

Service Users (&/or their advocates)

1. How many service users have made complaints * against hospitals or staff within your trust?

* as defined under the auspices of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009

2006/07: 252, 2007/08: 312, 2008/09: 268, 2009/10: 402, 2010/11: 476 (NB the Statutory regulations changed in April 2009 and concerns previously addressed (and included in data) by PALS are now included in complaints data; hence the apparent increase)

Site	06-07	07-08	08-09	09-10	10-11
Basildon	245	287	259	392	467
Orsett	8	15	2	6	9
Other	-	10	7	4	-

a. Please provide brief status of complaints (total dismissed, total on going, total completed etc.) (Basildon vs Orsett site breakdown not available)

This data has been collected since inception of 2009 Regulations

2009/10: 146 upheld, 111 partially upheld (due to communication issues leading to perceptions of poor service delivery)

2010/11: 122 upheld, 175 partially upheld (as above)

2. How many service users have taken the hospitals or staff to court within your trust? **NA**; details of clinical negligence claims are in the public domain on the NHS Litigation Authority website

a. Please provide brief status of complaints (total dismissed, total on going, total completed etc.) **NA**

3. How many service users have made taken the hospitals or staff to Judicial Review within your trust? **NA**

a Please provide brief status of complaints (total dismissed, total on going, total completed etc.) **NA**

4. How many Serious Case Reviews are there within your trust? **we do not hold serious case reviews**

a. Please provide details of these, on-going or completed. **NA**
Staff

5 and 5a. How many staff working within your trust has made complaints against hospitals or other staff within your trust?

2006/07 – 2 – Healthcare Assistant about Manager, and Nurse about Nurse

2007/08 – 0

2008/09 - 0

2009/10 – 0 2 x Doctor about Doctor

2010/11 – 1 - Nurse about Manager

a. Please break down into positions of employment – i.e. Dr reporting admin.– **as above**

6. How many staff working within your trust are whistle blowers? Do they still work within your trust? **One**

a. Please break down into positions of employment – i.e. Dr

reporting admin.– **Staff Nurse**

7. How many staff working within your trust have gone to or approached employment tribunals?–

2006/07 – 5 – 3 doctors, 1 clerical, 1 nurse – none still employed

2007/08 – 4, 1 doctor, 3 clerical, none still employed

2008/09 – 5, 3 doctors, 2 nurses, 2 still employed

2009/10 – 6, 4 doctors and 1 clerical, 1 nurse. 3 still employed

2010/11 – 2, doctor and clerical, one still employed

a. Do they still work within your trust? Please break down into positions of employment – i.e. Doctor, nurse– **as above**

8. What is your policy on whistleblowing? **attached**
Management Plans & Finance

9. How Many Service users are on service plans, (per hospital within your trust and please itemise short term or long term)

10. Policy of any form of harassment from staff to service users.– **bullying and harassment policy – attached**

11. Staffing costs over the last 5 years and forecast cost for next year breaking down into front line staff(doctors nurses etc.) and Managers / Admin

	06/07	07/08	08/09	09/10	10/11	11/12 Fcast
	£'000	£'000	£'000	£'000	£'000	£'000
Front Line Staff	88,355	100,902	116,967	134,124	135,593	132,451
Managers/Admin	21,243	24,088	25,812	29,140	32,160	29,694
	109,598	124,990	142,779	163,263	167,752	162,146

12. Policy on paging resuscitation staff when needed at times of high service users. **Attached.** please note that we have a cardiac arrest team for the Cardiothoracic Centre, DGH, A&E (Mon-Fri 9-5) the DGH team covers the rest of the time and a Paediatric team. If a second call should go out for another arrest the team will decide who can go plus switchboard are informed by anaesthetics if they are unable to attend and the second on call will be activated.