

## A summary of online feedback and contact made with the social and patient ombudsmen between 1 July and 30 September 2018.

### Instances of contact made with the social and patient ombudsmen

Altogether, 533 instances of contact were made with the social and patient ombudsmen. Most of these concerned health care (329). The number of messages regarding social welfare was 139. The number of messages pertaining to both health care and social welfare was 65. Altogether 1,754 instances of contact were recorded.

Most of these instances of contact concerned dissatisfaction with care or the results of care, documentation and documents, and dissatisfaction with the services and treatment received.

(Table 1.)

Table 1. Instances of contact made with the social and patient ombudsmen

	Number
Client fees	28
<b>Documentation/documents/medical opinions/medical certificates</b>	<b>68</b>
Right of self-determination, representation	2
Access to personal information by family/next of kin	8
Limitations on the right of self-determination based on the Mental Health Act	12
Need for guidance regarding reminders	14
Other	34
Need for guidance regarding appeals	3
Due dates	2
Need for guidance regarding means of legal protection	8
Access to a service, referrals	29
Suspected patient and/or pharmaceutical injury	19
Insufficient access to information	4
Need for guidance regarding social services	26
Discrimination	1
Data protection/information security	7
<b>Dissatisfaction with medical treatment/treatment result</b>	<b>128</b>
Dissatisfaction with the behaviour of the personnel	44
Dissatisfaction with the service process	11
<b>Dissatisfaction with the service</b>	<b>49</b>
Dissatisfaction with a decision made by an office holder	25
Damages	8
<b>Total</b>	<b>530</b>

Approximately half (253 messages) of the instances of contact made concerned treatment or service received at the health care and substance abuse services. One hundred instances of contact regarded family and social services. Contact was made a total of 75 times concerning hospital, rehabilitation and care services. HUS's patients contacted the ombudsmen in 26 matters and Kela's clients in 13 matters.

