



**SWL Integrated Urgent Care Patient Partnership Group
Quality Report summary for December 2020 & January 2021**

Monthly position	Seldoc December	Seldoc January	Vocare December	Vocare January
Serious Incidents	0	0	0	0
Complaints	1	1	3	0
Health Professional Feedback (incoming)	4	0	7	2
Health Professional Feedback (outgoing)	2	1	10	9
Incidents raised	9	4	62	32
Compliments	Awaited	Awaited	47	38

Calls received per month

	Feb	March	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	YTD
Total	32,854	31079	24981	32415	27343	29070	32280	36796	32722	31744	42,982	36991	378134

Serious Incidents

Vocare received no serious incidents in the month of December 2020 and January 2021. One was closed and so there is one ongoing investigation.

Seldoc received no serious incidents in this period.

Complaints

Monthly – Complaints	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	YTD
Vocare Complaints open	5	5	2	7	9	4	4	6	3	2	3	0	61
Seldoc complaints open	1	1	2	0	2	2	0	2	0	2	1	1	16

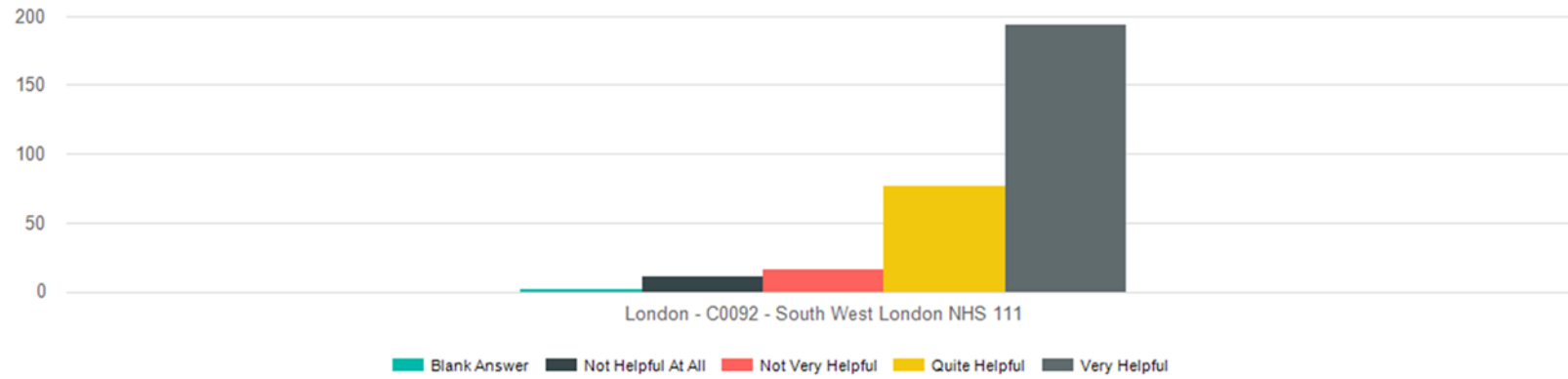
Incidents

Month/CCG	Croydon	Kingston	Merton	Sutton	Richmond	Wandsworth	Not Applicable	Out of Area
Jan-20	3	2	1	0	0	1	2	5
Feb-20	3	2	1	1	1	4	1	6
Mar-20	8	3	2	2	2	9	3	9
Apr-20	8	1	0	0	1	5	2	4
May-20	6	6	3	2	1	1	9	15
Jun-20	10	1	0	1	2	2	9	15
Jul - 20	3	3	3	5	0	3	19	11
Aug – 20	5	5	2	1	1	3	10	16
Sept - 20	12	7	4	5	3	11	6	16
Oct-20	19	6	2	5	8	7	8	26
Nov-20	4	5	3	3	2	3	11	18
Dec-20	9	4	8	2	3	3	14	19
Jan-21	5	4	4	4	1	4	3	7
Total	95	49	33	31	25	56	97	167

