

SUMMARY GUIDANCE

KO41a Quarterly data collection NHS Hospital & Community Health Services Written Complaints



Section 1: ORGANISATION DETAILS >=0, no decimals and if null display as 0

Question	Guidance notes / definitions	Validations
[1.1] Org Code	National Organisation Data Service (ODS) code for overall responsible organisation	3 or 5 digit ODS code
[1.2] Org Name	Name of overall responsible organisation	Free text

Section 1: SITE DETAILS >=0, no decimals and if null display as 0

[1.3] Site Code	National ODS site code against which data are being submitted	5 digit ODS code
[1.4] Site Name	Name of site	Free text

Section 2: SUMMARY OF OVERALL NUMBERS OF COMPLAINTS >=0, no decimals and if null display as 0

[2.5] Total Brought Forward	Number of complaints carried forward from last submission period.	$\leq [2.11]$ & $= +/- 20$ different to [2.11] from previous quarter
[2.6] Total New	Number of new complaints received during the quarter	$[3.20] = [2.6]$ & $[5.36], [7.71]$ & $[8.82] \geq [2.6]$
[2.7] Total Resolved	Number of complaints resolved during reporting period	$[2.7] = [2.8] + [2.9] + [2.10]$
[2.8] Number Upheld	Of the Total Resolved [2.7] the number that were fully upheld	Subset of [2.7]
[2.9] Number Partially Upheld	Of the Total Resolved [2.7] the number that were partially upheld	Subset of [2.7]
[2.10] Number Not Upheld	Of the Total Resolved [2.7] the number that were fully not upheld	Subset of [2.7]
[2.11] Total Carried Forward	Number of unresolved complaints carried forward to next period	$[2.11] = ([2.5] + [2.6]) - [2.7]$

Section 3: AGE OF PATIENT: For the number of NEW complaints during the reporting period; breakdown by age of patient. >=0, no decimals and if null display as 0

[3.12] Age 0-5	[3.16] Age 56-64	
[3.13] Age 6-17	[3.17] Age 65-74	
[3.14] Age 18-25	[3.18] Age 75 and over	
[3.15] Age 26-55	[3.19] Age Unknown	
[3.20] Total all ages		

Section 4: STATUS OF COMPLAINANT For the number of NEW complaints during the reporting period; breakdown by complainant status >=0, no decimals and if null display as 0

[4.21] Patient	[4.23] Guardian	
[4.22] Parent 11	[4.24] Carer	
	[4.25] Other	
[4.26] Total		$[4.26] = [2.6]$ & $[4.26] = \text{sum}([4.21] \text{ to } [4.25])$

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Section 5: SERVICE AREA For the number of NEW complaints received during the period; a breakdown of all the Service Areas. Note: There can be more Service Areas than number of new complaints >=0, no decimals and if null display as 0

Question	Guidance notes / definitions	Validations
[5.27] Ambulance services	Hospital provided transport services staffed by trained ambulance staff	
[5.28] Inpatient services	Admitted specialist management/patient care provided by a consultant, midwife or nurse	
[5.29] Outpatient services	Attendance at a clinic session provided by a consultant or their team	
[5.30] Emergency services (including Minor Injuries Units, hospital-based Urgent Care Centres)	Consultant-led activity with full resuscitation facilities and designated accommodation for the reception of accident and emergency patients	
[5.31] Other community healthcare services	Care provided in a community setting, which may not include accident and emergency facilities	
[5.32] Commissioning	Purchasing of services on a contract for patients in an area covered by a particular Clinical Commissioning Group	
[5.33] Mental Health	Care of the mentally ill (by a psychiatric specialist or their team)	
[5.34] Maternity	Care of patients during pregnancy including provision of antenatal and post-natal services, as well as care following miscarriage	
[5.35] Other	Any other that does not fit into one of the categories above	
[5.36] Total		[5.36] >= [2.6] & [5.36] = sum ([5.27] to [5.35])

