

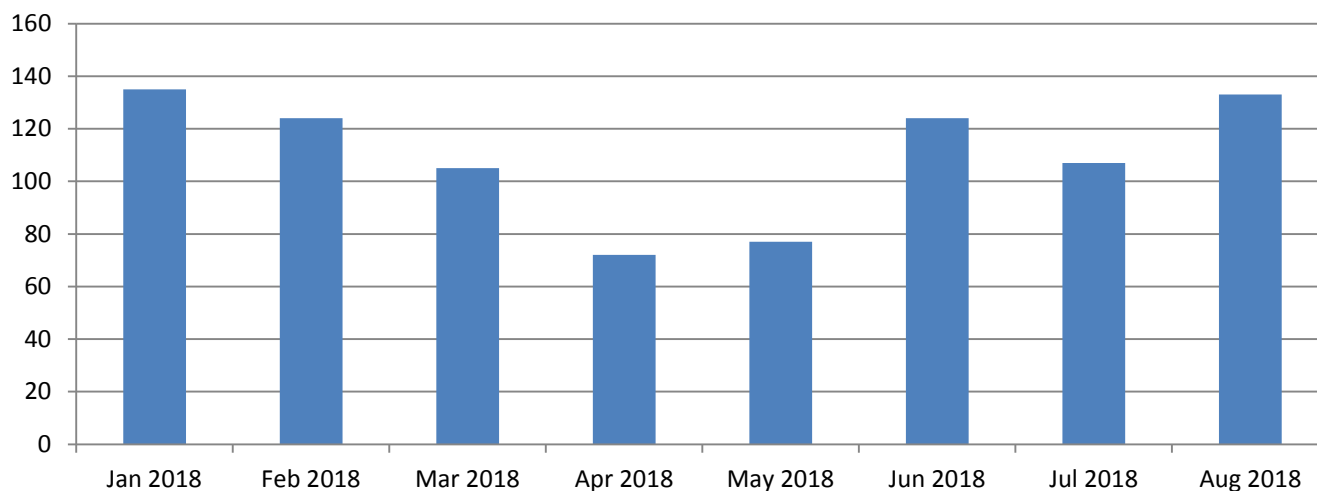
## Transferring Care Safely report - August 2018

### Context and summary

2017/2018 – (September to March) **592** concerns were received (Av. 85 per month)

2018/2019 – (April to 31 August) **513** concerns have been received (Av. 103 per month) over **80%** have been responded to and closed

### GP complaints/concerns by subjects by month - 2018



July - 106 concerns received

- 80 have been responded to and closed (76%)
- 13 are still within the 25 working day timescales (potentially 88% responded to)
- 13 are being chased for responses

- ❖ **Issues** - concerns we receive should come from a clinician not a secretary. There needs to be a clinician name attached to each concern. Moreover the 24 hour urgent patient safety concerns must be of a clinical matter- we are asking our UHL clinicians to step away from their medical work to resolve the concern – therefore matters of an administrative nature are not appropriate. And if the practice requires a 24 hour call back, they must provide a clinician and direct dial not a secretary or the generic switchboard.

#### Concern Issues:

- **Consultant to Consultant Policy**
- **Result and GP Follow-up requests**
- **Cancer Communication**

#### Actions:

- Consultant to Consultant Referral Policy – discussions with Medical Director and Deputy Medical Director – C2C policy being discussed further at LLR Planned Care Board with amendments and flowchart.
- Telephony and accessible communication via Phone – worked with IM&T and Data teams to identify and resolve routing issues which did not allow connection to a mobile. Re-testing has taken place and modifications made. Connectivity from switchboard to a mobile should be significantly improved.
- Self-discharging patients – continuing work with Nursing Executive Team together with Safeguarding Team to ensure communication with Primary Care for patients who self-discharge. Paper to NET 30 August with proposed fundamental changes to Discharge Policy and Self Discharging paperwork, to be implemented immediately when agreed.