

Summary on Internet feedback and instances of contact made with the social and patient ombudsmen

October–December 2018.

Instances of contact made with the social and patient ombudsmen from October to the end of December 2018.

Altogether, 593 instances of contact were made with the social and patient ombudsmen in October–December 2018. Most of these concerned health care (372). The number of contacts regarding social welfare was 158. The number of contacts pertaining to both health care and social welfare was 63. The total number of contacts made during the year was 2,439.

The majority of the contacts concerned dissatisfaction with treatment, treatment results, services, documentation and documents, an incumbent's decision and suspected patient and/or pharmaceutical injuries (table 1).

Table 1. Instances of contact made with the social and patient ombudsmen between 1 October and 31 December 2018, based on their topics.

Topics of the contact	Number
Client fees	12
Documentation/documents/medical opinions/medical certificates	58
Right of self-determination, representation	8
Access to personal information by family/next of kin	10
Limitations on the right of self-determination based on the Mental Health Act	11
Need for guidance regarding reminders	20
Other	25
Need for guidance regarding appeals	3
Due dates	3
Need for guidance regarding means of legal protection	12
Access to a service, referrals	22
Suspected patient and/or pharmaceutical injury	44
Insufficient access to information	14
Need for guidance regarding social services	16
Need for guidance regarding medical and health care	2
Data protection/information security	13
Dissatisfaction with medical treatment/treatment result	158
Dissatisfaction with the behaviour of the personnel	36
Dissatisfaction with the service process	13
Dissatisfaction with the service	61
Dissatisfaction with an incumbent's decision	48
Damages	4
Total	593

Approximately half (301 messages) of the instances of contact made concerned treatment or service received at the health and substance abuse services. 118 instances of contact regarded family and social services. Contact was made a total of 81 times concerning hospital, rehabilitation and care services.

Internet feedback 1 October–31 December 2018, 4th quarter

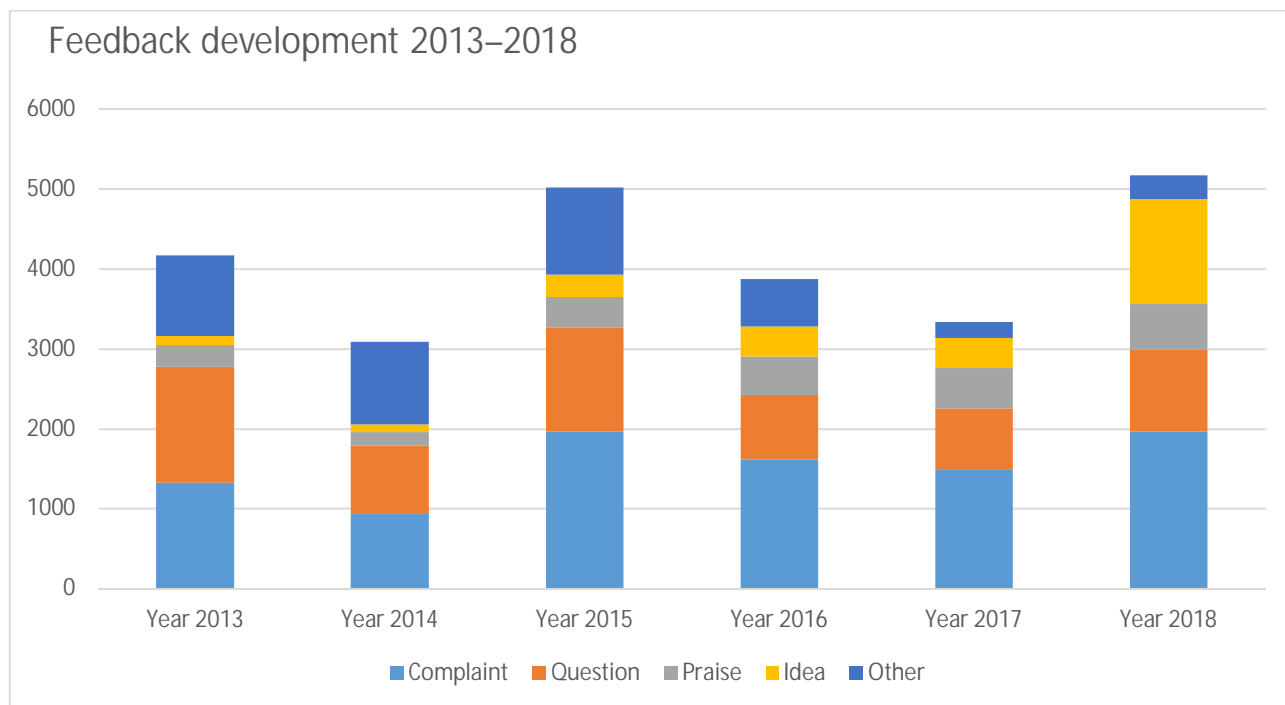
1. General information

A total of 1,336 feedback messages were submitted online. The number of messages increased by 40.5% compared to the third quarter of 2017. The increase in the number of feedback messages can be explained by the instant feedback field for feedback concerning the website adopted in early 2018.

