

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 this support for local patients, within these 7 areas. Complaints Advocacy Support is **free, independent, and client-led**.

The Advocacy Service does not investigate complaints. 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 October and 31st December (our third Quarter), we received 177 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:

- 18% for Complaint Information,
- 6% for NHS treatment
- 44% for Primary Care (e.g. GP and Dental treatment, registering, prescribing),
- 5% for Mental Health
- 4% 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 42 new cases. **60% of these cases were led by the patients affected by the complaint. 40% had a nominated representative, or next of kin, receive Advocacy Support.**

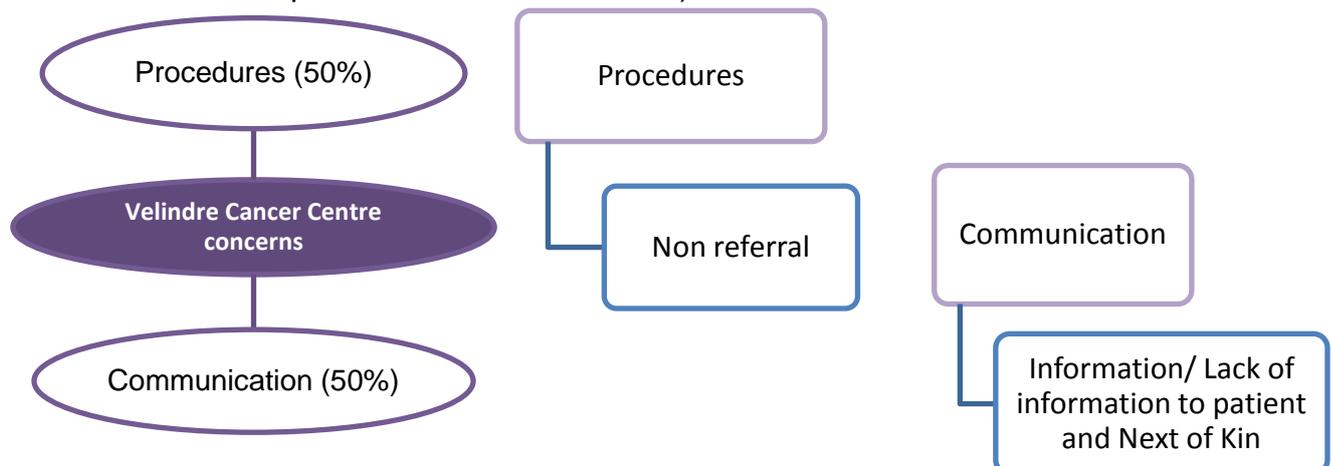
Why share a concern/complaint?

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

- 24% Wanted Treatment
- 31% Wanted an Official Explanation
- 2% Wanted an Official Explanation and Apology
- 7% Wanted Process Improvement
- 2% were not sure what they wanted at the time of meeting with an Advocate.
- 5% Wanted an Apology
- 21% Wanted Compensation
- 2% Wanted reimbursements of Costs
- 2% Wanted Retraining (of NHS Staff)
- 2% were unable to be identified

Focus on: Velindre NHS Trust

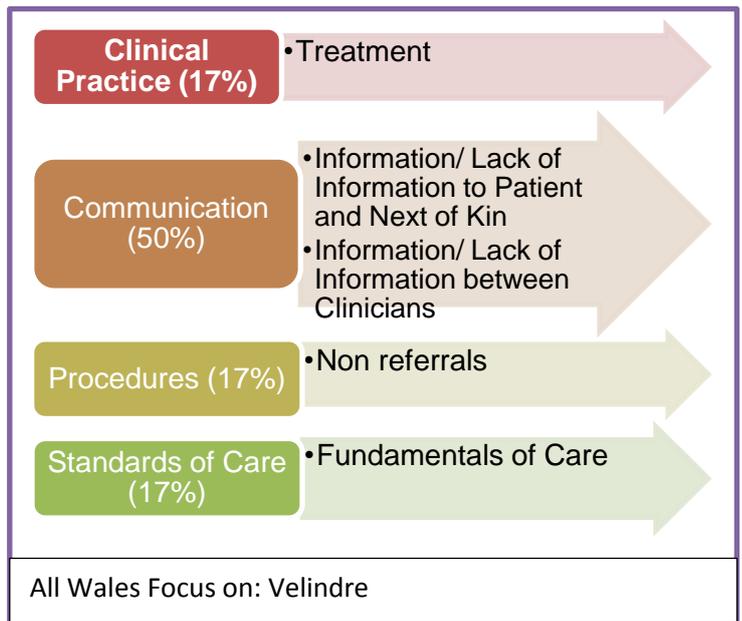
Each case is unique, but the Advocacy Team highlights themes (formally known as “subjects”) from the issues people want to raise in their complaints. These themes are closely monitored for trends, and shared to help influence the monitoring and scrutiny functions carried out by the CHC. The CAVOG Advocacy Team can help with a complaint to any NHS organisation. Here is a breakdown example of Velindre NHS trust (Velindre) issues as identified by the Advocacy Team in the last quarter. The data makes up about 3% of the overall themes identified in the last quarter. (Cardiff and Vale UHB related themes make up 93% of the collected data)



The themes which were most frequently identified regarding Velindre NHS Trust are depicted in the above two diagrams. The Advocacy Service identified that there was an even divide between the number of issues from clients regarding Communication (50%) and Procedures (50%).

