



## Update Summary on Ambulance Service Complaints

### 1. PURPOSE/AIM

- 1.1 The purpose of this report is to provide an update on the number of complaints received by Yorkshire Ambulance Service NHS Trust (YAS) during the period 1 April 2011 to 31 March 2012 compared to the number received from 1 April 2012 to date.
- 1.2 In addition, this report looks at the trends and again compares the trends from last year against the current year's figures.
- 1.3 Finally, the report will update on lessons learned and actions taken.

### 2. COMPLAINTS/CONCERNS UPDATE

- 2.1 The number of comments, complaints and concerns (3Cs) and service-to-service issues received in relation to relation to the non-emergency Patient Transport Service (PTS) during 2011-12 and 2012-13 are summarised below.

<b>Complaints 2011-12 (3Cs)</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
Attitude and/or Conduct	0	0	2	5	7
Aspects of Clinical Care	8	2	3	3	16
Driving and Sirens	2	1	1	2	6
Response	45	37	39	26	147
Service to Service issues	1	31	42	12	86
Call Management	0	2	3	4	9
Other	1	0	2	3	6
<b>Totals</b>	<b>57</b>	<b>73</b>	<b>92</b>	<b>55</b>	<b>277</b>

<b>Complaints 2012-13 (3Cs)</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3 to date</b>	<b>Q4</b>	<b>Total</b>
Attitude and/or Conduct	0	1	1		2
Aspects of Clinical Care	0	3	1		4
Driving and Sirens	2	4	0		6
Response	16	35	11		62
Service to Service issues	7	20	3		30
Call Management	0	0	0		0
Other	1	2	1		4
<b>Totals</b>	<b>26</b>	<b>65</b>	<b>17</b>		<b>108</b>

2.2 The year-to-date position for the first two quarters of 2012-13 is a much improved position on the previous year. This is encouraging as the PTS team has been engaging more with our partner trusts in North Yorkshire. We have also re-launched our service-to-service reporting process which encourages trusts' staff to raise issues with us which in turn helps us to make further improvements to our service.

2.3 The PTS in North Yorkshire received 277 comments, complaints and concerns (3Cs) and service-to-service issues during 2011-12 which equates to 0.18% of the activity for the area. Year-to-date (2012-13) the PTS in North Yorkshire has received 108 comments, complaints and concerns (3Cs) and service-to-service issues which equates to 0.12%.

<b>Activity</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
2011/2012 PTS North	38,458	39,612	38,768	38,945	15,5783
Complaints v Activity (%)	0.15%	0.18%	0.24%	0.14%	0.18%
<b>Activity</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3 to date</b>	<b>Q4</b>	<b>Total</b>
2012/2013 PTS North	37,064	38,104	13,648		88,816
Complaints v Activity (%)	0.07%	0.17%	0.12%		0.12%

2.4 Year-to-date the figure are encouraging and show a decline in comments, complaints and concerns (43Cs) and service-to-service issues against the same two quarters last year.

### 3. COMPLIMENTS

The tables below show a comparison between the number of compliments received by PTS during 2011/12 and year to date 2012/13.

<b>Compliments 2011/2012</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Total</b>
No. Compliments received	2	0	2	0	4

<b>Compliments 2012/2013</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3 to date</b>	<b>Q4</b>	<b>Total</b>
No. Compliments received	0	0	4		4

### 4. TRENDS

4.1 The table below shows a breakdown of trends for PTS 3Cs and service-to-service issues.

<b>PTS 4 Cs and service-to-service trends</b>	<b>2011-12</b>	<b>2012-13 year-to-date</b>
Attitude and/or Conduct	7	2
Aspects of Clinical Care	16	4
Driving and Sirens	6	6
Response	147	62
Service to Service	86	30
Call Management	9	0
Other	6	4
<b>Totals</b>	<b>277</b>	<b>108</b>

4.2 The figures so far this year have improved on last year. However, the service response which relates to pick-up times for patients is still the main issue and one which we continue to prioritise for further improvement.

## **5. LESSONS LEARNED AND ACTION TAKEN**

5.1 During 2013 we have worked closely with our healthcare partners within local trusts to improve patients' experiences. Feedback from patients and service-users was used to identify problem areas on the patients transport pathway and as a result specific action has been taken:

- A service improvement plan was developed jointly with York District Hospital NHS Foundation Trust to improve services for renal patients.
- Drop-in sessions with YAS managers were held for patients to feed back individual issues regarding transport and any travel concerns.
- We are reviewing the information displayed on our vehicles to ensure that patients are made aware of how and where to raise a concern.
- At our hospital liaisons and Patient Reception Centres we have displayed signs and leaflets on how to contact the Trust and provide feedback including how to make a complaint. We are updating our leaflets and patient information to ensure that they are more accessible for hard-to-reach groups such as those with learning disabilities.
- Laminated posters within our vehicles are also being updated and we are looking to identify a common location on all vehicles to hold patient information.
- A survey was undertaken across North Yorkshire to gather feedback from patients. The method of delivery for the survey was face-to-face, particularly for renal patients where there have previously been a number of concerns raised. We also distributed postal surveys to ensure we captured a range of patient groups across North Yorkshire.

## **6. FUTURE CHANGES**

6.1 Once we have analysed results from our patient survey we will develop an action plan based on the findings and any improvements identified from the survey.

6.2 In addition to this PTS is undergoing a transformation programme to review the service delivery model in a bid to improve and develop services again in the future.

## **7. SUMMARY**

7.1 In general there has been a reduction in complaints this year compared to last year. We have reviewed our procedures to ensure that lessons are learned from feedback, using negative feedback in particular as an opportunity to improve the quality and performance of the service we provide to patients.

27.11.12