Patient Experience

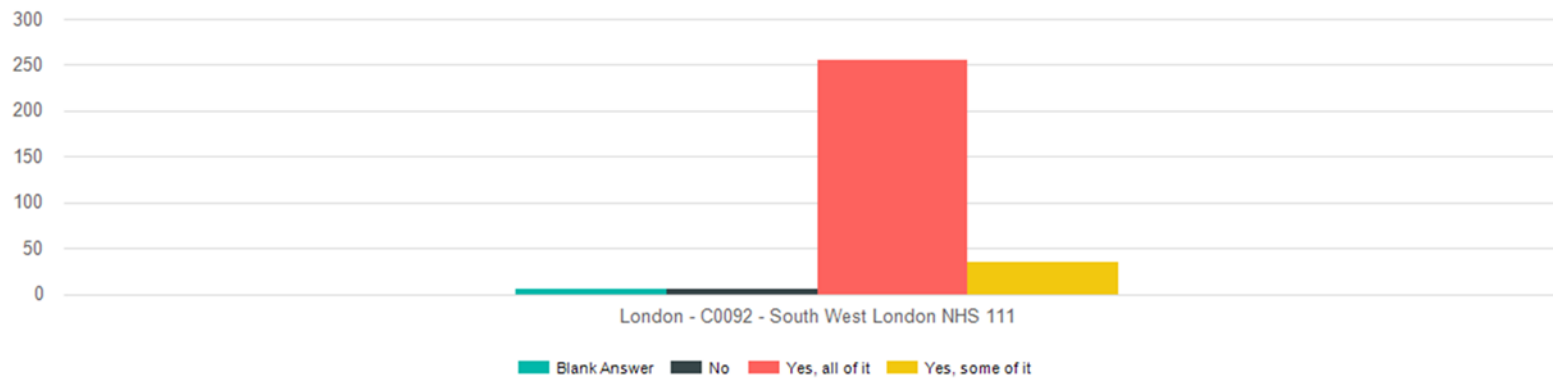
How helpful was the service?

Patient Satisfaction Survey Column Chart By Helpful Question



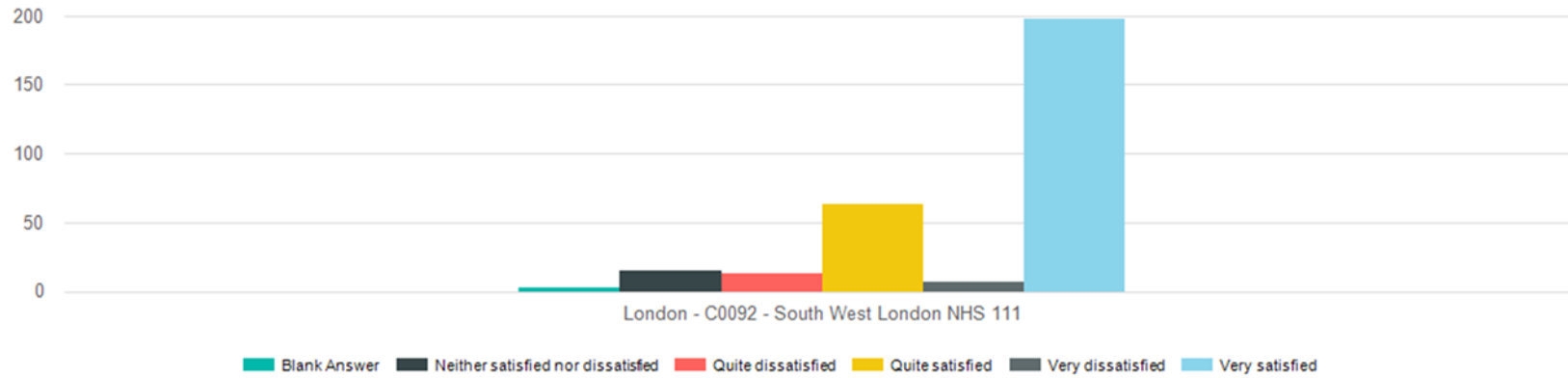
Was all of the advice followed?

