



## Update Summary on Ambulance Service Complaints

### 1. PURPOSE/AIM

- 1.1 The purpose of this report is to provide information on the number of complaints received into Yorkshire Ambulance Service (YAS) as a year to date position.

### 2. COMPLAINTS/CONCERNS UPDATE

- 2.1 The number of complaints and concerns received in 2011/12 are similar to those received over the same period as the previous year.

#### 2.2

	Period				
	2010/2011	2011/2012			
	Full year	Q1	Q2	Q3	Q4
No. Complaints received	67	17	24		
No. Concerns received*	1552	375	367		
Compliments	793	198	194		

\* To include PALS concerns, informal complaints and negative feedback, as collected

- 2.3 The Emergency Service received 171 complaints during Q2 in 2011/12 which equates to 0.1% of the activity for this service.
- 2.4 The Patient Transport Service (PTS) received 219 complaints during Q2 in 2011/12 which equates to 0.09% of the activity for this service.

### **3. FUTURE CHANGES**

- 3.1 Complaints representatives from every England Ambulance Trust met in January 2011 to agree the type of complaints/concerns that should be included in all future reporting. From April this year, YAS is now being benchmarked with other ambulance services with nationally agreed reporting criteria.
- 3.2 The nationally agreed reporting criteria has only been agreed between Ambulance Services and therefore may differ with other NHS Trusts.
- 3.3 East Midlands Ambulance Service (EMAS) has agreed to co-ordinate the collection of this data on behalf of all Ambulance Trusts. An update is expected imminently but is not available for this report.

### **4. SUMMARY**

- 4.1 YAS views receiving complaints as not always a negative, as it gives us the opportunity to learn about how our service is perceived and experienced so that we can learn lessons and where necessary, make changes.
- 4.2 YAS is actively seeking the views of its Service Users and is currently displaying posters on vehicles and in Emergency Departments encouraging patients to provide feedback via our online survey. YAS is also retrospectively contacting patients who have used the Emergency Service and using the feedback to identify service improvements required.

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