

A summary of the internet feedback and contact made with the social and patient ombudsmen between the beginning of April and the end of June 2018.

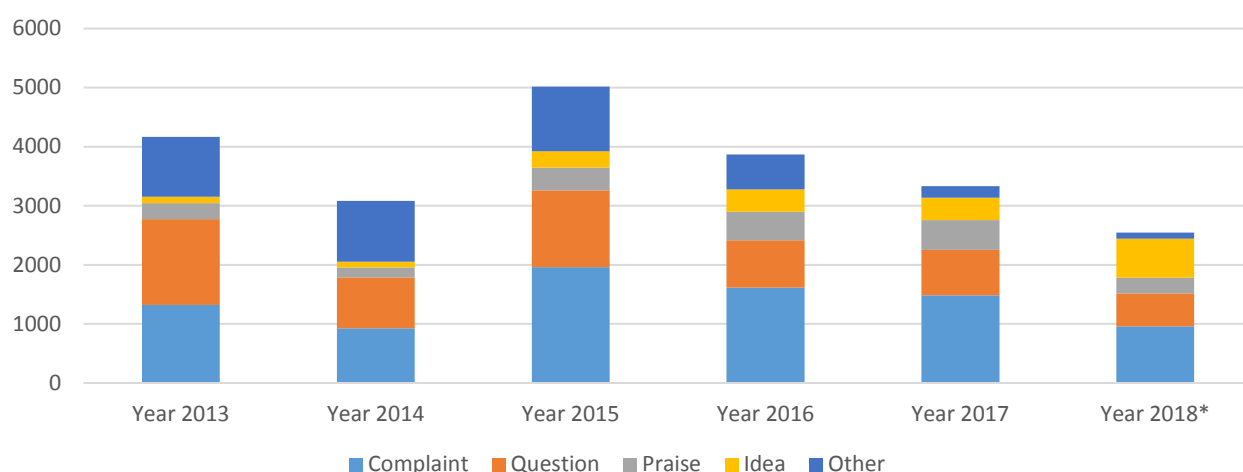
The internet feedback, 1 April – 30 July 2018, 2nd quarter

General:

A total of 1,188 feedback messages were received during the aforementioned period. This meant a 39.85% increase in comparison to the same quarter of the previous year (2017). The website's new quick feedback function, the launch of Kalasatama Health and Well-being Centre on 5 February 2018, and the modernisation of other services, including the increased use of online services and changes made to the work conducted at the maternity clinics and with families, affected this increase.

It should be noted that since the basic social assistance became part of Kela's services on 1 March 2017, the number of feedback messages concerning social assistance has not decreased. Instead, it has remained almost the same (48 in 2017, 46 in 2018).

Feedback development 2013–2018



*Until 30 June 2018

Kalasatama Health and Well-being Centre

	January	February	March	April	May	June
Praise		5	3	5	7	3
Complaint		18	31	32	28	28
Idea		11	7	2	9	8
Question		4	5	12	8	5
Other		0	0	0	0	0
Total		38	46	51	52	44

Kalasatama Health and Well-being Centre began operating on 5 February 2018

Nearly all of the feedback regarding the operation of Kalasatama Health and Well-being Centre concerned the health station. Dental care and the Southern Psychiatric and Substance Abuse Centre also received some feedback. A few patients gave feedback on the laboratory services. They are provided with a reply stating that this service is provided by HUS.

Feedback according to type

Praise

The number of positive feedback messages received during the second quarter was 142. This meant an increase of nearly a third compared to the previous year's second quarter (100 positive feedback messages received in 2017).

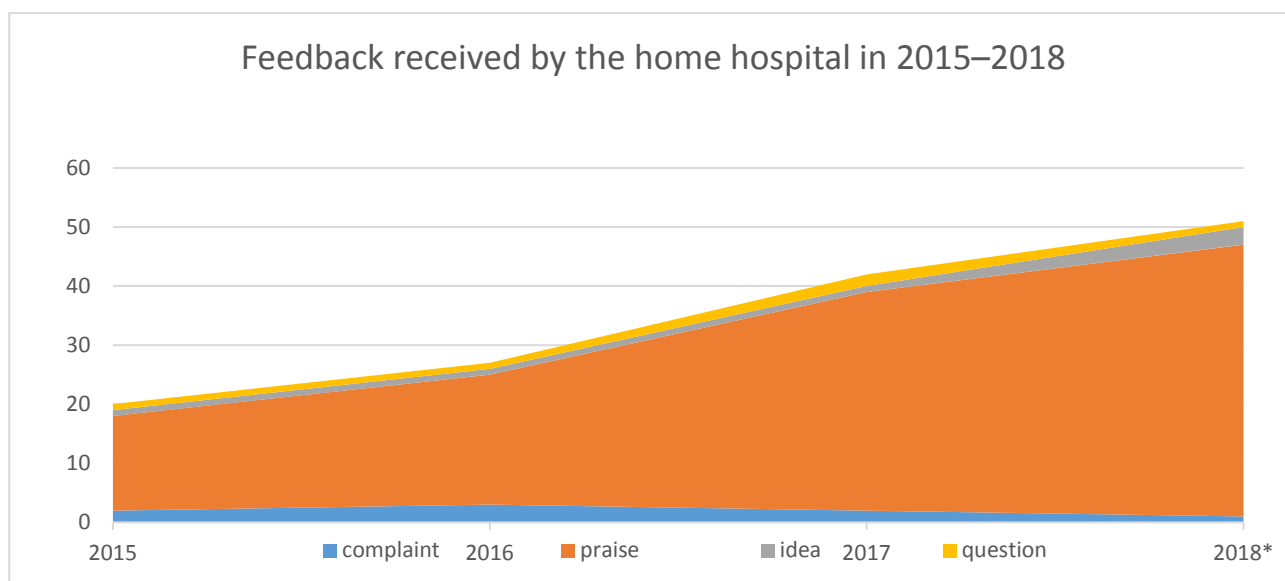
Nearly all feedback concerning the home hospital work is positive. The number instances of praise has continued to grow. Recovered patients and their families have been sending feedback on the good quality of the medical treatment and treatment process.