Patient Satisfaction Survey Column Chart By Followed Question



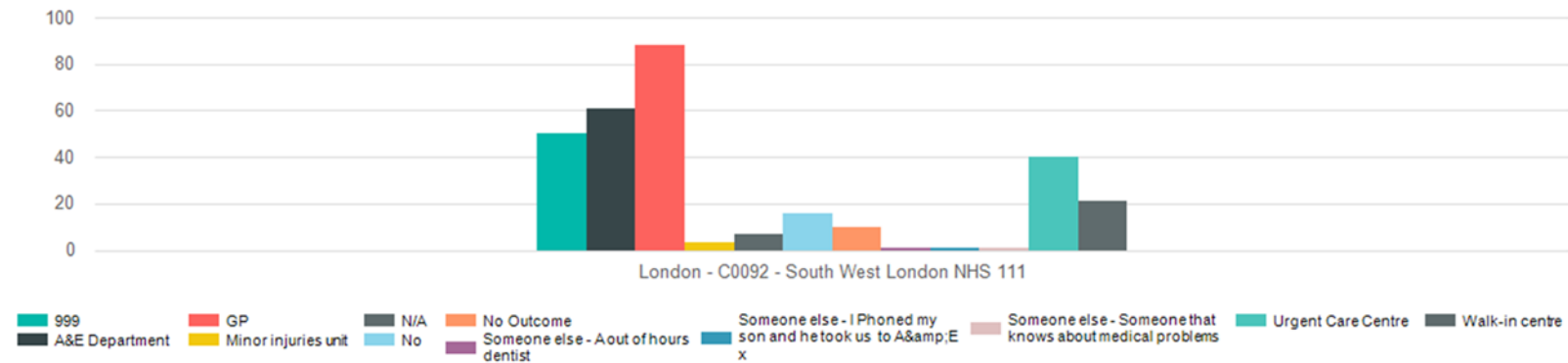
How satisfied were you with the service?

Patient Satisfaction Survey Column Chart By Satisfaction Question



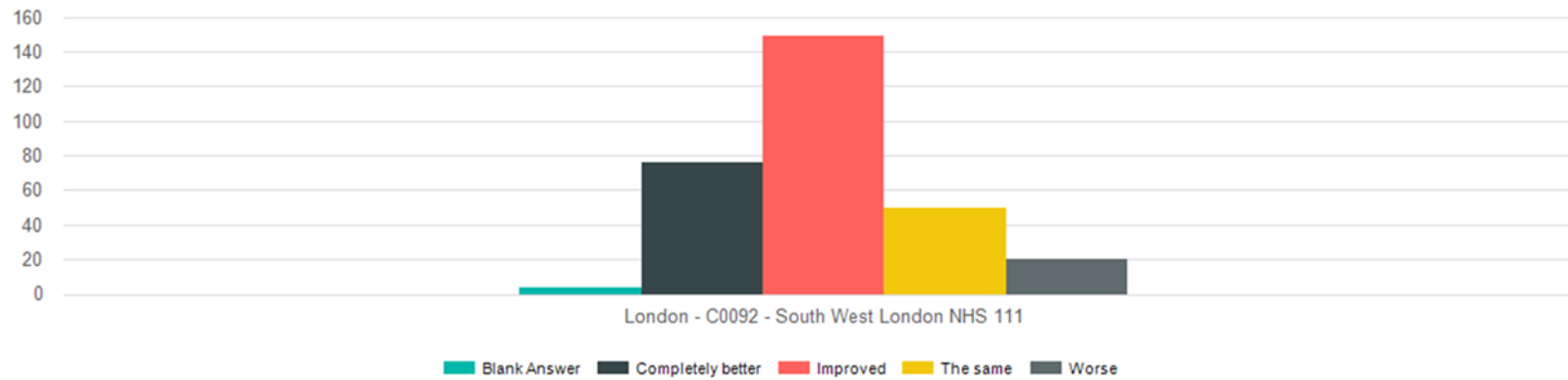
What was the outcome following contact?

Patient Satisfaction Survey Column Chart By Outcome



What was the outcome 7 days after?

Patient Satisfaction Survey Column Chart By 7 Days Followup



Vocare received feedback from 299 in the two months reported. 220 patients felt the service was very helpful or quite helpful. 260 patients were very satisfied or quite satisfied with the service and 290 patients followed the advice in part/full, following 111 assessment. 220 patients either improved or became completely better after calling 111.

In December 47 positive feedback comments were received.

