



# **PERTH & KINROSS HEALTH & SOCIAL CARE PARTNERSHIP**

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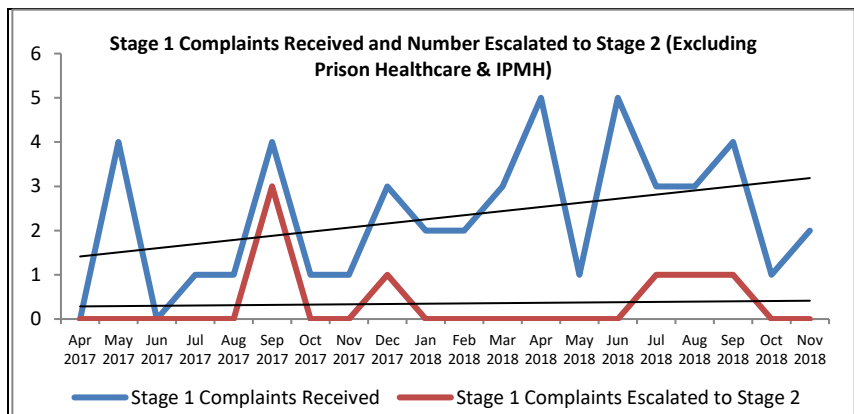
## **PERFORMANCE FRAMEWORK – CORPORATE**

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## 1. Health Stage 1 Complaints Received and Number Escalated to Stage 2 (Excluding Prison Healthcare)

### NARRATIVE

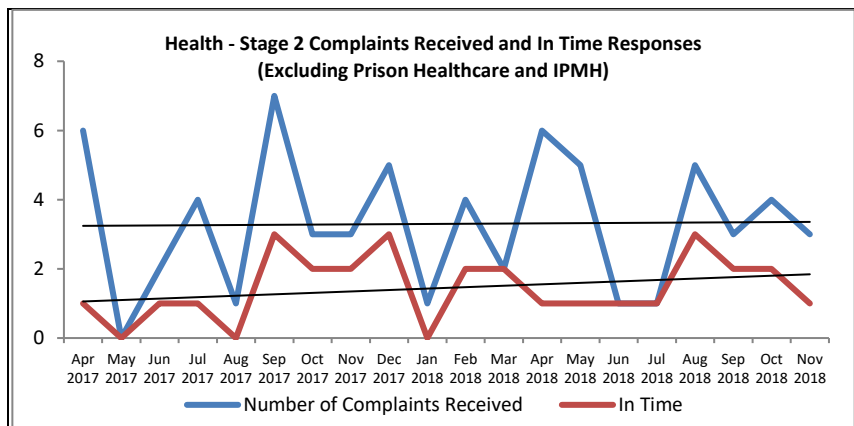
The number of health stage 1 complaints received shows a steady increase over the reporting period but most continue to be resolved at this early stage and not escalating to the formal stage 2 process.



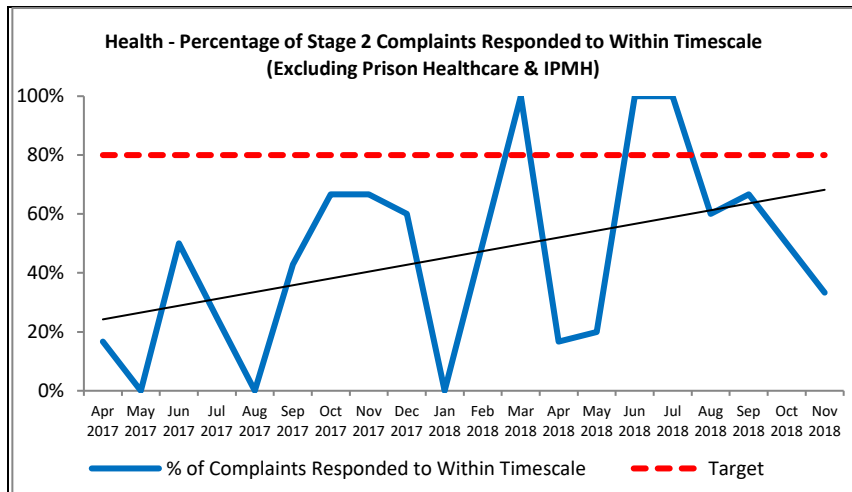
## 2. Health Stage 2 Complaints Received and Responses Within Timescale (Excluding Prison Healthcare)

### NARRATIVE

The number of complaints received is fairly static over the reporting period. This will continue to be monitored over the coming year.



