



Patient Experience

Complaints, Comments and Compliments Report 2022

INTRODUCTION

Ozone Health is committed to ensuring continuous improvement in patient experience and in the overall quality of care that we provide.

To support this, we gather information on patient experience from many different sources, and work with patients, carers, and external stakeholders to ensure that the services we provide are responsive to the needs of our population.

BACKGROUND

Since April 2022 Ozone Health Ltd has been the overarching board and governance for Ozone Health Ltd (OHL) Clinical Partnership (CP) & The World Healthnet Ltd (WHN). Ozone Health aims to ensure that all the health services it provides, commissions, contracts for and maintains are of the highest quality and good customer care is at the heart of the group's success.

Feedback & Complaints are an invaluable tool in ensuring the service aims are achieved and are an integral part of its quality and safety procedures.

Our group welcomes any complaints, comments, compliments, or suggestions for improvement as a positive tool in continuing self-improvement.

The group is committed to resolving complaints in as timely, helpful and informal way as possible. Making a complaint can be a difficult decision and the complainant may be anxious about how this will affect their future care. The group guarantees that any care or service it provides will not be affected by any complaint that has been made. Extra care will be taken to ensure that the most vulnerable of the services complainants are reassured that their concerns are listened to and acted upon. Fairness, kindness, impartiality, and speedy resolution will underpin all procedures as part of its quality and safety ethos.

DELIVERY 2022

In 2022 we delivered:



26,060

Episodes of care *
and received



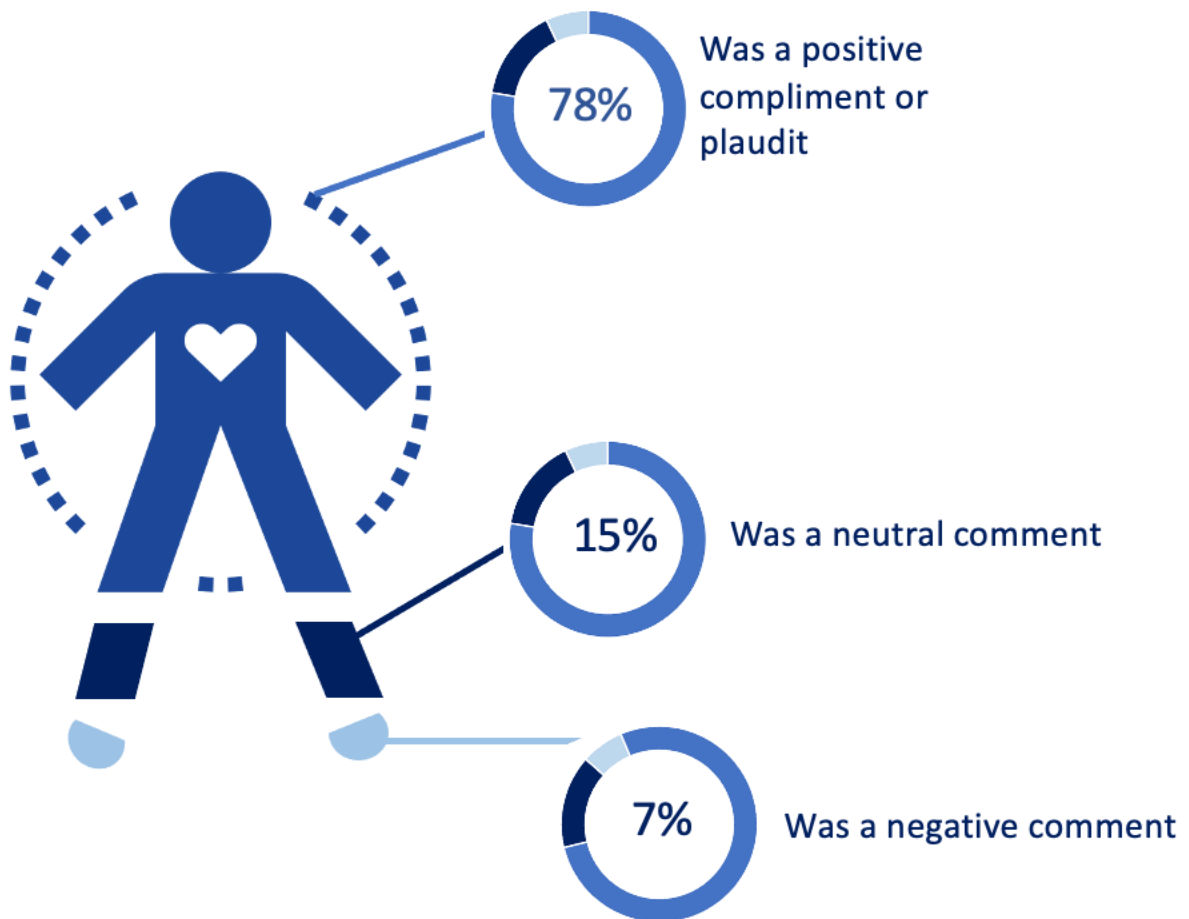
1,604

pieces of patient feedback

* Episodes of care could be a new or follow up tele referral

PATIENT FEEDBACK

During 2022 Ozone Health as a group received 1604 patient feedback contacts:



This report provides an overview of the feedback we received during 2022 and to meet the requirements of The National Health Service Complaints (England) Regulations (2009), it provides an analysis of complaints received; alongside this we have included in this report an overview of concerns raised.

Given the relatively small number of complaints, the breakdowns contained in this report do not indicate that we have cause for concern in those areas. However, we take every complaint seriously and use this as an opportunity to generate insight to improve access, quality, and outcomes for our patients.

COMPLIMENTS AND PLAUDITS

As a group we received 1245 compliments/plaudits in 2022. The majority of these plaudits (644) were generated by positive comments and compliments expressed in quarterly service questions and 590 from the Friends and Family Test (FFT). Feedback received via the Patient Experience Team is shared with the staff/team(s) involved and recorded on the relevant system.

COMPLAINTS RECEIVED IN 2022

During 2022 as a group, we met its target of 100% of all complaints acknowledged within 72 working hours. As the group formed in 2022 and the FFT was paused due to COVID 19 the total number of complaints received cannot be fairly monitored against previous years, however our complaints remain consistently low across the last three years.

Activity	2020	2021	2022
Clinical treatment	1	0	0
Communications	0	2	0
Values & behaviours (attitude)	0	0	0
Appointments	1	0	0
Administration	0	0	0
Access to treatment / drugs	0	0	1
Patient Pathways	0	0	0

The table above is a breakdown of the complaints by primary subject, along with a comparison of the primary subjects reported in last year's annual report (from 2020 onwards).

COMPLAINT COMPLIANCE

The National Health Service Complaints (England) Regulations (2009) set out the rights of complainants to receive an investigation and formal response to their complaint in an appropriate and timely timescale. The Ozone Group fully met the national requirement to formally acknowledge each complaint within 72 working hours.

In addition, we have set ourselves two locally agreed timescales by which we aim to formally respond 4 weeks for non-complex complaints and 3 months for complex complaints.

REOPENED COMPLAINTS

As a group we reopened 0 cases in 2022.

PARLIAMENTARY AND HEALTH SERVICE OMBUDSMAN (PHSO)

The PHSO make final decisions on complaints that have not been resolved locally by an NHS provider, and they do this fairly and without taking sides.

Ozone Health reports 0 cases submitted to the PHSO for 2022.

UPHELD COMPLAINTS

Ozone Health treats all complaints as important and takes the opportunity to provide an apology to the complainants, for their experience of care and as a learning opportunity. The outcome codes we use are a variant of those used by regulatory bodies including NHS England and the PHSO. The following table (7) sets out complaints closed (new complaints received and reopened complaints) by outcome in terms of numerical and percentage values:

Table 7: Complaint Outcomes

Outcome	Count	%
Investigation Completed, Apologies Required and Actions/Learning Identified (Upheld)	1	100%
Investigation Completed, Apologies Required But No Actions or Learning Identified (Partially Upheld)	0	NA
Investigation Completed, No actions or Learning Identified (Not Upheld)	0	NA
Other*	0	NA
Totals	1	

LOOKING FORWARD/ACTIONS 2023

1. Work with our partners and ICB's to implement statutory guidance on working with people and communities, including recognising and utilising complaints and patient surveys as a valuable source or insight.
2. Look at alternative ways to share/ distribute feedback, learning from positive and negative experiences as part of the overall improvement culture.
3. Support teams with local ownership and embedding learning from their complaints.