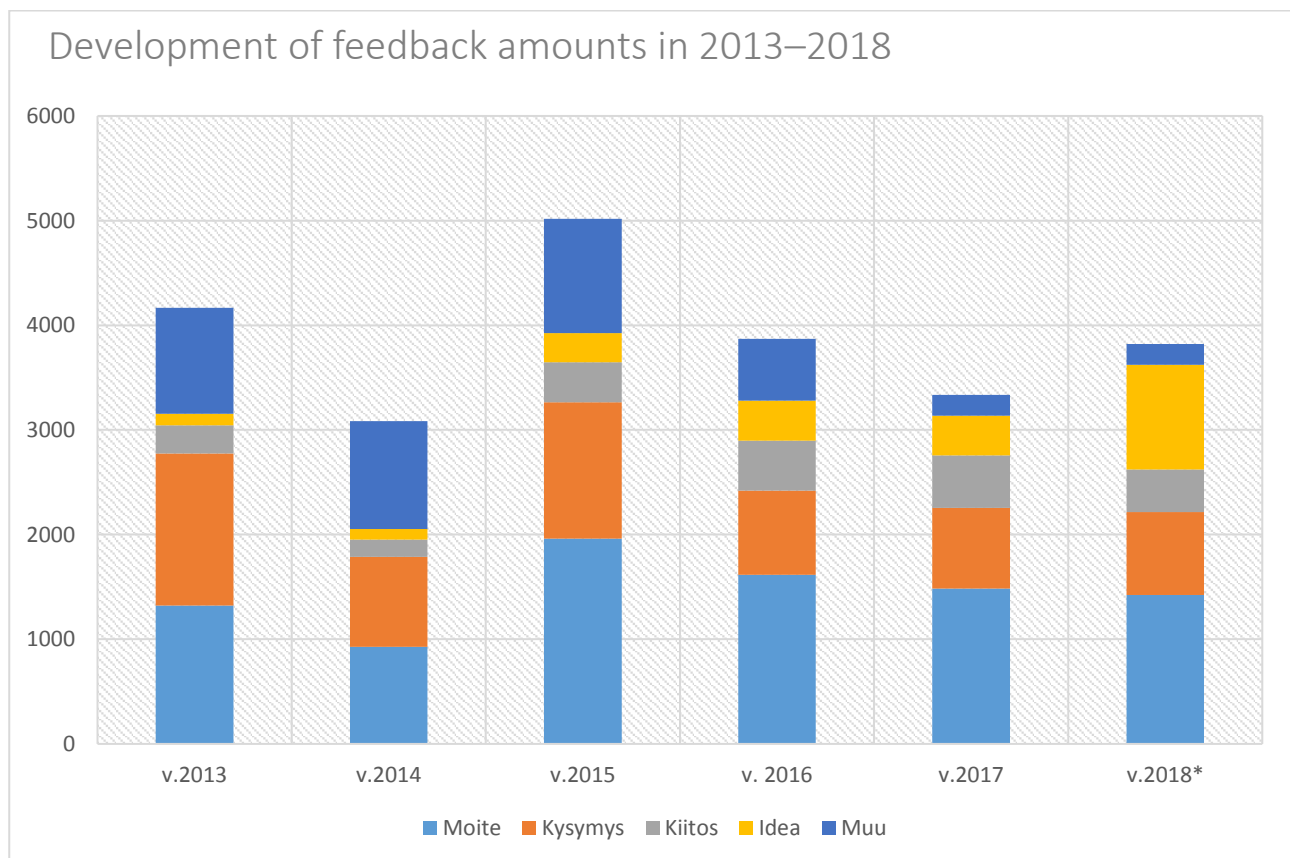
## Online feedback

### 1. General information

A total of 1,269 feedback messages were submitted online. The number of messages increased by 55% compared to the third quarter of 2017. The increase in the number of feedback messages is due to the instant feedback field for feedback concerning the website adopted in early 2018.

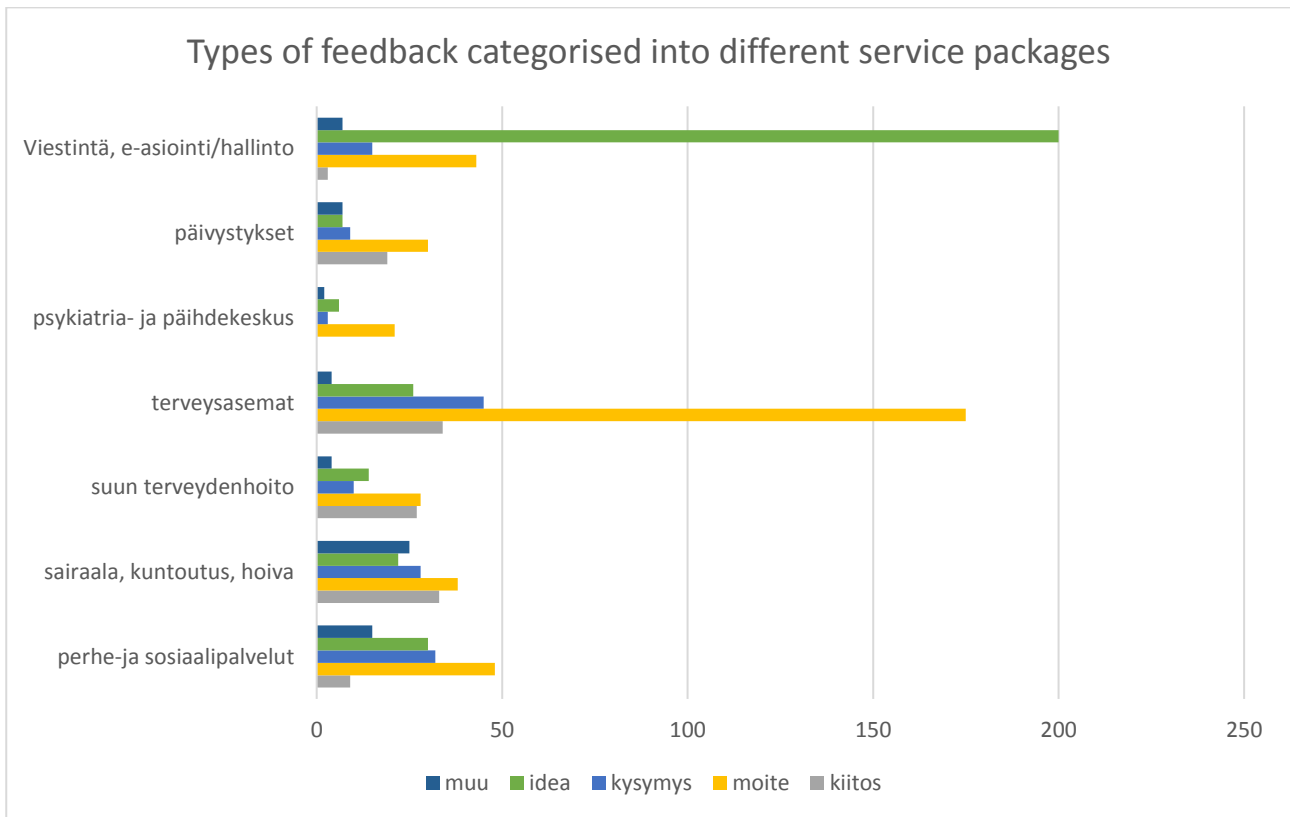
Service reforms, such as the health and wellbeing centres in Kalasatama and Vuosaari have also contributed to increased feedback. The new call-back system intended for oral health care customers has increased the number of disgruntled customers.

