

Complaints Managers Governance and Learning Forum

Minutes from Complaints Managers Governance and Learning Forum, Monday, 3rd December 2018.

Welcome: The Assistant National Director, National Complaints Governance and Learning Team (NCGLT) opened the meeting by welcoming everyone present and everyone introduced themselves around the table. Chris formally welcomed the new members to the group.

The National Director for QAV, addressed Forum members at the start of the meeting and thanked people for their work on complaints management and governance during the year. He mentioned that the Ombudsman's Progress Report highlighted a number of positive developments but that there is still a lot more to be done. Both the Deputy Director General and the Chief Clinical Officer would like to see an acceleration of the work required in 2019.

1. Minutes from last meeting

Minutes were agreed.

2. Matters arising:

(a) CMGLF 2019 Dates

The schedule for the forums for 2019 was brought to everyone's attention.

(b) CMS Helpline

The CMS Helpline number was reiterated to members .

3. Update: Complaints Management System, NCGLT

CMS Steering Group

The Steering Group has put forward 100 change requests to date to the SCA. A request for a "note" button has been approved in relation to explaining relationship to service user. An onsite/offsite field has also been requested along with two extra drop down menus to allow further categorization of the divisions – "service" and "sub-service".

The CMS locations are currently being updated and spreadsheets are being sent out to each CHO area and can also be downloaded from the toolkit.

Staff who already have access to NIMS will now be notified when their Complaints Management System account has been set up. We are also receiving fortnightly updates from the SCA in relation to account set ups and these will be circulated to Complaints Managers.

CMS Training/Reporting

NCGLT has trained over 600 people in CMS General User Training and 35 people in Report Training. In 2019, we will be providing more training courses as well as refresher training.

CMS Data

The CHO CMS stats as of 26/4/18 were at 10.5% in comparison with 2017 same date figures. The Hospital Groups are at 70%. It was re-iterated that the use of the system is mandatory. The first draft of the Annual Report will be in mid February. The 2018 stats would need to be in by then. No excel sheets will be accepted in 2019.

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Some Voluntary Agencies are currently using the system. Usage of the CMS has been added to the Service Level Agreements.

There are 3298 complaints on the CMS to date. The data is required both for the annual report and our own analysis. NGGLT need the figure for the Stage 2 complaints, complaints upheld, the timeframe, issues classification, the overall part 2 and 3 of the Disabilities Act, review requests and compliments.

The CMS Steering group has developed two templates, one for compliments and one for partial returns where the remaining stats have been inputted on CMS.

Action: E-mail notification to be sent from NCGLT to the CHO Chief Officers and HG CEO's to highlight the fact that usage of CMS is mandatory.

Action: NCGLT to circulate the definition of a compliment.

Action: NCGLT to circulate minutes of CMS Steering Group.

4. Presentation by the Office of the Ombudsman on the Learning to Get Better Progress Report, Office of the Ombudsman

The Office of the Ombudsman outlined the main findings from the follow up report to the Learning to Get Better 2015. Even though CHO areas were not originally looked at, they were included for this progress report. 8 Hospitals and 3 CHO areas were audited..

Of the 36 original recommendations made (34 of which apply to the HSE), 11 have been fully implemented, **18** partially implemented and **6** not implemented.

More work needs to be done in relation to allowing people to make complaints in multiple ways. Websites need to be looked at with regard to having online complaint forms etc., particularly for Voluntary Hospitals.

The Ombudsman is happy with the establishment of the Complaints Managers Forum and also with the development of the CMS system.

The Ombudsman also called for the establishment of a Forum for Complaints Officers supported by Consumer Affairs

Learning from complaints was highlighted as an essential requirement of the process. Recommendations that have national learning can be flagged on the CMS system. Casebooks were also highlighted as being critical for providing learning and it was noted that no casebooks have been published to date.

The Ombudsman will be requesting a yearly report on progress made. Going forward, the information will be on a hospital by hospital basis instead of by Hospital Group level. CHOs will return as per previous years.

A memo has been issued from the National Director, QAV to the Deputy Director General to request the completion and return of the Ombudsman Action Plan Templates by December 7th.

It was a recommendation in Learning to Get Better that a bi-annual audit of complaints should be undertaken in each area. However, when this was investigated, only 1 Hospital Group was doing this.

The NCGLT Office confirmed that they will be commencing auditing YSYS in Q2 2019. The issue of sign-posting was addressed. Letters going out to complainants should have the details for the Ombudsman's and Ombudsman for Children's office.

A discussion was had about whether or not the Ombudsman's Office should let us know about every complaint that comes to them even if it doesn't go for investigation. Currently, we only know about the ones that files are requested on.

5. Clinical Guidance, NCGLT

This guidance was developed in conjunction with the Office of the Ombudsman and provides practical support including report and letter templates that can be sent to clinicians involved in the clinical aspect of complaints under the YSYS process.

In the revised YSYS policy, the clinician has to sign their Clinical Judgment Complaint Report which will be attached as an appendix to the Complaint Officer's final report.

It was discussed about including some slides in relation to clinical into the current training programme. Awareness sessions were offered from NCGLT, however, no clinical staff attended the sessions. HSELand was also mentioned as an option of highlighting the clinical aspect of complaints.

Action: NCGLT to add clinical guidance slides to the current training programme provided by Consumer Affairs for Complaints Officers.

Action: NCGLT to seek development of elearning module on HSELand in relation to complaints with YSYS and clinical issues.

6. Complaint Case Study Presentation: A Community Healthcare Organisation anonymised case study was presented.

7. Presentation from DOH on "Establishing a Patient Safety Advocacy Service",

Action: Invite Department of Health back to the forum next year to give a progress report.

8. CMGLF issues

- **Learning Forms** – These forms are out in the system now, however, uptake is slow. A lot of complaints are being resolved at point of contact and informally.

Action: NCGLT to do a communication to the Chief Officers, Chief Executive Officers and National Directors.

Action: The production of casebooks will also be highlighted through the CMS Steering Group.

- **Ombudsman Action Plans – Working Group on Evidence Based Compliance**

Action: NCGLT to seek nominations for this group.

- **Case study presentation rota for 2019** – Case Study presentations have been agreed for the March Forum.

- **Service User Groups – the patient voice**

Action: NCGLT to write out to get representatives for this.

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Any other Business:

CMGLF 2019 dates:

- Monday, 4th March
- Monday, 10th June
- Monday, 23rd September
- Monday, 2nd December

Action: All Presentation Slides & materials from today's meeting will be circulated to members.

Date of Next Meeting:

The next meeting will take place on **Monday 4th March 2019.**