



**SWL Integrated Urgent Care Patient Partnership Group
Quality Report summary for February 2021 & March 2021**

Monthly position	Seldoc February	Seldoc March	Vocare February	Vocare March
Serious Incidents	0	0	1	2
Complaints	1	2	2	3
Health Professional Feedback (incoming)	0	0	8	7
Health Professional Feedback (outgoing)	0	0	1	0
Incidents raised	2	7	52	67
Compliments	Awaited	Awaited	48	46

Calls received per month

	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Total	24981	32415	27343	29070	32280	36796	32722	31744	42,982	36991	27,803	35,539	390,666

Serious Incidents

Vocare identified one serious incidents in the month of February and none in March. There is one ongoing investigation.

Seldoc received no serious incidents in this period.

Complaints

Monthly – Complaints	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Vocare Complaints open	2	7	9	4	4	6	3	2	3	0	2	3	45
Seldoc complaints open	2	0	2	2	0	2	0	2	1	1	1	2	15

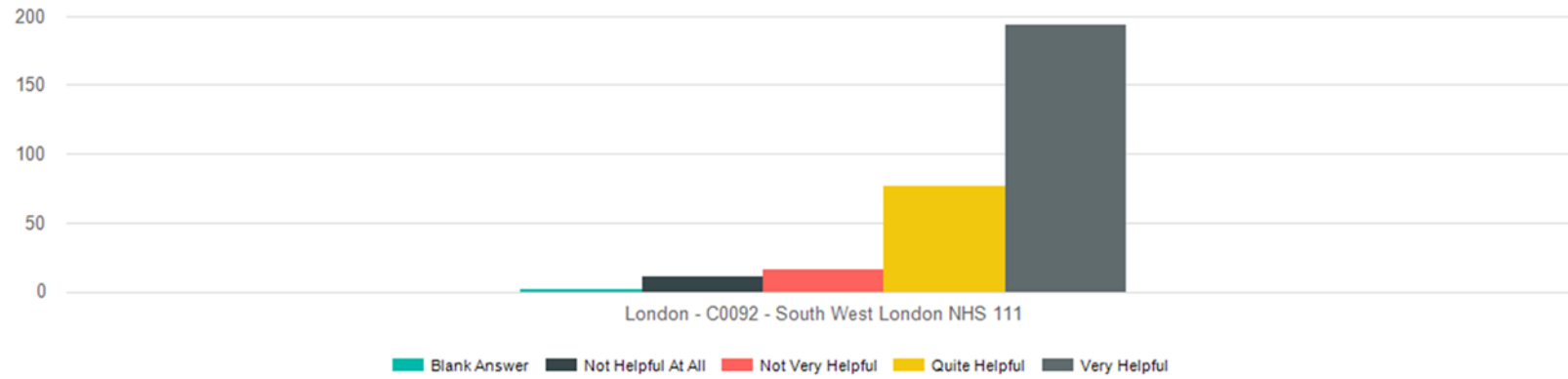
Vocare Incidents

Month/Area	Croydon	Kingston	Merton	Sutton	Richmond	Wandsworth	Not Applicable	Out of Area
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
Feb-21	7	2	4	1	6	6	5	2
Mar-21	11	8	2	5	5	0	14	22
Total	107	55	37	36	35	57	103	180

