

Being Open report

Meeting Date:	4 th July 2016
Title of paper:	Being Open Report
Who is presenting paper:	Janet Bell Head of Governance
Lead ED	Beverley Murphy Director of Nursing & Patient Experience
Why is the paper being presented:	This paper is to brief the meeting of the serious incidents, coroner's inquests, information governance incidents, complaints, patient opinion and claims received during the month of June 2016.
What does the paper tell us about the quality of care being provided:	<p>In June there were:-</p> <ul style="list-style-type: none"> • 4 serious incident level 2s and 8 level 1 reviews commissioned. • 10 local team reviews were commissioned. • 12 deaths were reported. • No new inquests were held, but a further 3 inquests are planned. • 14 information governance incidents reported. • There were 31 new complaints raised, of which all were acknowledged within 3 working days. • 31 complaints were closed, 21 of which were closed in time. • 3 complaints were upheld, 16 not upheld and 11 partially upheld. • There was 1 complaint referred and accepted for investigation by the ombudsman. 1 query was received and responded to. • No new claims were received.
What is the committee/meeting being asked to do:	To note and take action where required
Does this link to an existing BAF risk?	Yes- 4217
Does the BAF need amending in light of this paper?	No

Level 1 & Level 2 Serious Incident Reviews Commissioned in June

Service line	Level of review	Level of harm	Details/ comments
WLFS	1	None	Self- injury to patient
WLFS	1	None	Medication administration error
HSS	1	Low	Self- injury to patient
HSS	1	Low	Self -injury to patient
P& PC	1	Death	Cause of death unknown, suspected natural cause
P&PC	1	Death	Cause and circumstances of death unknown
P&PC	2	Death	Cause and circumstances of death unknown
A&UC	1	Moderate	Self- injury to patient
A&UC	1	Death	Death from natural cause
AUC	2	Death	Cause of death unknown
A&UC	2	Death	Cause and circumstances of death unknown
IAPT	2	Death	Cause of death unknown

Local Team Reviews Commissioned in June 2016

Service Line	Level of Harm	Detail
WLFS	None	Assault physical to patient
WLFS	None	Security incident
WLFS	None	Abuse by staff to patient
WLFS	Low	Assault physical to staff
WLFS	None	Fire/ suspected deliberate.
WLFS	None	Lapsed T3 form.
A&UC	None	Unsafe discharge
A&UC	None	Patient refused entry to staff undertaking a home visit.
A&UC	Moderate	Patient transferred to general hospital after becoming physically unwell.
A&UC	Moderate	Self- harm to patient.

Mortality data for June 2016

Service Line	Cause of death	Detail
CID	Natural causes. (expected palliative care)	Receiving palliative care, natural cause.
CID	Apparent natural cause (unexpected)	Suspected natural cause.
CID	Apparent natural cause (unexpected)	Suspected natural cause.
P&PC	Apparent natural cause (unexpected)	Suspected cardiac arrest.
A&UC	Unknown	No further information known at this time.
P&PC	Unknown	Suspected natural cause.
L<C	Apparent natural cause (unexpected)	Suspected cardiac arrest.
L<C	Unknown	No further information known at this time.
P&PC	Apparent natural cause (unexpected)	Cause of death unknown.
A&UC	Apparent natural cause (unexpected)	Cause of death unknown.
L<C	Apparent natural cause (unexpected)	Suspected natural cause.
CID	Natural causes. (expected palliative care)	Suspected natural cause.

Future Coroners Inquests

Service Line	Date planned
P&PC	Inquest scheduled for 3 rd August 2016
CID	Inquest July 16 (TBC)
A&UC	1 July 16

Information Governance Incidents reported in June

Category of IG Incident

	Total
Breach of patient confidentiality	1
Lost RiO cards	4
Misdirected patient data	3
Other (no access to NHS. Net)	5
Unauthorised access/disclosure of personal confidential data	0
Lost or stolen ICT equipment	1
Total =	14

Incident Date	Category	Detail
03/06/2016	Other	Missing telephone presumed lost
03/06/2016	Other	Potential data breach
04/06/2016	Breach of Patient Confidentiality	Potential data breach
06/06/2016	Breach of Patient Confidentiality	Potential data breach
08/06/2016	Other	Photo was tweeted onto the Trust's Twitter account
10/06/2016	Loss or stolen IT equipment (e.g. USB, laptop, etc.)	Lost encrypted USB stick
11/06/2016	Lost RiO Card	RiO card lost, found later that day
14/06/2016	Mis-directed Patient Data (Letter, Fax or Email)	e-mail requesting archived clinical information sent to another Dr
14/06/2016	Other	Use of personal mobile for work related business
16/06/2016	Mis-directed Patient Data (Letter, Fax or Email)	Information sent to wrong address

20/06/2016	Mis-directed Patient Data (Letter, Fax or Email)	Patient information emailed to wrong Solicitor
20/06/2016	Other	Pathology reports not returned as per process
23/06/2016	Loss of RIO Smart Card	RIO card lost out of damaged bag
24/06/2016	Loss of RIO Smart Card	RIO card fell out of bag and lost

