Subject(s):	*Retirement of the Korner Return KO41(A)/(B) Complaints*
Approval Status:	*This DDCN was approved by the DSCN Sub-Group on the 5th December 2012*
Data Dictionary Version:	*4.2*
Reference Number:	*DDCN 2013 / 02*
Version Number:	*2*
Publication Date:	*2nd January 2013*
Relevant DSCN(s):	

Reason for Change

The KO41(A) / (B) Korner returns collect information about complaints relating to hospital and community health services (H&CHS) and family health services (FHS).

New regulations aimed at streamlining the handling of complaints about the NHS in Wales, referred to as 'Putting Things Right', came into force on 1 April 2011. This resulted in the piloting of a new data collection in 2011/12 and the retirement of the 'KO41 (A) / (B) Complaints' Korner return with effect from April 2011.

This change was outlined in the last Welsh Government statistical release entitled 'Complaints to the NHS in Wales, 2010-11' and can be viewed here: http://wales.gov.uk/topics/statistics/headlines/health2011/110921/?lang=en

This DDCN is therefore removing all references to the 'KO41 (A) / (B) Complaints' Korner return from the NHS Wales Data Dictionary.

A further DSCN will be issued to describe the current reporting arrangements for the collection of information regarding patient complaints / concerns.

Description of Change

To confirm the retirement of the KO41 (A)/ (B) Complaints Korner return, and remove all references to it from the NHS Wales Data Dictionary.

Data Dictionary Version

Where applicable, this DDCN reflects changes introduced by DDCN and/or DSCN since the release of version 4.1 of the NHS Wales Data Dictionary.

The changes introduced by such DDCNs will be published in version 4.2 of the NHS Wales Data Dictionary.

Section 1: Table reflecting areas that are impacted as a result of this DDCN

The following table shows all parts of the dictionary, including data sets, data items, terms and other associated areas that are linked with the changes documented within this DDCN.

Each dictionary section and data definition type is listed in alphabetical order and is shown in the sequence in which it appears in this DDCN.

Data Definition Type	Name	New/Retired/ Changed	Page Number
Data Sets	Korner Terms	Changed	3
Korner - Terms	Action Taken	Retired	5
Korner - Terms	Complaint	Retired	5
Korner - Terms	Type of Complaint	Retired	7

Section 2: Highlighted changes to be made to the NHS Wales Data Dictionary

Changes to the NHS Wales Data Dictionary are detailed below, with new text being highlighted in **blue** and deletions are shown with a ~~strikethrough.~~ The text shaded in **grey** shows existing text copied from the NHS Wales Data Dictionary.

Changes to Terms

Korner – Terms

~~Action Taken~~ – ~~KO41(A)/KO41(B)~~
Ambulance Service - KA34
Assessment - KC62
Biopsy Referral Outcome – KC61, KC65
Cancers Diagnosed - KC62
Cervical Cytology Screening - KC53, KC61
Colposcopy – KC65
Colposcopy Prime Procedure Type – KC65
Colposcopy Results Type – KC65
Colposcopy Visit Type – KC65
Community Episode - KC50
~~Complaint~~ – ~~KO41(A)/KO41(B)~~
Contact - KC60
Cross Section Analysis of Population Coverage within Period 1/4/XXXX – 31/3/XXXX - KC63
Cytology Results Type – KC53, KC61
Cytology Screening Action Type– KC61
Data Completeness Indicators - KC62
Detained Patient - KP90
Domiciliary Visit- KC50-63
Early Recalls - KC62
Emergency Call - KA34
Emergency Journey - KA34
First Invitation for Routine Screening - KC62
Initial Contact - KC60
Invitations and Outcomes - KC62
Legal Status - KP90
Mental Category - KP90
Outcome Measures - KC62
Patient Journey - KA34
Percentile Time Values - KA34
Primary Course Of Immunisation - KC50
Priority Of Journey - KA34
Psychiatric Patient - KP90
Psychopathic Disorder- KP90
Response Time - KA34
Routine Invitation to Previous Attendees (last screen more than 5 years previously) - KC62
Routine Invitation to Previous Attendees (last screen within 5 years) - KC62
Routine Invitation to Previous Non-attendees - KC62
Screening Invitation Date – KC53
Screening Invitation Type – KC53
Screening Programmes - KC53
Screening Status – KC53
Screening Test Date – KC53

