainant
★ Type of Person	Relative/Friend/Advocate of Service User
★ First names	Minnie
★ Surname	Mouse
Telephone no. 1	0113 0378 123
Address	78 Station Rd, Scholes, Leeds LS17 4TL
E-mail	minnie.mouse@hotmail.com
★ Is this the person affected?	No

Please ensure the Service User details are added here if they are not the Complainant.

| ★ Additional People affected? | Yes |

Please select the type of person and enter the first name and surname then click on Search to see if person has a Datix contact record

Field	Value
★ Type of Person	Service User
★ First names	Micky
★ Surname	Mouse
★ Service User No	12345
★ Service User Status	DOLS
★ Gender	Male
★ Date of birth (dd/MM/yyyy)	27/10/1968

Matching contacts [x]

Choose	ID	Surname	Forenames	Type	Subtype	Patient number
Choose	5253	Mouse	Micky	Service User		1234

Add another

Please enter initial contact details by selecting options from the drop down field.

You need to record all contact details to enable as they will need to appear in Datix auto-generated correspondence

Please select Yes/No highlight if the complainant is not the affected individual

Please select yes, if there are additional people that were affected.

Select the Type of person affected from the drop down menu. Add first name and Surname then click SEARCH If the correct person displays click CHOOSE The rest of the fields will auto populate

FEEDBACK – ADDING SUBJECTS & DOCUMENTS

Subject(s)
This section is used to describe what the subject or subjects relating to the record are and will enable future themed analysis. Multiple Subjects can be added for Complex Complaints as required. Simply click Copy or Add another as required.

Order: [ ]

★ Subjects — Care and Support
★ Sub-subject — Neglect
Copy Subject
Add another

Please select the Subject and Su-subject from the drop down menus in this section.

Please note that you can add multiple subjects

Documents Required
★ Are there any documents to be attached to this record? — Yes

Documents
New Document
★ Link as — Letter
★ Description — Complaint Letter from Mrs MM
★ Attach this file — [ ] Browse...
Add another

Email Notification to Record Owner
Please select the relevant Record Owner from the field below
★ Record Owner — Smith, Debs - Risk Systems Manager

Please select Yes if there are documents to be added to the record and a section will open up to enable you to attach documents
(Instructions on slide 22)

Enter Record Owner Details – this is normally the service manager or a named person assigned to manage Feedback module records

Reporter
★ First names — Pam
★ Surname — Shonhiwa
★ Type — Staff Member
★ Job title — Compliance Support Officer
★ Work email address — Pamella.Shonhiwa@thedtgroup.org

The reporter details will automatically populate

Submit record once all the sections have been completed

Submit   Cancel

- If you have any queries, please don't hesitate to contact your line manager, or the Quality & Governance team on Datix@pc24.nhs.uk.