

**Trust Board of Directors Meeting
Report Summary**

Date of Meeting: 6 July	
Title of Document: Complaints Annual Report 2022/23	
To be presented by: Giles Thorpe, Chief Nurse	Author: Tammy Shepherd, Head of Patient Experience
1. Status: For <u>Approval</u> /Discussion/Noting/Information	
2. Purpose:	
Relates to:	
Strategic Objective	x
Operational performance	x
Quality	x
Legal/Regulatory/Audit	x
Finance	x
Governance	x
NHS policy/public consultation	x
Accreditation/inspection	x
Anchor institutions	
ICS/ICB/Alliance	
Board Assurance Framework (BAF) Risk	
Other	
3. Summary:	
<p>The Complaints Service and PALS annual report provides information on the activity of the service for the year 2022/23. ESNEFT is committed to providing a complaints service that is fair, effective and accessible to all in alignment with the NHSE Complaints Regulations 2009.</p> <p>Complaints are a valuable source of feedback about the services provided and the Trust is committed to open and honest responses. Where improvements are identified, changes are made to improve the service.</p> <p>The number of complaints received in 2022/23 increased by 17% when compared with 2021/22.</p>	

During the period 1 April 2022 to 31 March 2023, 78.26% of complaints received were responded to within the 28-working day (or an agreed revised) timeframe, against a Trust target of 100%.

ESNEFT received a total of 20 contacts from the PHSO between 01 April 2022 and 31 March 2023.

Seven of these contacts were an enquiry only, seven cases were assessed but not taken further into an investigation, two cases were fully investigated yet not upheld and four cases are currently open and under investigation.

During the Covid19 pandemic, the Parliamentary and Health Service Ombudsman did not contact acute hospitals regarding complaint investigations, which meant that a backlog built up.

The cases that are coming through currently relate to historic cases and the Trust is working with the Ombudsman to resolve these as quickly as possible.

4. Recommendations / Actions

The Board is invited to **approve** the report.