In January 38 positive feedback comments were received

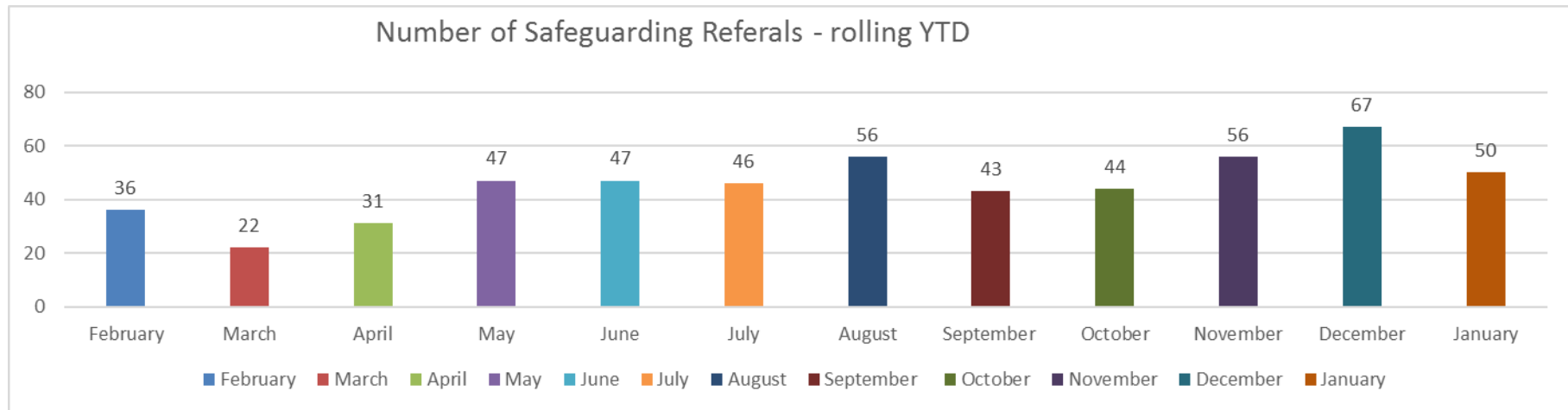


Patient_Satisfaction
_Survey - December



Patient_Satisfaction
_Survey - January 20

Safeguarding - Vocare



Of the referrals for December 2020 from Vocare, 26 were new child and 41 were new adult referrals.

In January 21 were for new child and 29 were new adult referrals

Safeguarding – Seldoc

Seldoc made 2 adult and 2 child referrals in December and there were no safeguarding referrals in January.

Breach reviews

Monthly Totals	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Total YTD
Vocare breaches over 60 minutes in total	1695	90	664	361	203	259	480	663	430	482	689	558	6320
Seldoc breaches over 60 minutes in total	n/a	n/a	104	216	104	194	318	97	140	68	243	100	1403
Vocare breaches reviewed within 7 days of occurrence	0	90	664	361	203	259	480	663	430	482	689	558	3632
Seldoc breaches Reviewed within 7 days of occurrence	n/a	n/a	104	22	104	194	318	97	140	68	243	100	1173
Vocare potential for Harm Investigated	16	0	0	0	9	12	27	42	26	20	16	43	557
Seldoc potential for Harm Investigated	n/a	n/a	6	0	22	41	67	28	27	6	55	20	359
Vocare further review	16	0	0	0	0	0	0	0	0	0	0	0	36
Seldoc actual Harm Identified	0	0	0	0	0	2	2	2	0	0	0	0	6

Pathways Audits

In December out of 141 members of staff 116 were eligible for audit this was due to 25 staff with long term absence or staff working from home in an admin capacity.

We had 101 health advisors and 40 clinical advisors as well as 7 senior clinical advisors

There was a total of 247 audits completed.

The average score across all audits was 95%

In January out of 149 members of staff 128 were eligible for audit this was due to 21 staff with long term absence or staff working from home in an admin capacity.

We had 103 health advisors and 38 clinical advisors as well as 8 senior clinical advisors

At the time of writing this report 80 audits have been completed and we are on schedule to complete the remainder within the 6 week period.

The average score across all audits was 95.6%