

Item: 9.1.1

Report to:	NHS Hull Clinical Commissioning Group Board
Date of Meeting:	21 st January 2021
Title of Report:	Reporting and Management Policy for Compliments, Comments, Concerns and Complaints – Policy Review
Presented by:	Clare Linley, Interim Director of Nursing and Quality
Author:	Tracie Hailstone, Patient Experience Officer

STATUS OF THE REPORT:

To approve	<input checked="" type="checkbox"/>	To endorse	<input type="checkbox"/>
To ratify	<input type="checkbox"/>	To discuss	<input type="checkbox"/>
To consider	<input type="checkbox"/>	For information	<input type="checkbox"/>
To note	<input type="checkbox"/>		

PURPOSE OF REPORT:
The purpose of this report is to provide the Board with an update to the Reporting and Management Policy for Compliments, Comments, and Complaints. The policy has been reviewed and updated in accordance with the CCG Policy Review schedule.

RECOMMENDATIONS:
The Hull CCG Board is asked to:

- Approve the updated policy so it can be published

REPORT EXEMPT FROM PUBLIC DISCLOSURE No Yes

CCG STRATEGIC OBJECTIVE

Facilitate strategic Humber-wide planning and transformation, focusing on quality outcomes and patient experience as the catalysts for clinically-led change.

Successfully and effectively commissioning health services to meet the reasonable health needs of the people of Hull

Short summary as to how the report links to the CCG's strategic objectives

This report ensures that the CCG policy for Reporting and Management of Compliments, Comments, Concerns and Complaints is up to date and that these are fed into the commissioning cycle and reporting processes of the CCG.

IMPLICATIONS: *(summary of key implications, including risks, associated with the paper),*

Finance	None
HR	None
Quality	The reporting of Compliments, Concerns and Complaints provides intelligence on patient experience of services commissioned by the CCG and may flag up quality concerns.
Safety	The reporting of Compliments, Concerns and Complaints provides intelligence on patient experience of services commissioned by the CCG and may indicate possible safety concerns.

ENGAGEMENT:

The policy was shared with all CCG staff for comment and feedback. The policy was approved by the CCG Quality & Performance Committee in December 2020.

LEGAL ISSUES: *(Summarise key legal issues / legislation relevant to the report)*

None

EQUALITY AND DIVERSITY ISSUES: (summary of impact, if any, of CCG's duty to promote equality and diversity based on Equality Impact Analysis (EIA). **All** reports relating to new services, changes to existing services or CCG strategies / policies **must** have a valid EIA and will not be received by the Committee if this is not appended to the report)

	Tick relevant box
An Equality Impact Analysis/Assessment is not required for this report.	
An Equality Impact Analysis/Assessment has been completed and approved by the lead Director for Equality and Diversity. As a result of performing the analysis/assessment there are no actions arising from the analysis/assessment.	
An Equality Impact Analysis/Assessment has been completed and there are actions arising from the analysis/assessment and these are included in EQIA section in the enclosed report.	X

THE NHS CONSTITUTION: (How the report supports the NHS Constitution)

- 1) Quality of care and environment
- 2) Involvement in your healthcare and in the NHS

Reporting and Management Policy for Compliments, Comments, Concerns and Complaints – 2 Year Review

Report to the Hull Clinical Commissioning Group Board

1. INTRODUCTION

The purpose of this report is to provide an update on the review of the CCG Reporting and Management Policy for Compliments, Comments, Concerns and Complaints. The Board is asked to approve the policy so it can be published.

2. BACKGROUND

The policy has been reviewed in accordance with the CCG schedule for reviewing policies.

Changes the Board is asked to note include :

- Inclusion of Enquiries to page 8
- Bribery Act and Counter Fraud contacts confirmed – page 10
- Roles & Responsibilities - Chief Officer responsibility changed to Accountable Officer – page 11
- Roles & Responsibilities - Associate Director of Communications and Engagement changed to Director of Nursing – page 11
- Reporting of fraud website changed to <https://cfa.nhs.uk/reportfraud> – page 13
- Process for managing unreasonable behaviour - Associate Director of Communications changed to Associate Director of Corporate Affairs – page 24

3. RECOMMENDATION

It is recommended that the Board approve the updated policy.