Patient Experience

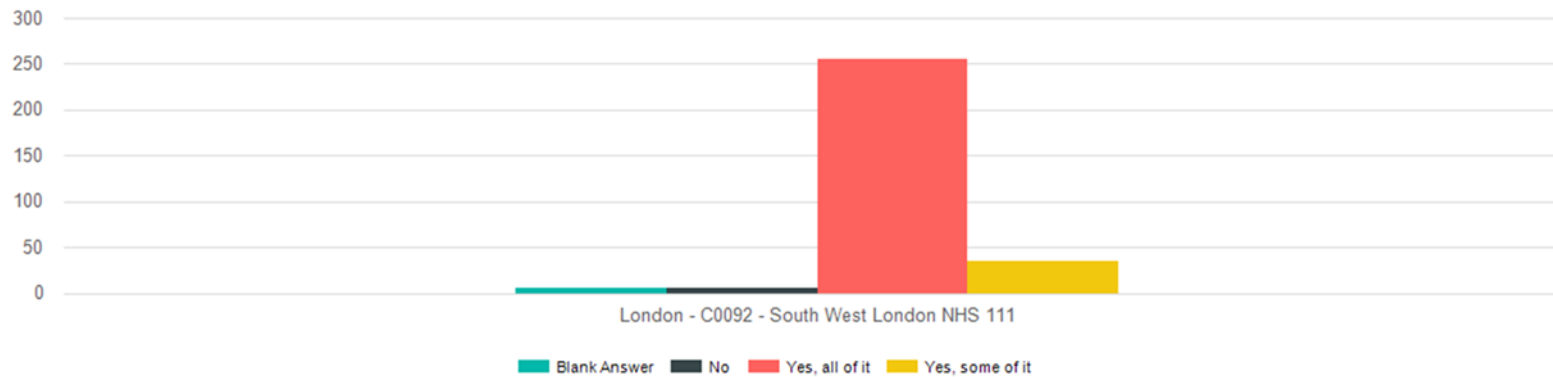
How helpful was the service?

Patient Satisfaction Survey Column Chart By Helpful Question



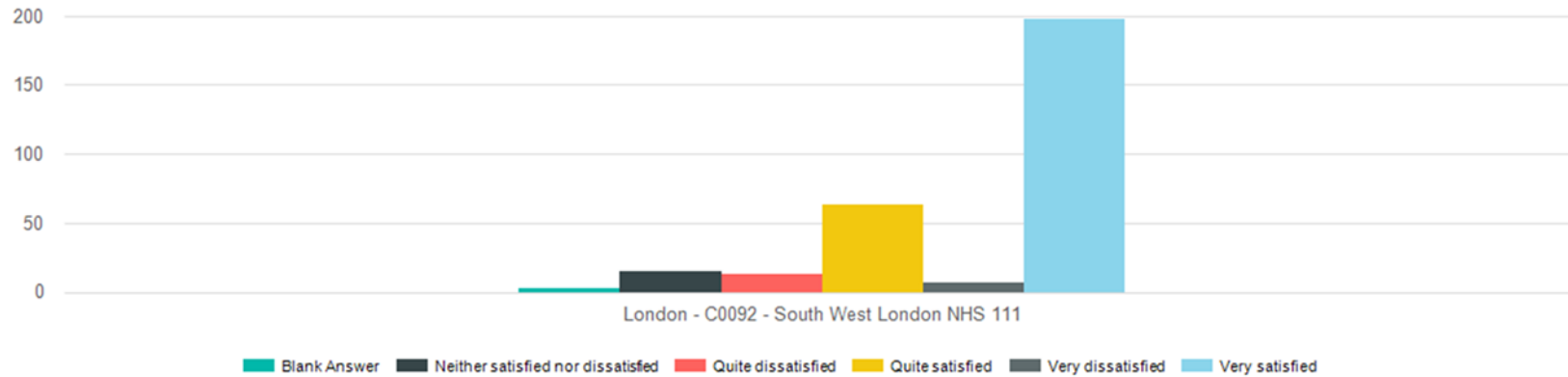
Was all of the advice followed?

