

Collecting, collating & reporting issues/positive feedback policy

Created

Adopted on 7th February 2014

To comply with legal requirements for local Healthwatch, as set out in the Local Government and Public Involvement in Health Act 2007 and the NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012, Healthwatch Lincolnshire is required to have a procedure for making relevant decisions and how we report information.

Healthwatch Lincolnshire have agreed the following process for the collecting, collation and reporting of all issues and positive feedback we receive.

1. Information is received by Healthwatch Lincolnshire direct from patients, carers and the public. We may also receive feedback within a group setting eg hubs and can be via email, telephone, letter, Healthwatch Lincolnshire feedback form and website form, or verbally. If verbally, the information is recorded on their behalf by a member of Healthwatch Lincolnshire staff, their relative, carer or friend (the written record must be either read by or to the person who verbally raised the issue and signed by them as accurate; or summarised to an audience if in a group setting).
2. All information received from an individual will be treated as strictly confidential. At no time will we provide individual patient and public contact details to any service provider. If a patient or member of the public has specifically requested us to disclose their personal details we will require this request to be confirmed in writing by the individual. Healthwatch Lincolnshire is registered with the Data Protection Agency and complies with all data protection legislation.
3. Healthwatch Lincolnshire staff will consider the relevance of all information provided by the public and will remove any information we consider defamatory or irrelevant. We will not interfere with or alter any key information provided by a patient, carer or member of the public. Healthwatch Lincolnshire cannot be held responsible for patient, public and carer feedback received by our organisation. Our role is not to question information received but to listen, learn and feed-back. We will endeavour to ensure all reports are as factual and informative as possible.
4. All information received is to be approved as relevant by the CEO and/or Public Engagement Committee before contacting and/or reporting to any organisation or individual.
5. Healthwatch England will periodically receive a summary of all information on our database, either by letter or email.
6. **Classification of Issues/Feedback.** All information will be assessed by the CEO/Public Engagement Committee using the following categories:

- **High.** Serious concerns which require immediate attention. These will formally be sent to the service provider within 48 hours of the information being received by Healthwatch Lincolnshire. We will also send the information to the relevant Lincolnshire Clinical Commissioning Groups, CQC, NHS England, Lincolnshire County Council, Health and Wellbeing Board and Healthwatch England (which organisations may depend upon the issue). For all items categorised as High the CEO will liaise with designated members of Public Experience Committee to discuss and seek approval before information is released to service providers and other stakeholders.
- **Safeguarding.** If Healthwatch Lincolnshire is made aware of any vulnerable adult or child safeguarding issue we will immediately contact the appropriate authorities and refer the issue directly to them. Healthwatch Lincolnshire have in place a Safeguarding Adults and Children Policy which is adopted by all our staff and volunteers.
- **Medium.** Issues of some concern will need to be dealt with as soon as possible. These should be formally sent to the service provider within 7 - 10 days of the information being received by Healthwatch Lincolnshire. We will also ensure the relevant CCGs, Healthwatch England, CQC, Health and Wellbeing Board and other bodies are aware of the issue. The CEO will approve issues before reporting to the service provider or other stakeholders.
- **Low.** General issues that require a response but may not require immediate or any specific actions. We will, on a monthly basis, collate and report all low classified issues to service providers for response. Low category issues will be shared with Healthwatch England, CQC, Health and Wellbeing Board and relevant CCGs.
- **Other.** Positive feedback received from service users, dependent upon the nature of the positive feedback we receive, will be reported direct to service providers, CCG and relevant bodies as above.

7. Reporting.

7.1 Formal Reports. This includes specific pieces of work such as Enter and View. Reports are produced using our agreed formal reporting structure which may include an initial report to enable the service provider to digest the report before responding, followed by a final version to include all responses. Reports will have a uniform structure which includes:

- Information about Healthwatch Lincolnshire and the purpose of the visit or specific piece of work.
- Who is/was involved (excluding any named persons eg we may state the activity was carried out by 2 trained volunteers).
- Key contact at Healthwatch Lincolnshire office.
- Scope of the work and any findings.

- Any recommendations.
- Next steps required by Healthwatch for the service provider.
- Any financial costs incurred by Healthwatch Lincolnshire associated with the activity.
- The format for the report will include Healthwatch England branding.

