

<b>Department of Medicine for Elderly People</b>
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**QUARTERLY QUALITY INDICATORS** for (Service)

	Narrative
<p><b>Complaints &amp; Compliments</b></p> <p>No. of formal complaints received: <input type="text" value="1"/></p> <p>No. of informal complaints received: <input type="text" value="4"/></p> <p>No of compliments received this quarter: <input type="text" value="484"/></p>	<p>One formal complaint was received, which related to general standards on Anne. The complainant met with the General Manager to talk through her concerns and agree feedback to the ward staff.</p> <p>Four informal complaints were received in the management office, the main focus of each was communication with patients and relatives. In each case either a senior manager, senior nurse or senior staff nurse from the ward contacted the complainant and the matters were amicably resolved. In one case the Consultant Nurse for Stroke has continued to offer support to the patients family during the subsequent months, especially in planning transfer to a nursing home. This seems to be a powerful approach, the main advantage of which is building trusting relationships with relatives.</p> <p>The compliments counted are made up as follows:</p> <ul style="list-style-type: none"> <li>• letters = 23</li> <li>• cards = 121</li> <li>• donations =26</li> <li>• gifts = 314</li> </ul>
<p><b>Critical Incidents (CIR)</b></p> <p>No. of serious/critical incidents occurring this quarter: <input type="text" value="0"/></p>	
<b>Risk Events</b>	The format of this quarter's report [an understandable interim measure] makes analysis very difficult. Work on falls assessment and prevention, and accurate blood pressure monitoring continue.
<b>Audits</b>	Data collection for the National Sentinel Audit of stroke was completed, but the national report has not yet been released. With all the changes that are happening within and around the department, audit has probably slipped as a priority. We are grateful for the work of Bob Logan and Jonathan Bundy, who have kept the audit programme rolling.
<b>Risk Assessments</b>	Risk assessors are in place for all areas, and assessments either completed or underway. Full analysis of the assessment reports has not yet been carried out – a revamp of the divisional management process is in hand – but review of each report on receipt has not flagged up any major issues to date.