

Item Number: 17

**NHS VALE OF YORK CLINICAL
COMMISSIONING GROUP**

GOVERNING BODY MEETING



Vale of York

Clinical Commissioning Group

Meeting Date: 5 June 2014

Title: Policy for the Reporting and Management of Patient Complaints

Responsible Chief Officer and Title

Lucy Botting
Chief Nurse

Report Author and Title

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Yorkshire and Humber Commissioning
Support Unit and Pennie Furneaux, CCG
Policy and Assurance Manager

Strategic Priority

Ensures compliance with national requirements for management of complaints.

Purpose of the Report

The policy for the reporting and management of patient complaints is attached for members and available at <http://www.valeofyorkccg.nhs.uk/about-us/governing-body-meetings/>,

Recommendations

The Governing Body is asked to approve the Policy for the Reporting and Management of Patient Complaints.

Impact on Patients and Carers

Fair and equitable approach to management of complaints.

Impact on Resources (Financial and HR)

Not applicable

Risk Implications

The CCG Policy update reflects the latest recommendations and national guidance for the reporting and management of complaints. The organisation could be at risk of censure by the ombudsman, if there is poor management of a complaint which results in the complainant escalating their complaint to the ombudsman.

Equalities Implications

Equalities Impact Assessment has been completed, and requires sign off by the CCG. The Advocacy Service is available and supports individuals who require support in constructing or making a complaint about an NHS service or experience.

Sustainability Implications

There are no sustainability implications. Where possible, all administrative processes are managed electronically, with no paper record storage required. Meetings conducted by conference call or video conferencing where possible and acceptable to all attendees, to minimise travelling.

GOVERNING BODY MEETING: 5 JUNE 2014

Policy for the Reporting and Management of Patient Complaints

1. Purpose of the Report

To present the Policy for the Reporting and Management of Patient Complaints

2. Background

Policy for the Reporting and Management of Patient Complaints.

3. Evidence base

The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009

NHS Litigation Authority Risk Management Standards

National Reporting and Learning Service Being Open Process

Clwyd Report (2013)

NHS Guide to Good Handling of Complaints for CCGs (May 2013)

4. Content of the report/ Issues to Consider

Requirement to sign off Policy and the three appendices, namely Equality Impact Assessment, Sustainability and Bribery Assessment.

5. Stakeholder/ Public Engagement

Policy available via the CCG website, when signed off.

6. Financial Implications

Not applicable.

7. Legal Implications

Failure to have an up to date policy to follow could result in censure by the ombudsman.

8. Equalities Implications

Advocacy Service available to support complainants who require assistance in constructing or making a complaint about an NHS Service or experience.

9. Recommendations

The Governing Body is asked to approve the Policy for the Reporting and Management of Patient Complaints and the three appendices