Complaints raised in June 2016 (up to and including 26th June 2016)

Subject of complaints

	Total
Aids and appliances	1
All aspects of clinical treatment	9
Appointments, delay/cancellation (outpatient)	3
Attitude of staff	7
Communication/information to patients (written and oral)	3
Complaints handling	1
Failure to follow agreed procedures	2
Hotel services	1
Patients privacy and dignity	3
Patients property and expenses	1
Total =	31

Area	Detail	Acknowledged within 3 working days
HSS	Allegation of attempted assault	Yes
HSS	Staff attitude.	Yes
HSS	Complaint responses overdue.	Yes
HSS	Restricted access.	Yes
HSS	Communication and engagement with community based groups.	Yes
HSS	Visits to the canteen and shop.	Yes

HSS	Missing items from store room.	Yes
HSS	Access to food.	Yes
HSS	Room door left open following room checks.	Yes
HSS	Management of interactions with other patients.	Yes
HSS	Door left open whilst patient sleeping.	Yes
HSS	Possible ligature risks.	Yes
HSS	Patient request refused.	Yes
HSS	Attitude and behaviour of staff.	Yes
HSS	Delayed visits.	Yes
HSS	Doctor gave some upsetting news.	Yes
A&UC	Attitude and behaviour of staff.	Yes
CAMHS	Poor management of a referral.	Yes
CAMHS	Rescheduled appointments without explanation.	Yes
CAMHS	Letters from the clinic have not been received.	Yes
L<C	Cancelled appointments and staff attitude.	Yes
L<C	Delays in transcribing letters, and incorrect information in letters.	Yes
LS	Late response to a complaint.	Yes
P&PC	Staff visited a patient without an appointment.	Yes
P&PC	Concern re lack of care received.	Yes
P&PC	Lack of care and change of consultant.	Yes
P&PC	Delays in admissions, no assessment or plane of care.	Yes
WLFS	Breached patient confidentiality	Yes
WLFS	Injury during restraint	Yes
WLFS	Staff are rude and show no respect.	Yes
WLFS	No access to consultant on ward rounds, relationship with staff.	Yes

Complaints closed in June 2016

Number of complaints closed	31
Number of complaints closed in time	21
Number of complaints closed outside of time	10
Number of complaints withdrawn	5
Number of complaints referred to Ombudsman	2
Number of complaints upheld	3
Number of complaints not upheld	16

Number of complaints partially upheld	11
Number closed but waiting on final consent to share the response with the complainant	1

Parliamentary & Health Ombudsman (PHSO)

Family complaint regarding care and treatment. All corresponding files have been sent to the ombudsman.

PHSO enquiry regarding a complaint response which exceeded the six month timescale. Complaint response has been completed and the PHSO have been informed.

Patient Opinion (up to and including 26th June 2016)

Area	Author	Detail	Acknowledged within
L<C - Ealing Home Ward	Patient	I have been looked after by Sally and Denise, and I am very happy with you two, you are very caring and very supportive. When we are in this trauma (knee replacement) we need people like you for mental support and thank you again. You have been very patient and kind	5 working days
L<C - Gender Identity Clinic	Patient	I have had gender reassignment surgery under the gender identity clinic London, unfortunately due to other stresses in my life at the time I had a breakdown and became ill after the surgery and it wasn't until roughly a year ago I felt able to contact the clinic for further care. Numerous phone calls were made to the clinic and I was passed from department to department and somehow I had been lost in system, a bit concerning also that the clinic had failed to even contact me. I finally got an appointment to see a psychiatrist at the clinic and when I saw her she was confused as to why I was there, I had been told that I was under the care of surgeons. I left very upset as I felt that the appointment was a complete waste of time and also my money. Due to the stress of this appointment I forgot I had been handed a piece of paper with another appointment made for me to come to London to see another doctor. I rang the clinic to ask what was going on and where I stood in regards to my care. I was again passed from department to department until finally I spoke to a receptionist who reminded me I had another appointment, not good really as it seems a simple task to tell a patient what is going on. I have since then had two appointments cancelled on me, one because of a conference and the second no explanation, I have been told someone will contact me, but yet again have failed to do so. I have wasted money, time and it	6 working days

		has caused me a lot of stress not knowing where I stand or if I will ever be seen or get my next lot of surgery. I would like to talk to someone at pals as I am finding all of this too stressful to deal with on my own.	
P&PC - Back on Track	Patient	Back on Track changed my life for the better in ways that words will not adequately describe. I am just a regular person that was having a hard time coping with things. My weekly sessions over the course of 12 weeks gave me an education on my cognitive process and the 'tools' I needed to change things for the better. I am so grateful for Back on Track and the fact that the NHS provides this for free is absolutely amazing.	5 working days
WLFS - Barron Ward	Patient	When I came to Barron ward I was very impressed with the slightly casual atmosphere and regime. I decided to increase my work schedule from four or five sessions a week, enough to get by to twelve per week. I enjoy the atmosphere and set up even now I've been here three years. I want to play in the band (hospital band) again as I used to before the leader left and became a full time social worker.	3 working day

Claims

There were no claims received during the month of June.

Janet Bell
Head of Governance
July 2016