### 3. Health Stage 2 Complaints Responded to Within Timescale (Excluding Prison Healthcare)



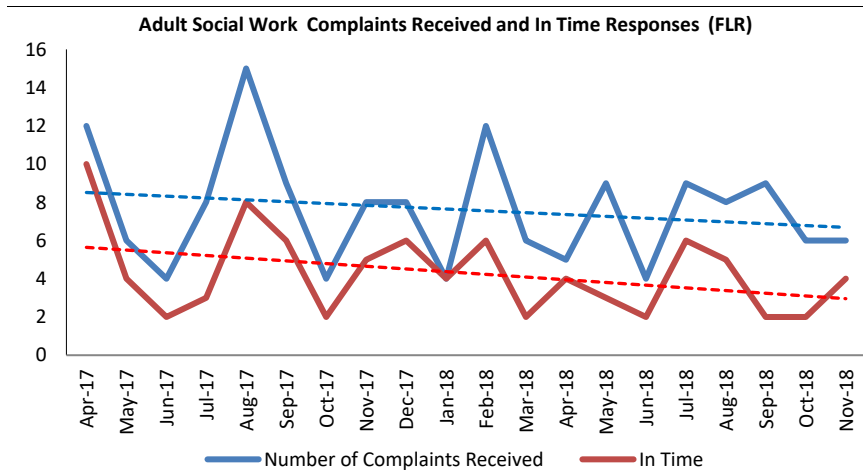
#### NARRATIVE

Performance in meeting the target time to respond shows an improving position over this period but still below the NHS Tayside target of 80%.

This can be for many reasons and complaints can involve very complex issues which take time to provide a full response. Delays are unfortunate but it is important that the response provided fully answers the issues identified by the complainant. We always strive to keep the complainant informed of any delay in the expected response and provide an expected timescale.

This will continue to be monitored over the coming year.