Section 6: SUBJECT AREA OF CLINICAL TREATMENT Of those NEW complaints with a Subject Area: Clinical Treatment - Breakdown by Clinical Group >=0, no decimals and if null display as 0

[6.37] Accident & emergency group	[6.43] Paediatric group	
[6.38] Anaesthetics	[6.44] Pathology group	
[6.39] Clinical oncology	[6.45] PHM & CHS group	
[6.40] Dental group	[6.46] Psychiatry group	
[6.41] General medicine	[6.47] Radiology group	
[6.42] Obstetrics & gynaecology	[6.48] Surgical group	
[6.49] Total	The Total of [6.49] Subject Area of Clinical Treatment must equal the sum of all Clinical Groups [6.37] to [6.48] This total does not need to equal the sum all [2.6] Total New complaints	[6.49] = sum ([6.37] to [6.48])

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Section 7: SUBJECT AREA For the number of NEW complaints received during the quarter, a breakdown of all Subject Areas. Notes: i) There can be more Subject Areas than the number of new complaints ii) Complaints received regarding Clinical Treatment should be included in the relevant Clinical Group in section 6 and in the Total [7.71] in this section. >=0, no decimals and if null display as 0

[7.50] Access to treatment or drugs (including decisions made by Commissioners)	[7.59] Patient Care including Nutrition / Hydration	
[7.51] Admissions, discharge and transfers excluding delayed discharge due to absence of 14 care package	[7.60] Mortuary and post-mortem arrangements	
[7.52] Appointments including delays and cancellations	[7.61] Prescribing errors	
[7.53] Commissioning Services	[7.62] Privacy, dignity and wellbeing (including care with compassion, respect, diversity, patients' property and expenses) 15	
[7.54] Communications	[7.63] Restraint	
[7.55] Consent to Treatment	[7.64] Staffing numbers	
[7.56] End of Life Care	[7.65] Transport (Ambulances only)	
[7.57] Facilities Services (Inc. access for people with disability, cleanliness, food, maintenance, parking, portering)	[7.66] Trust Administration	
[7.58] Integrated Care	[7.67] Values & Behaviours (Staff)	
	[7.68] Waiting Times	
	[7.69] Other	
[7.70] Sub total	The Sub total of the Subject Area [7.70] must equal the sum of all Subject Areas [7.50] to [7.69]	[7.70] = sum ([7.50] to [7.69])
[7.71] Total (including clinical treatment [6.49])	The Total (including clinical treatment [6.49]) must equal or be greater than [2.6] Total New and must be equal to the sum of [7.70] Subtotal + [6.49] Total Subject Area of Clinical Treatment	[7.71] >= [2.6] & [7.71] = [7.70] + [6.49]

Section 8: PROFESSIONAL AREAS For the number of NEW complaints received during the quarter, a breakdown of all Professional Areas. Note: There can be more Professional Areas than the number of new complaints >=0, no decimals and if null display as 0

Question	Guidance notes / definitions	Validations
[8.72] Medical	Medical specialities (including surgical sub-specialities)	
[8.73] Dental	Dental specialities (including surgical sub-specialities)	
[8.74] Nursing	Care provided by nurses	
[8.75] Midwifery	Care provided by midwives	
[8.76] Health Visiting staff	Care provided by health visitors	
[8.77] Scientific, Therapeutic and Technical	Services provided by scientists, technicians and professional advisors and support staff	
[8.78] Ambulance	Services provided by ambulance crews (including trained paramedics)	
[8.79] Support to Clinical Staff	Workmen, cleaners, porters, catering staff	
[8.80] NHS Infrastructure Support	Hospital trust staff or Clinical Commissioning Group employed staff (not general practice based staff)	
[8.81] Other/No staff involved	e.g. where a complaint is about a Board decision, the decision of a Panel (e.g. CCG) another patient, visitor or non-Trust staff such as a volunteer	
[8.82] Total	The Total of Professional Areas must equal or be greater than [2.6] Total New and must equal the sum of [8.72] to [8.81]	[8.82] >= [2.6] & [8.82] = sum ([8.72] to [8.81])