7.2 Collective Reporting of Issues/Positive Responses.

- This includes feedback from the public via website, letters, emails, hubs etc. Low classified issues will be reported back, but will not require immediate reporting. We will be sharing items within our low, medium and high classification issues as part of our monthly-collated shared document.
- The process of reporting these issues will be via template letter with an attached summary report giving an overview of the details of the issues received and a clear timeline of when the items were received (see 7.1).

7.3 Key Issues Log. This will be maintained by Healthwatch Lincolnshire staff on a weekly basis and will be used to ensure any unresolved issues are kept on our radar and revisited on a regular basis for any updates. Where Healthwatch Board members and staff consider we have provided sufficient opportunities to service providers or other stakeholders to action and or respond, these unresolved issues may be escalated up to the Lincolnshire Health and Wellbeing Board or Health Scrutiny Committee, Healthwatch England, NHS England, Commisioners, CQC and if required, Secretary of State for health, for follow up action.

7.4 Healthwatch Lincolnshire ‘Public Reporting’ Database. This will include all items reported to our organisation. Information received will be maintained on a daily basis by the Information Signposter (or other relevant staff) and will enable us to draw down specific data concerning individual service providers, CCG areas and specific conditions. On a monthly basis we will provide the Healthwatch Lincolnshire CCG representatives a summary of the issues and provide this summary to each of the Lincolnshire CCG boards. This summary will be also escalated to Healthwatch England and CQC.

7.5 Reporting Items to the General Public. This is an important part of our reporting process. Public reporting will be through our website, e-news and community groups and Healthwatch Lincolnshire hubs. The Healthwatch Lincolnshire website will have a copy of the final formal reports for the public to access; e-news will have a summary of key areas reported and any improvements service providers have implemented as a result of their feedback. We will, when required, contact individual members of the public to feed back any service provider responses that directly address their personal issues.

7.6 Reporting to the Health and Wellbeing Board and the Health Scrutiny Committee.

- **Health and Wellbeing Board.** Under our contractual agreement we will inform the Health and Wellbeing Board of all issues. High issues will be under the same timescales as service providers, within 48 hours, Medium within 7 - 10 days and Low on a monthly basis. For High issues we will provide initial awareness of the issue. Following this, we will share additional information and final responses once available.
- **Health Scrutiny Committee.** Issues that directly relate to Health Scrutiny priorities will be shared.

8. **Transparency and Challenges.** A member of the public, service provider, CCG or other organisation may want to challenge information we report and we may be required to demonstrate how we arrived at our reported issues. Healthwatch Lincolnshire will be clear:

- **Why we are Reporting Issues.** This is all about what we are doing with the intelligence about health and social care services received from local residents. It is also about our duty as a Healthwatch organisation to report information.
- **Which Issues should be Reported.** We need to be clear what is deemed classified high, medium and low and why this is. Our Patient Experience Committee will be involved in some of these decisions.
- **How we will Report Issues.** Using the formal processes as set out in this document.
- **When we will do this.** Between 48 hours and one month of the issue being raised. This will depend upon the seriousness of the issue.
- **Who decides what the Key Issues are?** This is a combination of the Healthwatch Lincolnshire Board, CEO, and Public Experience Committee and will be based on the environment in which the issue was raised.
- **What we will do with the Information.** Share with the wider public, keep an issues log to ensure no unresolved item is ever forgotten and report formally to service providers and other organisations.

9. **Freedom of Information.** Healthwatch Lincolnshire is included in the Freedom of Information Act 2000 (FOIA). Lincolnshire County Council as our contractors, will be primarily responsible for dealing with FOIA requests made to Healthwatch Lincolnshire. Healthwatch Lincolnshire will follow Lincolnshire County Council FOIA obligations and processes as set out in the Healthwatch Lincolnshire contractual agreement (copy available on request). Any FOIA request should, in the first instance, be made in writing and sent to Chief Executive Officer, Healthwatch Lincolnshire, Unit 12, 1 - 2 North End, Swineshead, Boston PE20 3LR. Once received the Chief Executive Officer will follow Lincolnshire County Council FOIA guidelines.