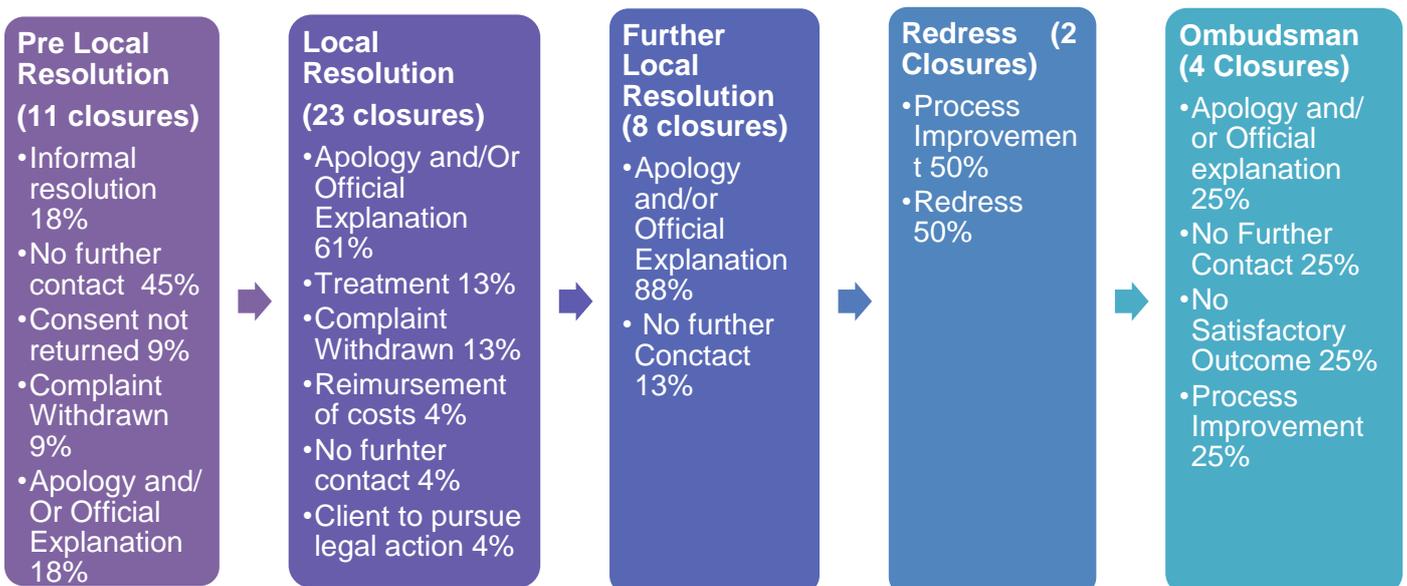
An All Wales CHC Perspective on Velindre NHS Trust

There are 7 CHCs across Wales that provide Complaints Advocacy Support. The diagram, on the right, is an All Wales breakdown of themes identified from other CHCs relating to Velindre. 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 48 cases between October and December 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 have been rounded to the nearest whole number, and are in relation to the number of cases within each stage upon case closure.

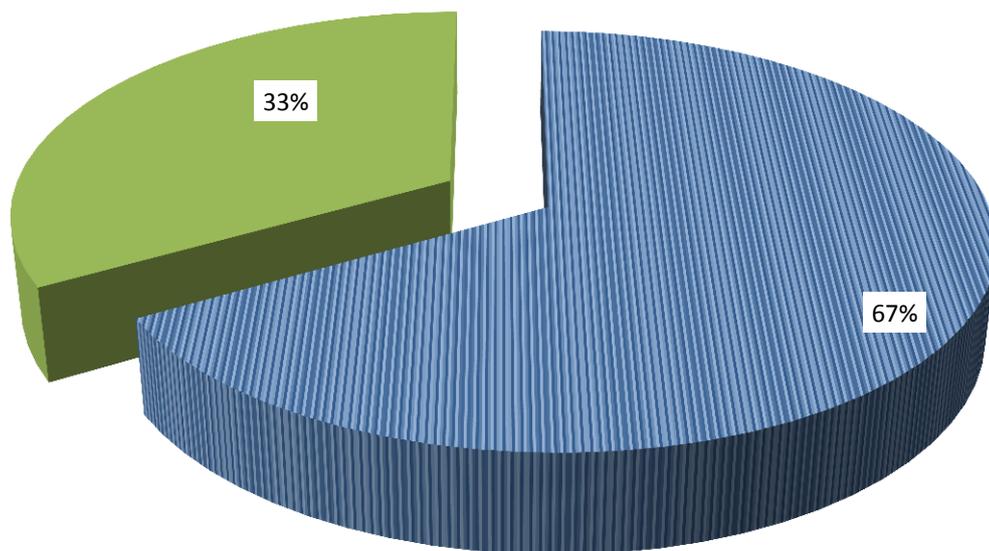
Feedback about Advocacy Support

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.

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

- Very Satisfied
- Fairly Satisfied
- Satisfied
- Fairly 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.
- 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.
- Join our Health Watch Group, and meet with other local people who are interested in local health services.



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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](#)