### 4. Adult Social Work Number of Front Line Resolution (FLR) Complaints Received and Responses Within Timescale

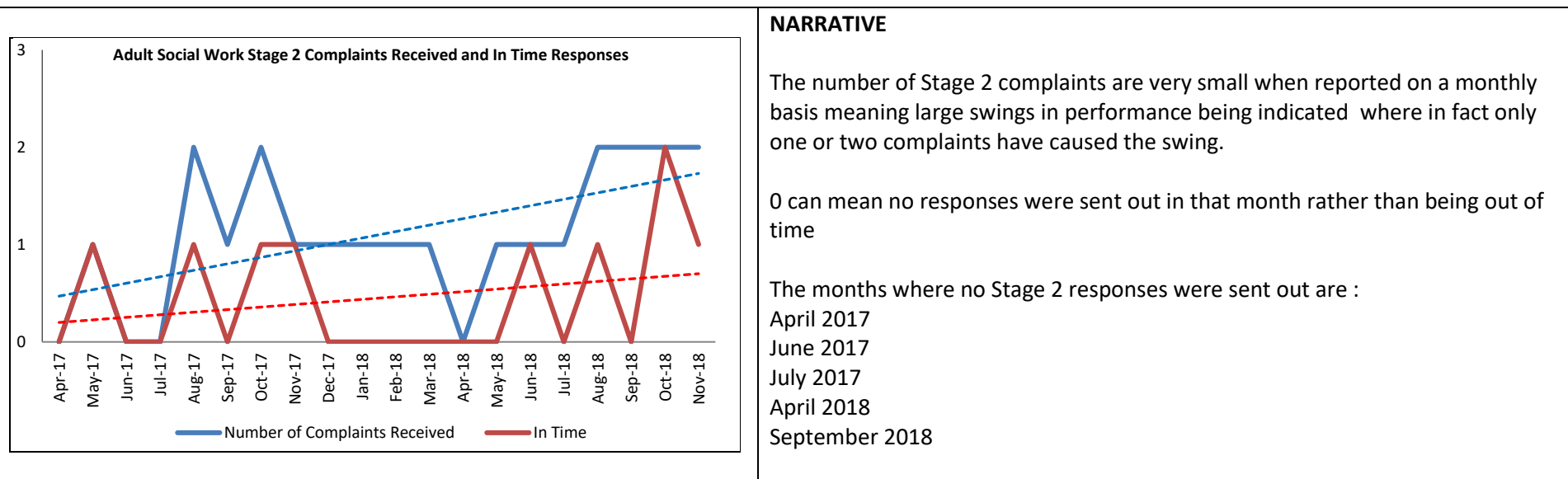


#### NARRATIVE

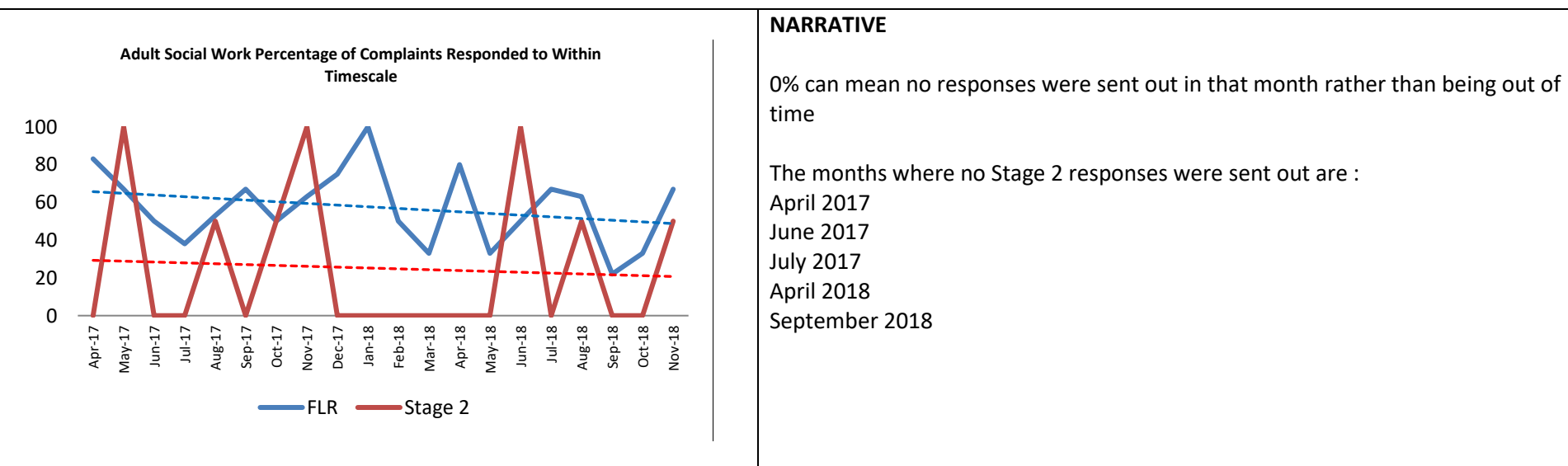
The number of complaints received varies from month to month with no obvious reasons for the increase in numbers in certain months.

The slight reduction in complaints received during holiday times June and December tends to be reflected across all services.

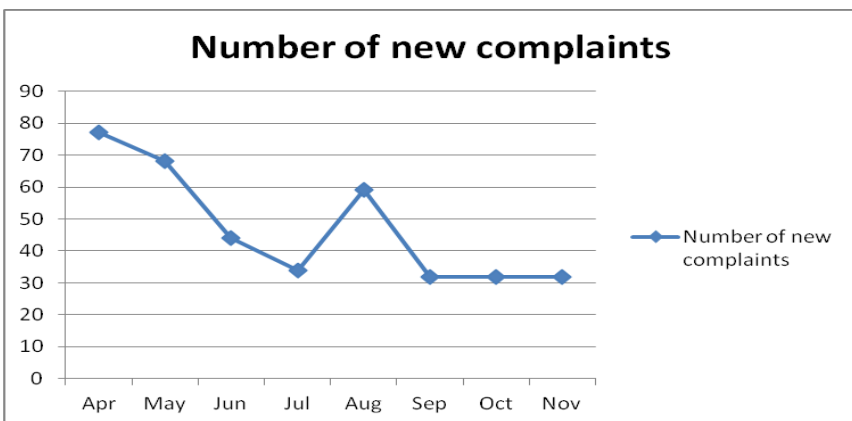
## 5. Adult Social Work Stage 2 Complaints Responded to Within Timescale