### 2. Amount of feedback compared to previous years



\*number of feedback messages before 30 August 2018

### 3. Service packages: health and substance abuse services; hospital, rehabilitation and care services; family and social services and administration



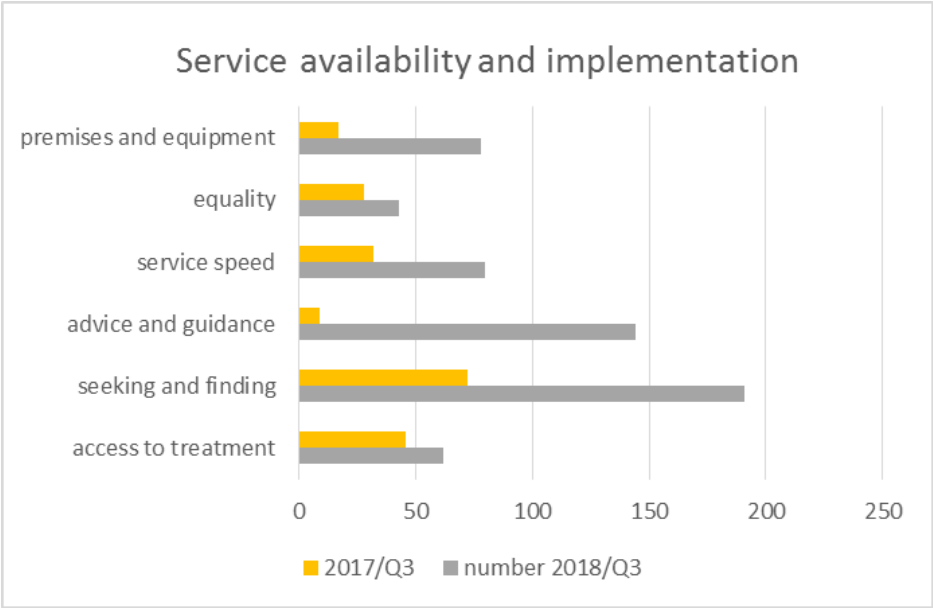
1 July to 30 September 2018

	praise	complaint	question	idea	other
Family and social services	9	48	32	30	15
Hospital, rehabilitation and care services	33	38	28	22	25
Oral health care	27	28	10	14	4
Health stations and Internal Medicine Outpatient Clinic	34	175	45	26	4
Psychiatric and substance abuse centre	0	21	3	6	2
Emergency services	19	30	9	7	7
Communications, eServices/administration	3	43	15	200	7

Due to the large volume of feedback, Health and substance abuse services have been divided into four sections: the Psychiatric and Substance Abuse Centre, health stations, emergency services and oral health care.