The renewed call-back system in oral health care has increased the number of complaints. Patients are unable to book appointments for non-urgent treatment by phone. Kalasatama Health and Wellbeing Centre received complaints concerning access to treatment, slow service, the call-back service, mistreatment and lack of signs.

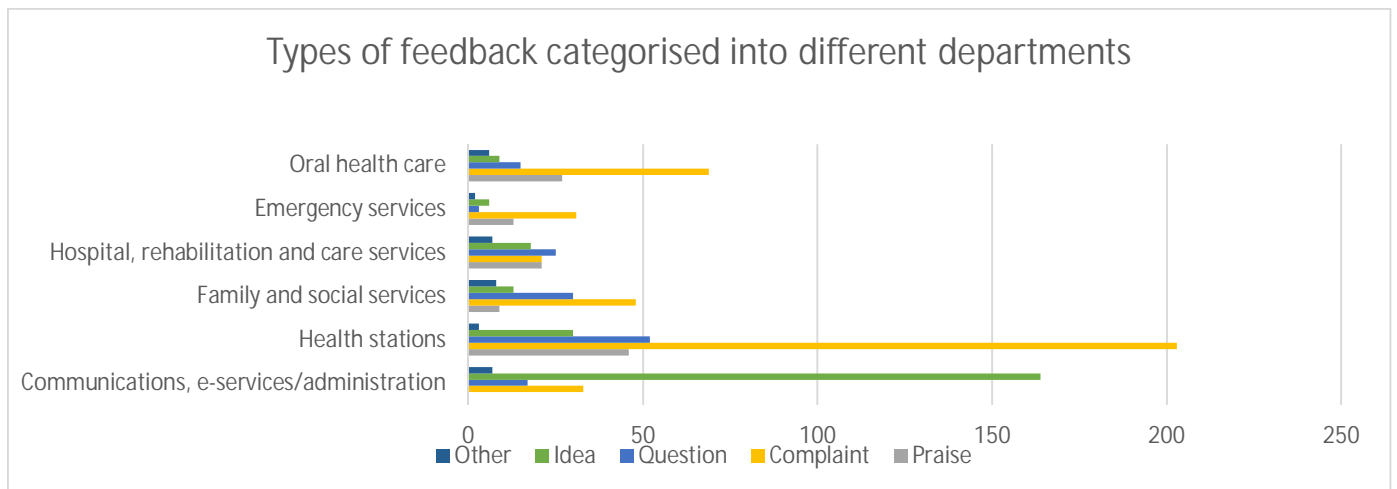
For a second year in a row, the centralised influenza vaccination scheme received plenty of praise for well-organised arrangements and the cheerful attitude of the staff.

2. Amount of feedback compared to previous years



The number of feedback messages received exceeded 5,000 for the first time in 2018. The increase in the volume of idea feedback can be explained by the fact that instant feedback on online service descriptions is categorised as ideas.

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



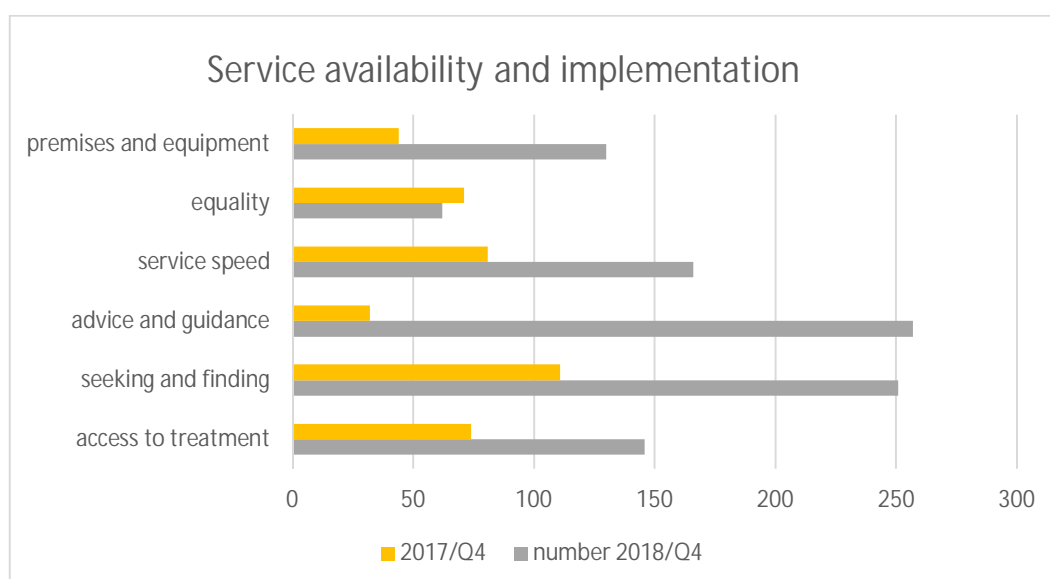
Due to the large volume of feedback, health and substance abuse services have been divided into four sections: the psychiatric and substance abuse clinics, health stations, emergency services and oral health care.

