

Who is the Advocacy Service for?

Cardiff and Vale of Glamorgan Community Health Council (CAVOG CHC) is one of 7 CHCs throughout Wales, who each provide Complaints Advocacy Support to **members of the public, patients** and their **families** who wish to raise concerns, complaints, or share their experiences of the NHS. CHCs provide complaints support for local patients, within these 7 areas. Complaints Advocacy Support is **free, independent, and client-led**.

The Advocacy Service does not investigate complaints, and Advocates try and help resolve the complaint by ensuring that the organisation concerned follows the correct procedure in managing the complaint. They advise clients on their options at each stage of the NHS Wales Putting Things Right process, especially when someone is unsure if they want to make a formal complaint.

How can people make an Enquiry?

Between 1st April and 30th June (our First Quarter), we received 87 Enquiries.



The Advocacy Service receives a lot of enquiries about general complaint information, but the service also offers information about processes for registering with GPs or Dentists, and accessing medical records and wide range of other general enquiries.

Top 5 type of enquiries:

- 23% for Complaint Information,
- 16% for NHS treatment
- 22% for Primary Care (e.g. GP and Dental treatment, registering, prescribing),
- 9% for Mental Health
- 7% for "other" NHS aspects.



Who can share a concern/complaint?

Complaints Advocates offer a client led service to assist people in making a complaint or to raise their concerns with one or more NHS



organisations. There can be a number of reasons why someone may want to have the support of a qualified Complaints Advocate, whether that individual is the

patient or not. In fact, in the last quarter, the Advocacy Team took on 30 new cases. **53% of these cases were led by the patients affected by the complaint. 47% had a nominated representative, or next of kin, receive Advocacy Support.**

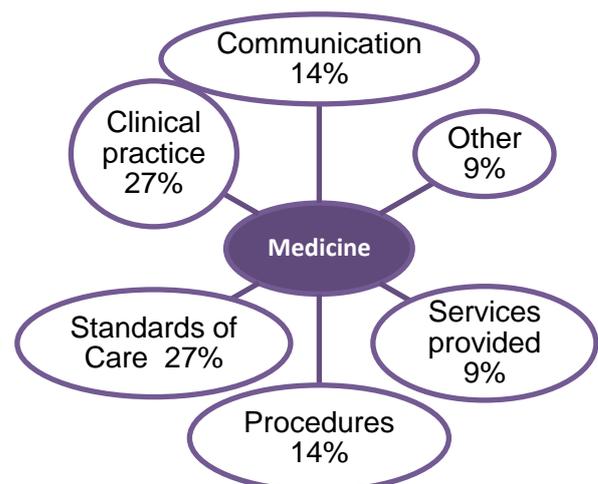
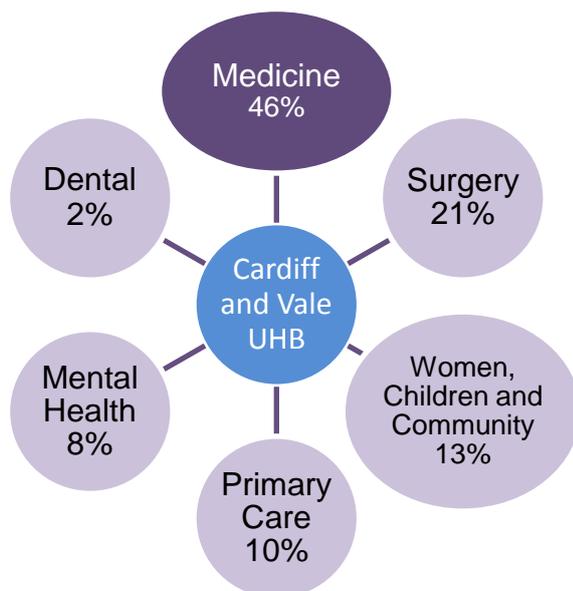
Why share a concern/complaint?