Patient Satisfaction Survey Column Chart By Followed Question



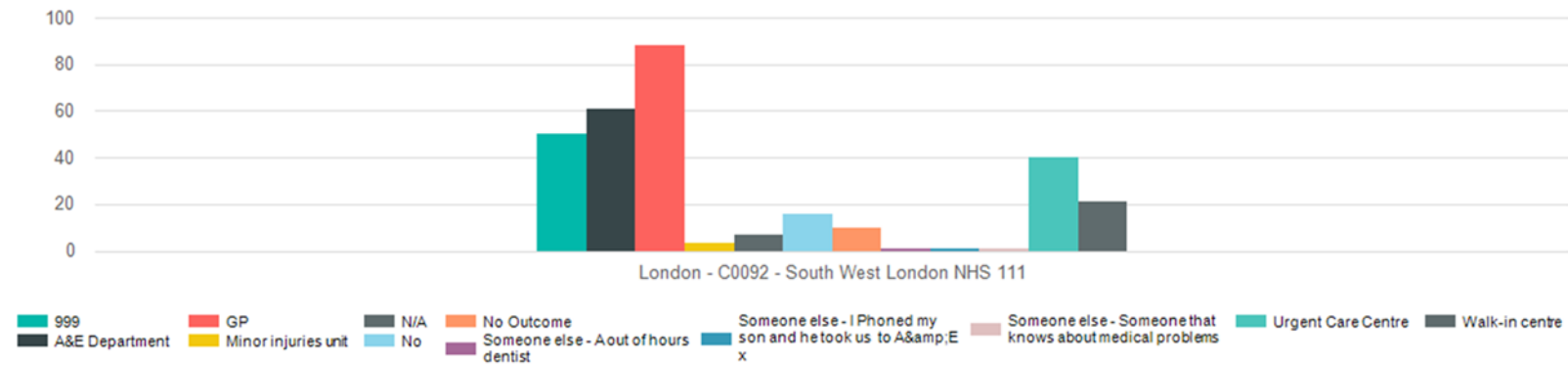
How satisfied were you with the service?

Patient Satisfaction Survey Column Chart By Satisfaction Question



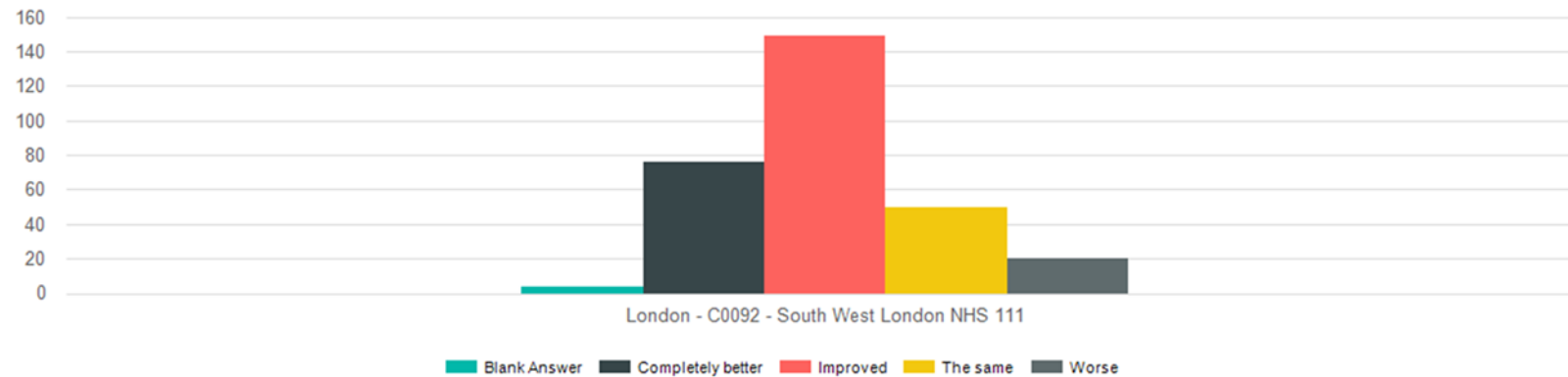
What was the outcome following contact?

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 February 48 positive feedback comments were received.