' My daughter was admitted to the Southern Home Hospital in June 2018. She was diagnosed with an infection that required intravenous antibiotics. The doctor at Haartman Hospital enquired at the Home Hospital about whether they had room for our daughter. Luckily they did, and she was able to convalesce at home. The home hospital workers visited us at home, and we were extremely satisfied with this service/option. The nurses who came to visit us were professional and kind, and they took my young adult daughter's needs into account. The home hospital service is wonderful, and we are thankful for the treatment our daughter was given! Kind regards, The mother'

'The home hospital system is brilliant! As a short-term patient with no underlying illnesses I was able to stay at home with my spouse and children and our everyday life could continue on without a major disruption. These sort of systems need to be safeguarded and further developed, even expanded. My experience with the Western Home Hospital was nothing but positive: The staff were professional and kind.'

'A huge thanks to the amazing team from the Western Home Hospital for allowing my husband to have his palliative care at home! You put your hearts into your work.'

	complaint	praise	idea	question
2015	2	16	1	1
2016	3	22	1	1
2017	2	37	1	2
2018*	1	46	3	1



*Until 30 June 2018

Idea

The number of ideas grew in comparison to the same time period last year. This was the result of the addition of a quick feedback option on the website. This function asks ‘Did you find this useful?’, and expects the user to enter their suggestion for improvements. The number of quick feedback messages was 187. The total number of new ideas was 256.

Complaint

Most of the feedback received through the system contains complaints. The number of complaints was 466. 284 of these concerned the healthcare and substance abuse services.

The number of complaints increased by 156, compared to the same quarter of the previous year. Many clients were not pleased with the service at the health stations. Compared to the same time last year, the number of feedback messages rose from 76 to 203. In addition, the number of complaints regarding the emergency clinics, Haartman and Malmi, also increased.

Question

Personal service requests via the online feedback system increased in comparison to the same quarter of the previous year. The number of

these requests was 68, whilst last year there were only 22. The requests related to extremely personal matters, such as the application of or attachments needed for social assistance, prescription renewals or blood test results. However, these functions cannot be handled via the feedback system. As a response, the clients are typically advised to contact the service provider in question. The number of requests for personal information has remained almost unchanged.

Other

Other feedback was not directly related to the services. These messages included contact requests, messages to the staff, ads, etc. The number of inappropriate messages was 16.

Instances of contact made with the social and patient ombudsmen between April and the end of June 2018

The social and patient ombudsmen received a total of 528 messages between April and June 2018. Most of these concerned health care (324). The number of messages regarding social welfare was 151. The number of messages pertaining to both health care and social welfare was 53. There was a slight decrease in the total number of messages received by the ombudsmen, compared to the period from January to March 2018, when a total of 646 messages were received.

In most messages, the clients expressed their dissatisfaction with the treatment process or outcome, the documentation or the documents, the service or a suspected patient and/or pharmaceutical injury.

Table 1. Instances of contact made with the social and patient ombudsmen between 1 April and 30 June 2018, based on their topics.

Contact topics	Number
Client fees	11
Documentation/documents/medical opinions/medical certificates	58
Right of self-determination, representation	6
Praise	2
Access to personal information by family/next of kin	9
Limitations on the right of self-determination, based on the Mental Health Act	17
Need for guidance regarding reminders	15
Other	16
Need for guidance regarding appeals	10
Due dates	1
Need for guidance regarding means of legal protection	17
Access to a service, referrals	25
Suspected patient and/or pharmaceutical injury	55
Insufficient access to information	7
Need for guidance regarding medical and health care	5
Need for guidance regarding social services	22
Data protection/information security	12
Dissatisfaction with medical treatment/treatment result	90
Dissatisfaction with the behaviour of the personnel	34

Dissatisfaction with the service process	13
Dissatisfaction with the service	65
Dissatisfaction with a decision made by an office holder	28
Damages	15
Total	533

Approximately half (244 messages) of the instances of contact made concerned the treatment or service received at the health care and substance abuse services. 113 contacts were made regarding the family and social services. Contact was made a total of 71 times concerning the hospital, rehabilitation and care services. HUS's patients contacted the ombudsmen in 33 matters and Kela's clients in 15 matters.

From April to June, a social and patient ombudsman was available for meeting and visited the foodbanks of Myllypuro and Hursti, the suburban centres of Vuosaari and Pihlajamäki, the resident facility Mylläri and Kalasatama Health and Well-being Centre to introduce the ombudsman service.