[Self/GP Referrals of Women Not Screened Previously](#) - KC62
[Self/GP Referrals of Women Not Screened Previously (last screen more than 5 years previously)](#) - KC62
[Self/GP Referrals of Women Screened Previously (last screen within 5 years)](#) - KC62
[Sexually Transmitted Diseases](#) - KC60
[Skin Test](#) - KC50
[Smear Source Type](#) – KC61
[Special Journey](#) - KA34
[Status of Cancer](#) - KC62
[Target Population](#) - KC50-53
[Tuberculin Skin Test](#) - KC50
~~[Type Of Complaint](#) – KO41 (A)/KO41 (B)~~
[Urgent Journey](#)- KA34
[Women with Open Episodes](#) - KC63

Changes to Terms (A-Z)

~~Action Taken~~

See ~~Complaint~~

~~Complaint~~

~~Change History~~	
~~DSCN 2009/09~~	~~NHS Reforms: NHS Wales Data Definition Update~~

~~Any written complaint made to a Local Health Board /Trust by or on behalf of patients (including those referred by the Department) whether or not under investigation. Each complaint is recorded once only.~~

~~Excludes investigations instigated by outside agencies such as the police or the Health Services Commissioner.~~

~~Complaints are split into those that relate to provider functions (e.g. care, accommodation, food) and those that relate to commissioner functions (e.g. excessive waiting times before admission or admission to a distant hospital when a local one would have been more convenient).~~

~~Notes:~~

1. ~~It is possible for a single written communication to refer to more than one complaint i.e. complaints relating to more than one organisation. These count as separate complaints against each organisation to which the complaint refers. However, where a single complaint covers several aspects of care/treatment received, the complaint should be recorded once under the principal cause of complaint.~~

2. ~~A written complaint with many subjects within an organisation e.g. that the food was bad and the accommodation poor, should be counted as one complaint.~~

3. ~~Complaints about public transport services should be counted as complaints against the managing Local Health Board/Trust, relating to hospital rather than community services.~~

4. ~~Where a Local Health Board/Trust receives a written complaint relating to a different organisation and forwards it to the appropriate organisation, it should be recorded only by the appropriate Local Health Board or NHS Trust (i.e. the organisation which is the subject of, and which investigates, the complaint).~~

~~Type of complaint~~ ~~may be:~~

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a.	Wholly or partly clinical: complaints wholly or partly about diagnosis, treatment or other matters involving the exercise of clinical judgment. Includes complaints of this nature made by overseas visitors.
b.	Complaints by overseas visitors about identification procedures or charging.
c.	Other: all complaints not covered by a) or b) above, including all other complaints from overseas visitors.

Action taken may be:

a.	Investigation by officers only.
b.	Referred to Local Health Board/Trust board: Further investigation unnecessary: complaints reported to the appropriate authority (or an appropriate sub-committee) for decision as to further action, where the decision was that further investigation was unnecessary. Investigation carried out by members/board: includes all informal investigations by members/board.
c.	Investigation by formal independent committee of inquiry e.g. one established under Section 84 of the NHS Act 1977.
d.	Investigation carried out by two independent consultants: includes all investigations of complaints concerning clinical judgment [see appendix B of WHC(88)36].
e.	Method to be decided: the method of dealing with the complaint has not been finally decided.

NB: Where more than one action is taken the complaint should be classified according to the final action.

Type of Complaint

See Complaints

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Additional Information:

Please address enquiries about this DDCN to: -

Data Standards Team
NHS Wales Informatics Service
14th Floor - Brunel House
2 Fitzalan Road
Cardiff
CF24 0HA

Tel: 029 2050 2539
Fax: 029 2050 2330

E-mail: data.standards@wales.nhs.uk

You can find changes made to the NHS Wales Informatics Service Data Dictionary via the following link: http://www.datadictionary.wales.nhs.uk/