In March 46 positive feedback comments were received

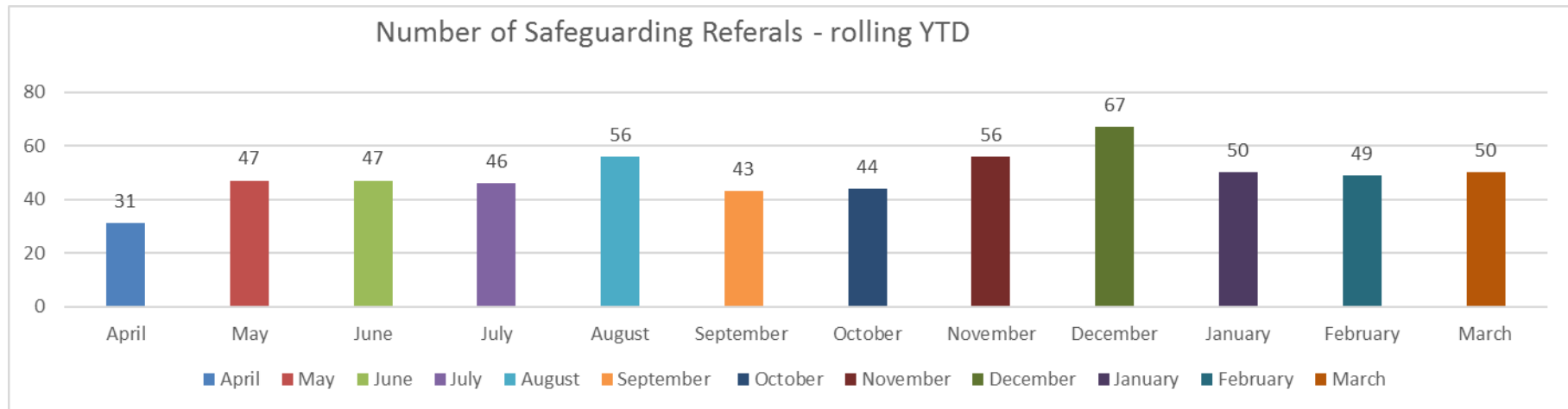
A selection of the positive comments received:

- * "Very cool, Very helpful"
- * The lady who took my call was very friendly and made me less worried about the situation
- * Very professional service and very friendly and caring, too.
- * I was glad the service was available due to surgery is close for patients at this time.
- * Fantastic assistance, courteous and, importantly, they listened!

Safeguarding - Vocare

Of the referrals for February 2021 from Vocare, 31 were new child and 18 were new adult referrals.

In March 2021 21 were for new child and 31 were new adult referrals



Safeguarding – Seldoc

Seldoc made no safeguarding referrals in February and March

Breach reviews

Monthly Totals	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total YTD
Vocare breaches over 60 minutes in total	664	361	203	259	480	663	430	482	689	558	148	241	5178
Seldoc breaches over 60 minutes in total	104	216	104	194	318	97	140	68	243	100	243	136	1963
Vocare breaches reviewed within 7 days of occurrence	664	361	203	259	480	663	430	482	689	558	148	241	5178
Seldoc breaches Reviewed within 7 days of occurrence	104	22	104	194	318	97	140	68	243	100	55	136	1581
Vocare potential for Harm Investigated	0	0	9	12	27	42	26	20	16	43	11	14	220
Seldoc potential for Harm Investigated	6	0	22	41	67	28	27	6	55	20	55	36	363
Vocare further review	0	0	0	0	0	0	0	0	0	0	0	0	0
Seldoc actual Harm Identified	0	0	0	2	2	2	0	0	0	0	0	0	6

Pathways Audits

February

Out of 140 members of staff 113 were eligible for audit this was due to 27 staff with long term absence or staff working from home in an admin capacity.

We had 94 health advisors and 39 clinical advisors as well as 7 senior clinical advisors

There was a total of 236 audits completed.

The average score across all audits was 94.7%

March

Out of 151 members of staff 118 were eligible for audit this was due to 33 staff with long term absence or staff working from home in an admin capacity as well as those in training.

We had 105 health advisors and 38 clinical advisors as well as 8 senior clinical advisors

The average score across all audits was 96.1%