

BEH-MHT FOI response for Sheila Hersom, December 2011

(The information below was current at the date of each annual report)

COMPLAINTS REPORT

Period 1st April 2010 – 30 September 2011

1. Trust Response Performance (Target 75% within 25 working days)

Working Days to Answer	Complaints Resolved	% of Total resolved
0-25	168	66.9
>25	80	31.9
Total Complaints Resolved	248	
Complaints Still under investigation		% of Total received
Under Investigation In time (counted as resolved in time)	1	0.4
Under Investigation Out of time	2	0.8
Total Complaints received	251	

2. Breakdown of the above data by Service Line:

Working days to answer	Common MH	Crisis & Emerg	Dementia & Cog Impair	Forensics	Psychosis	Severe & Complex	Enfield Community Services	
0-25	7	58	15	21	54	13		
Cumulative compliance from February	44%	79%	79%	79%	68%	68%		
Cumulative compliance	↓28%	↓77%	↔79%	↑84%	↓61%	↔68%		
>25	18	17	3	4	32	6		
Total Resolved	25	75	18	25	86	19		
Under Investigation (in time)	0	0	1	0	0	0		

Under Investigation (out of time)	0	0	0	0	2	0		
Total Rec'd	25	75	19	25	88	19		

CLAIMS REPORT

Period 1st April 2010 – 31st March 2011

1. Type of Claim

Judicial Review	6
Clinical Negligence	11
Personal Injury	30 (2 from ECS)

Period 1st April 2009 – 31st March 2010

1.1 Trust Response Performance (Target 75% within 25 working days)

Working Days to Answer	Complaints Resolved	% of Total
0-25	175	72.3%
>25	60	
Total Complaints Resolved	235	
Still under investigation (in time) (out of time)	22 14	
Total received	271	

1.2 Breakdown of the above data by Service:

WD to answer	Barnet	Enfield	Haringey	NLFS
0-25	59 (78.75%)	45 (77.04%)	57 (71.56%)	14 (50%)
>25	16	13	22	8
Total Resolved	75	58	79	22
UI (in time) (out of time)	4 1	2 1	16 6	0 6
Total Rec'd	80	61	102	28

2. CLAIMS REPORT

2.1 Type of Claim by Service

	<i>Barnet</i>	<i>Enfield</i>	<i>Haringey</i>	<i>NLFS</i>	<i>CAMHS</i>
Judicial Review	5	0	2	5	0
Clinical Negligence	5	3	2	4	0
Personal Injury	3	4	33	3	1

COMPLAINTS REPORT

Period 1st April 2008 – 31st March 2009

1. COMPLAINTS

1.2 Trust performance against the national target of 75%

Working Days to Answer	Complaints Resolved	%
0-25	155	84.6
>25	30	
Total Complaints Resolved	185	
Still under investigation (in time) (out of time)	10 0	
Total received	195	

Breakdown of the above data by Service:

WD to answer	Barnet	Enfield	Haringey	NLFS
0-25	59 (91.18)	36 (87.8)	48 (74.3)	12 (100%)
>25	6	5	19	0
Total Resolved	64	41	67	12
UI (in time) UI(out of time)	3		7	
Total Rec'd	68	41	74	12

COMPLAINTS REPORT

Period 1st April 2007 to 31st March 2008

1. Compliance

Overall, complaints are down (265 having been received in 06/07). The response rate over the year has evened out at 75.5% which is still above the national target of 75%. The Complaints and SUI Managers should be congratulated on this achievement.

Working Days	Complaints Resolved	%
0-25	134	75.5
>26	48	24.5
Total Complaints Resolved	182	
Still under investigation (in time) (out of time)	14 0	
Total received	196	

Breakdown of the above data by Service:

	Barnet	Enfield	Haringey	NLFS
0-25	51 (92.73%)	34 (80.85%)	35 (53.94%)	14 (100%)
>26	4	9	35	0
Total Resolved	55	43	70	14
UI (in time)	0	4	6	4
Total Rec'd	55	47	76	18

COMPLAINTS AND CLAIMS ANNUAL REPORT 2006/7

1. Complaints

1.1 Compliance

The response rate during the reported period 1st April 2006 – 31st March 2007 is well above the national target of 75% with 87.5% of complainants having been provided with a response within the time limit. The Complaints Managers are to be congratulated on this achievement. Comparative figures showing this maintenance of high standards are provided below.

Working Days	Complaints Resolved	%	05/06	04/05
0-21 (25 from 1/9/06)*	203	87.12	76.52	80.23
>22 (26 from 1/9/06)*	30	12.88		
Total Complaints Resolved	233			
Under investigation (in time)	0			
Total received	233		230	258

Breakdown of the above data by Service:

	Barnet	Enfield	Haringey	NLFS
0-25*	62 (93.9%)	41 (89%)	77 (82%)	23 (85.2%)
(05/06)	55 (76.3%)	17 (57%)	72 (78%)	17 (80.9%)
(04/05)	81 (70.37%)	43 (64%)	107 (96%)	27 (84.6)
>26*	4	5	17	4
Total Resolved	66	46	94	27
UI	0	0	0	0
Total Rec'd	66	46	94	27

COMPLAINTS AND CLAIMS ANNUAL REPORT 2006/7

Complaints

Period 1st April 2006 – 31st March 2007

Working Days	Complaints Resolved	%	05/06	04/05
0-21 (25 from 1/9/06)*	203	87.12	76.52	80.23
>22 (26 from 1/9/06)*	30	12.88		
Total Complaints Resolved	233			
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