## 6. Adult Social Work FLR and Stage 2 Complaints Responded to Within Timescale



## 7. H7.Health Number of Prison Healthcare Complaints Received



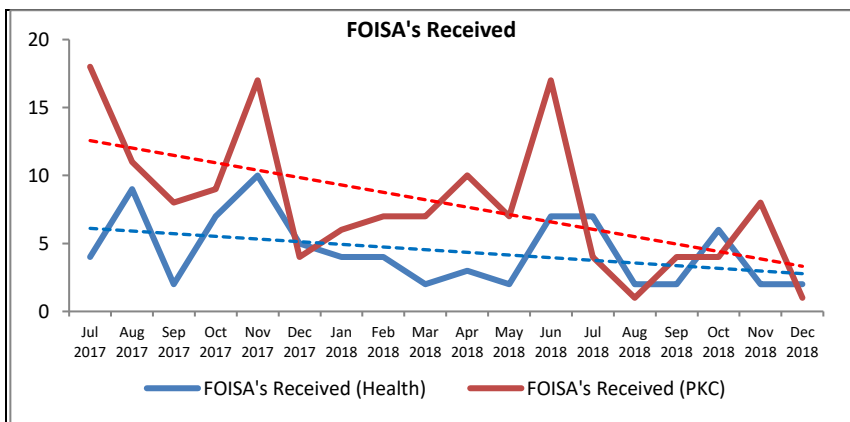
### NARRATIVE

A significant amount of work has and continues to be undertaken regarding the management of complaints and the engagement of the prisoner population.

The service continues to work towards early resolution to new complaints whenever possible.

The main themes of complaints continues to be medication related. It is worthy on noting that the service has started to receive compliments also for the care and treatment provided by Prison Healthcare staff.

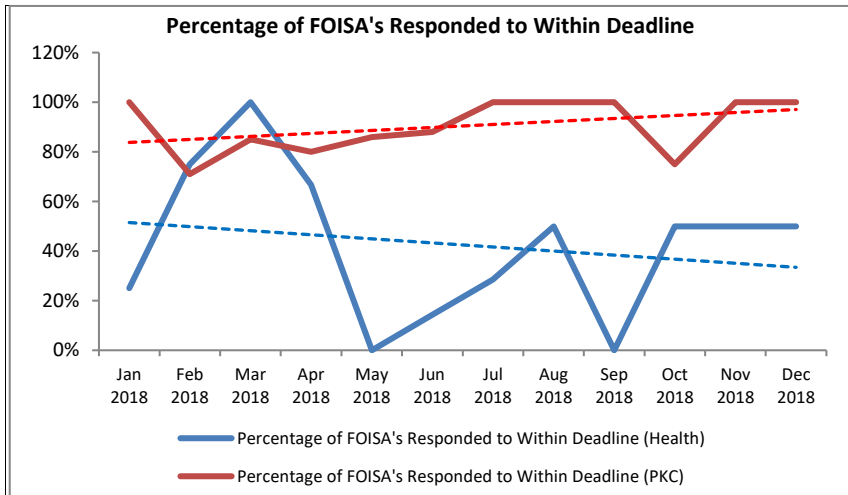
## 8. Freedom of Information Requests Received



### NARRATIVE

The number of FOISA's received varies throughout the year with no obvious pattern. The quantity received can often be related to a 'hot' news topic where several requests in the same subject can arrive.

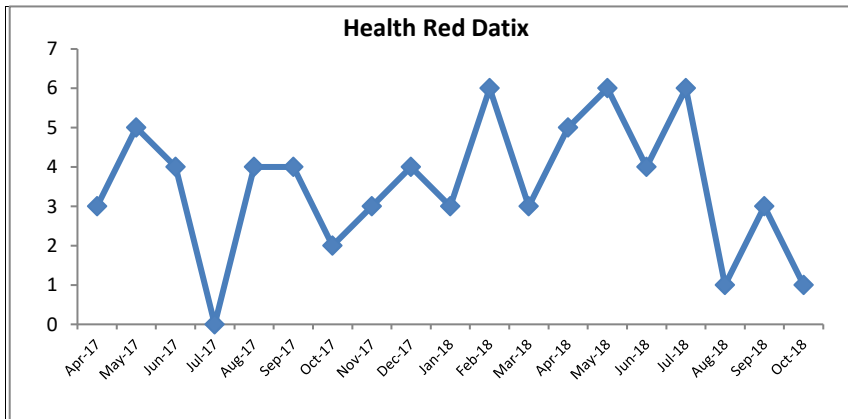
## 9. Freedom of Information Requests -Percentage Responded to Within Deadline



### NARRATIVE

For Health when a FOISA is received from Information Governance, the information requested goes out to relevant people/teams for a response. Chaser emails go out prior to the deadline too. It should be noted that the internal deadline we receive from Information Governance is earlier than the external deadline, therefore it may well be that although we have missed the internal deadline, the external deadline may have been met.

## 10. Total Number of Red Datix Health (Excluding Prison Healthcare)



### NARRATIVE

Information extracted from DATIX on 7<sup>th</sup> January 2019. Excludes red events within Prison Healthcare Service and Inpatient Mental Health & Learning Disabilities.

All new red events are summarised and discussed at weekly management team meetings and at the two monthly Care & Professional Governance Forum.