



Waltham Forest
Clinical Commissioning Group

Quarter 1 2018/19 NHS Waltham Forest Clinical Commissioning Group complaints report



Clinical Commissioning Group Complaints Team Activity

The CCG's complaint function was transferred on 1st April 2018, this function had previously been provided by North East London Commissioning Support Unit (NEL CSU). Waltham Forest CCG received 39 cases in quarter 1.

Below is a breakdown of the 39 cases received by the CCG by type:

- 8 formal complaints (1 of which was closed due to no consent and 1 is awaiting consent)
- 7 informal complaints
- 1 MP enquiry, this was sent to the communication and engagement team for forward management
- 23 sign posting cases

Of the formal complaints received, 2 were in relation to the phlebotomy service, 5 were in relation to Continuing Healthcare (CHC) and 1 case was in relation to a Care Treatment Review (CTR). The Quality and Patient Experience Officer will work with the investigating officers to ensure that the complaints action plan are completed and closed.

The table below shows the complaints activity each month, this includes all types of cases received by the complaints team.

