



## 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-end position.

### 2. COMPLAINTS/CONCERNS UPDATE

2.1 The number of complaints and concerns received in 2011/12 are summarised below.

#### National Ambulance Benchmarking - Complaints

	2010/2011	2011/2012				2011/2012
	Full year	Q1	Q2	Q3	Q4	Full Year
No. Complaints received	67	17	24	20	21	82
No. Concerns received	1552	375	367	363	464	1569
No. Compliments received	793	198	194	181	144	717
<b>Subject Breakdown by Speciality (EXC Compliments)</b>						
	<b>Emergency Care</b>	<b>Patient Transport Services</b>		<b>Out of Hours</b>	<b>Total</b>	
Attitude and/or Conduct	111	73		N/A	184	
Aspects of Clinical Care	202	63		N/A	265	
Driving and Sirens	48	21		N/A	69	
Response	270	699		N/A	969	
Call Management	40	32		N/A	72	
Other	24	53		N/A	77	
Activity	686097	957041			1643138	
Complaints v Activity (%)	0.10%	0.10%			0.20%	

- 2.2 The Emergency Service received 695 complaints/concerns during 2011/12 which equates to 0.1% of the activity for this service.
- 2.3 The Patient Transport Service (PTS) received 941 concerns/complaints during 2011/12 which equates to 0.1% of the activity for this service.
- 2.4 There was an increase in the number of complaints/concerns from 2010/11 to 2011/12 of 2.0%.
- 2.5 The previous comment at the December 2011 meeting regarding YAS details being available in the telephone directory/yellow pages has been noted. The Corporate Communications team is aware of this request and is currently reviewing where YAS contact details are published.
- 2.6 On 9<sup>th</sup> December 2011 all PTS managers were issued with laminated posters to display on all PTS vehicles detailing how a patient could contact YAS to report a concern, complaint or compliment.

### **3. FUTURE CHANGES**

- 3.1 From April 2011, YAS is now being benchmarked with other ambulance services against nationally agreed reporting criteria.
- 3.2 The annual report 'Data on Written Complaints 2011-12' published by the NHS Information Centre will be available at the end of August 2012.
- 3.3 The nationally agreed reporting criteria has only been agreed between Ambulance Services and therefore may differ with other NHS Trusts.

### **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 There are a number of ways which an individual can contact YAS to raise a concern/complaint and include telephone to the Patient Services Team (with the option to leave a message on an answerphone out of office hours), email and online via the patient survey. YAS are able to communicate in braille or can provide translation on request.
- 4.3 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.

Helen Hugill  
Service and Quality Improvement Manager

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