

Partnership Board for Health and Wellbeing Report

Date: November 2011

Report Title: Joint Annual Complaints Report Health & Adult Social Care 2010-11

Agenda Item: 5

List of attachments to this report:

Appendix 1 – NHS BANES Annual Complaints and PALS Report 2010/11

Appendix 2 – Adult Social Care Annual Complaints Report 2010/11

Summary

Purpose

- 1 To present the joint annual complaints reports for health and adult social care to the Partnership Board.

Recommendation

- 2 The Partnership Board for Health and Wellbeing is asked to:
 - Note both the NHS Bath and North East Somerset (NHS BANES) Annual Complaints and PALS Report 2010/11 and the Adult Social Care Annual Complaints Report 2010/11
 - Recommend that the Cabinet Member for Adult Social Services & Housing adopt the Adult Social Care Annual Complaints Report on behalf of the Council
 - Recommend that the Health and Social Care Committee approve the NHS complaints report on behalf of NHS B&NES Board

Rationale

- 3 NHS BANES and Bath and North East Somerset Council Adult Social Care are required, through the relevant regulations, to produce annual complaints reports and present these in public. It is also a requirement that the annual complaints report for adult social care is adopted by the Cabinet Member for Adult Social Services & Housing.
- 4 The report presented covers a full year of activity during which both commissioned and provided services for health and social care were governed within the Health and Wellbeing Partnership. Now that separation between these two functions has occurred and Sirona Care and Health has been established as an independent organisation for community services this will be the last combined activity report.

Other Options Considered

- 5 Not applicable to this report

Financial Implications

- 6 None identified

Risk Management

- 7 Risks associated with each complaint are identified and managed during the complaint handling process and through any subsequent action plans.

Equality issues

- 8 The complaints procedures seek to ensure equality of access and approach in the handling of complaints and concerns. Complaints activity is monitored for ethnicity.

Legal Issues

- 9 Regulations are in place which direct the way complaints are managed and give obligations and duties to ten statutory bodies. This is recognised within the reports.

Engagement & Involvement

- 10 During the year quarterly reports on complaints activity are scrutinised by the Clinical Commissioning Committee for commissioned services and the Governance committee for Sirona Care and Health. This report has been viewed by the Council monitoring officer and section 151 officer.

If you would like this document in a different format please contact the author.

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Background papers	None