Clients inform their Advocates about what they are hoping to achieve through the Complaints Process. Between April and June 2015, clients informed us they wanted the following:

- 30% Wanted Treatment
- 20% Wanted an Official Explanation
- 17% Wanted an Official Explanation and Apology
- 10% Wanted Process Improvement
- 7% Wanted Reimbursements of Cost
- 7% were not sure what they wanted at the time of meeting with an Advocate.
- 3% Wanted an Apology
- 3% Wanted Compensation
- 3% Wanted Retraining (of NHS Staff)

Focus on: Cardiff and Vale University Health Board

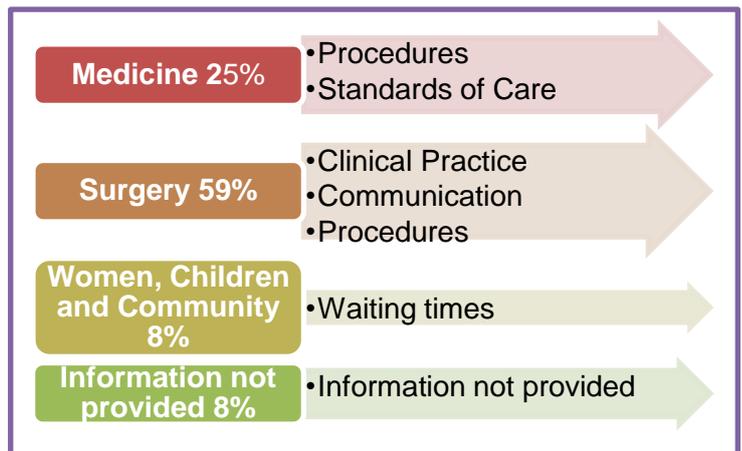
Each case is unique, but the Advocacy Team highlights themes from the issues people want to raise in their complaints. These themes are closely monitored for trends, and shared to help influence the monitoring and scrutiny functions carried out by the CHC. The CAVOG Advocacy Team can help with a complaint to any NHS organisation. Here is a breakdown example of Cardiff and Vale UHB related issues as identified by the Advocacy Team in the last quarter.



The themes which were most frequently identified are depicted in the above two diagrams. The Advocacy Service identified that the Medical Clinical Board received the highest number of issues in the last quarter, most of which were relating to Clinical Practice (27%) and Standards of Care (27%)

An All Wales CHC Perspective on Cardiff and Vale UHB

There are 7 CHCs across Wales that provide Complaints Advocacy Support. The diagram, on the right, is an All Wales breakdown of concerns and complaints received from other CHCs relating to Cardiff and Vale UHB. Information can be easily shared between CHCs to help inform the CHC in the performance of its other functions, such as Monitoring and Scrutiny, and can be used as supporting evidence during announced and unannounced visits to NHS premises.



Outcomes from Advocacy Support

As a client led service, each journey through the complaints process is different. The Advocacy Team closed 35 cases between April and June 2015. A case can close at any stage in the complaints process. Wherever possible, the Advocacy Team will try to help a client to resolve their concerns informally. Where a case cannot be resolved informally, a letter will be drafted and sent to the NHS organisation for a response to the issues raised. This is known as Local Resolution. There are occasions where the issues are not able to be resolved locally, through the NHS organisation, and an application to the Public Service Ombudsman for Wales will be drafted and sent. This is the final stage of Putting Things Right. The following diagram shows what outcomes were achieved for clients with Complaints Advocacy Support.



*percentages are in relation of the total number of closures for the reporting period (35 cases)

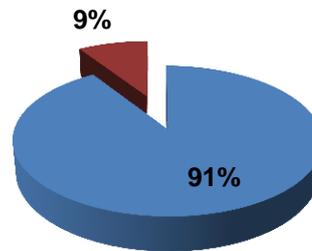
Feedback about Advocacy Support

The majority of our clients are very happy with the support they receive from the Advocacy Team, and let us know by responding to our satisfaction surveys, or send in letters of thanks.

Any feedback clients share with us is shared with our Chief Officer, and then reported to the Advocacy Team. As a result of the feedback we've received between April and June 2015, we have since re-drafted the letter we send along with our satisfaction survey to make the feedback process even more transparent.

Overall, how satisfied were you with the way in which your problem was handled by the Complaints Advocacy Service?

■ Very satisfied ■ Fairly satisfied ■ Satisfied
■ Dissatisfied ■ Very dissatisfied



Your Health, Your Voice, Your Views

The CHC would love to hear your experiences and concerns about the services you access. There are so many ways to get involved:

- Contact the Advocacy Service for information about NHS Wales and for information about how to raise any concerns you may have about NHS services.
- Join our Health Watch Group, and meet with other local people who are interested in local health services.
- Share your Patient Story with us. This is a great way to share your experience without making a formal complaint. Contact the CHC office for more details.



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Call us



02920 377407

NB: All calls to and from CHC offices are recorded for training and monitoring purposes

Email the [Advocacy Service](#)

