



Health Care Professional (HCP) External Complaints Form Risk Score Matrix

Categorisation and Complexity Risk Table	
N.B	
Low level issues (1&2) are recorded for trend analysis and acknowledged to the reporter	
Level 3 issues will be investigated and responded to within a maximum of 40 working days	
Level 4 / 5 issues will be investigated and responded to within a maximum of 60 working days	
Category	Description /examples
<ul style="list-style-type: none"> • Serious 5 	<ul style="list-style-type: none"> • Serious mis-management of patient care leading to death/life threatening illness/permanent injury/long term incapacity or disability (including staff being affected) • Meets the criteria within the Serious Incident Framework. • Delayed emergency response; • Cat 1 calls Over 20 minutes • Cat 2 calls Over 80 minutes • Professional gross misconduct (refer to disciplinary extraction) • Professional gross misconduct (refer to disciplinary extraction)
<ul style="list-style-type: none"> • Major 4 	<p>Delayed emergency response;</p> <ul style="list-style-type: none"> • Cat 1 calls Between 15 & 20 minutes • Cat 2 calls Between 60 & 80 minutes • Cat 3 calls over 180 minutes <p>Cat 3 HCP calls Over</p> <ul style="list-style-type: none"> • 90 minutes for HCP31H • 180 minutes for HCP32H • 270 minutes for HCP43H • 360 minutes for HCP44H • Delayed PCS response (Speak to within 1 hour / Contact within 2 hour dispositions >60 minutes) • Serious mis-management of patient care leading to moderate injury/illness requiring hospitalisation and prolonged recovery period (including staff being affected) • National Media Interest
<ul style="list-style-type: none"> • Moderate 3 	<p>Professional general misconduct (refer to disciplinary extraction)</p> <p>Delayed emergency response;</p> <ul style="list-style-type: none"> • Cat 1 Between 10 & 15 minutes • Cat 2 Between 20 & 60 minutes • Cat 3 Between 120 & 180 minutes • Cat 4 More than 180 minutes <p>Cat 3 HCP calls Over</p> <ul style="list-style-type: none"> • 75 minutes for HCP31H • 150 minutes for HCP32H
<ul style="list-style-type: none"> • Minor 2 	<p>Staff attitude/conduct/behaviour falling below the standard expected by the Trust but on initial assessment is unlikely to constitute gross or general misconduct.</p> <p>Delayed emergency response;</p> <ul style="list-style-type: none"> • Cat 1 Less than 10 minutes • Cat 2 Less than 20 minutes • Cat 3 Less than 120 minutes • Cat 4 Less than 180 minutes • Delayed PCS response (Speak to / Contact within 6 hour dispositions <60 minutes) • Mis-management of patient care / incorrect advice with no consequences (including staff being affected).
<ul style="list-style-type: none"> • Minimum 1 	<ul style="list-style-type: none"> • Late transport causing minimal disruption • Use of lights and sirens / driving standards with no consequences • Referral to incorrect PCS with no consequences