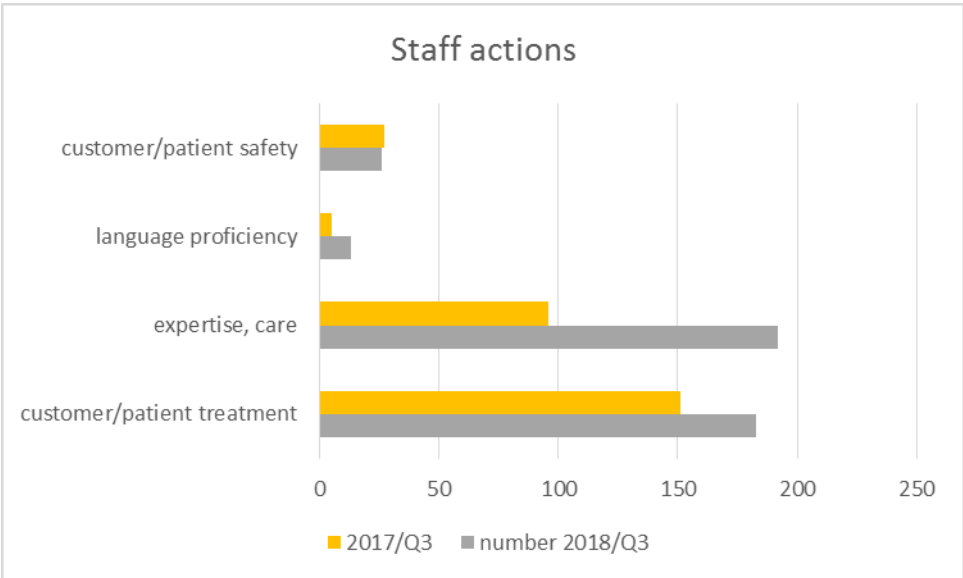
Feedback to the administration mostly concerned instant feedback on the website and electronic services.

### 4. Service availability and implementation compared to Q3 of 2017



Please note! The significant increase in feedback concerning instructions for services, guidance and seeking and finding services is due to the amount of instant feedback submitted online. In addition to this, many feedback messages concern the facilities and equipment of Kalasatama Health and Well-being Centre.

### 5. Staff actions compared to Q3 of 2017



It is noteworthy that of the feedback concerning staff expertise and treatment, 107 messages were praise in 2018.

## **6. Feedback submitted between 1 July and 30 September 2018**

The average response time was three days. The target time was exceeded for 10% of feedback.

## **7. Examples of feedback**

### **Praise**

#### **Thank you for excellent service!**

I would like to thank the staff of the Southern Home Hospital for their professional and exceptionally friendly service! I've been visited at home over the past four days and I was pleasantly surprised to find that the City of Helsinki offers a service like this and how lovely all the nurses were. Thanks again!

#### **Thank you to Malminkartano dental clinic**

I visited Malminkartano dental clinic with my two children on 3 September. Unfortunately, I do not remember the name of the person who examined the children's teeth. I would like to take this opportunity to say thanks for the very professional work you do. The person interacted with the children in a very good, calm and functional way. They talked the children through the different phases of the examination and the instruments and made them comfortable as well as excited about the examination to the extent that my five-year-old son is looking forward to his next visit to the dental clinic. Thank you!

### **Complaint**

#### **Telephone number for Kalasatama Health Station**

It is very difficult to find the telephone number for Kalasatama Health Station online. I tried very hard to find it by clicking around the website, but could not find it. Eventually, I had to call the City's Information and Advice service, and I'm glad they were able to help me. Why is the number hidden? Display it prominently.