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

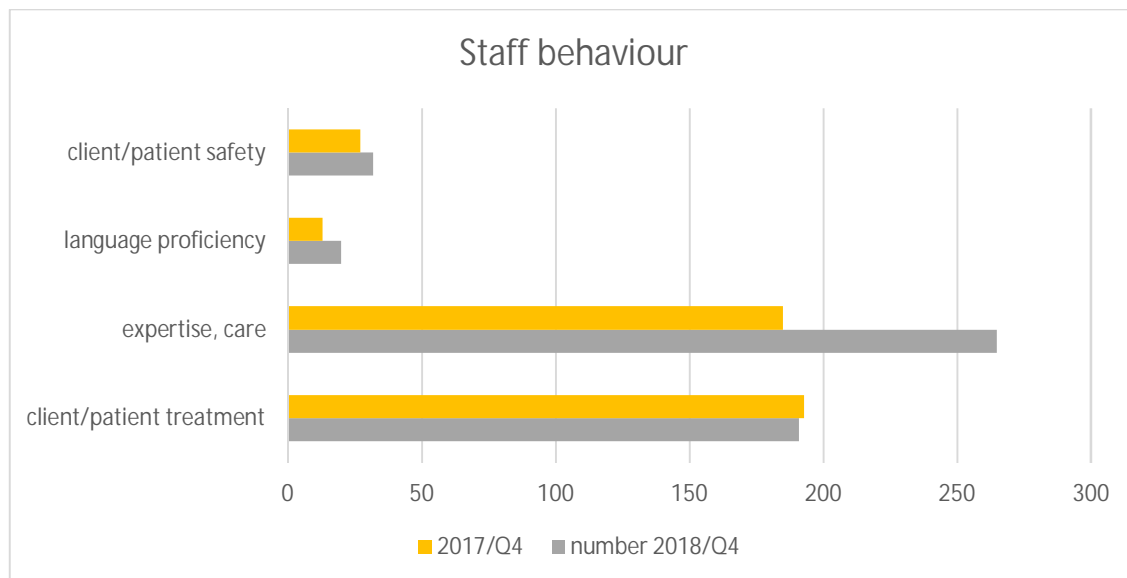
The large volume of feedback on oral health care can be explained by the problems surrounding the new call-back service launched in September 2018.

4. Service availability and implementation compared the fourth quarter of 2017

The large increase in the volume of feedback on service advice and guidance and the seeking and finding of services is due to the website's instant feedback system, which did not exist in the previous year. Furthermore, numerous feedback messages, both negative and positive, concerned the facilities and equipment of the new Kalasatama Health and Wellbeing Centre.



5. Staff behaviour compared to the fourth quarter of 2017



It is notable that 115 of the feedback messages received in 2018 concerning the expertise and care of the staff were praise. More and more English-language clients have drawn attention to the staff's lacklustre language skills.

Clients feel that they have not been treated appropriately. Nearly all feedback concerning treatment consisted of complaints.

6. Response time 1 October–31 December 2018

Feedback was responded to in an average of 6 days. The target response time of 7 days was exceeded in 14% of feedback responses.

7. Examples of feedback

Praise

Influenza vaccination

Thank you for the excellent arrangements at the KisaHalli vaccination point! No queuing, unlike at the cramped Viisikulma Health Centre before. Now there was enough space and plenty of vaccination points. Everything was done fast and with a smile. I hope that this arrangement will continue!

Complaint

Maternity clinic services

Hello!

We are expecting our first child in Helsinki, the maternity and child health clinic services of which have been praised (mainly by the clinics' nurses) as being better than anywhere else. Now, to my disappointment, I've discovered that there is plenty of room for improvement, especially in regard to group-based family coaching. I've also heard my friends living in other municipalities talk of much more diverse experiences concerning group activities. The availability of places in physiotherapy groups for mothers has been poor, and in the end I could not get a place in my area's physiotherapy at all. Instead, I had to travel an hour to the other side of the city. I also couldn't get an appointment for the recommended time period during my second trimester, as the appointment will be delayed to the end of the pregnancy.

In the first family coaching visit, we were not even introduced to the other expecting families, and the content of the two-hour visit was also substandard. We watched video after video on the Naistalo website. I'm sure we could have watched the same videos on our home computer. Perhaps discussions in small groups would be a good addition here? All we did was sit and watch the videos, even some kind of info material package would have provided some sense of information. The videos were followed by an introduction to a family with a child. A family for whom everything had gone perfectly – both the pregnancy and the childbirth –, the baby was sleeping well and all other needs seemed to be well met too. It would have been nice to hear the story of a family who had faced difficulties or challenges, but managed to overcome them. A chance to identify with a story about succeeding despite difficulties. We did not learn anything new during the first family coaching visit and didn't really get anything else out of it either. A huge disappointment.

Idea

English-language family coaching

We would like multilingual expecting families to be provided with the opportunity to receive family coaching in English. Couples who do not have any roots in Finland and thus do not necessarily have a support network would particularly benefit the most from the service. I feel that family coaching is an important part of the shared expectation of all couples, but, currently, couples in which one or both parties do not have sufficient Finnish language skills for whatever reason are excluded from this support, which is a detriment primarily to the new resident of Helsinki being born into the family.