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**Minutes**  
**Complaints Managers Governance and Learning Forum**  
**Monday, 6<sup>th</sup> December 2021**

**Welcome:** The Assistant National Director, Patient and Service User Experience, opened the meeting by welcoming everyone present to the final meeting of 2021 with a focus on the Healthcare Complaints Assessment Tool (HCAAT).

**1. Minutes from last meeting**

Minutes were agreed.

**2. Matters arising:**

- (a) Protocols for engaging with the Office of the Ombudsman which were due to be circulated have been delayed but will be circulated when available.
- (b) Planned Mental Health Review for 2021 disrupted as a result of COVID – now planned for 2022.
- (c) HCAAT use within CHO Areas: Selected CHO Complaint Manager is working with NCGLT in relation to selecting the area of focus for the implementation and learning from HCAAT. Other CHO Areas with an interest in participating are invited to contact NCGLT for further information.
- (d) Awaiting engagement from Sage to proceed with MoU development.

**3. Address from London School of Economics:**

Discussion on the background to HCAAT, some development pieces around the world, buy in and usage of it. Details of the research background and developments in HCAAT usage provided in a comprehensive presentation.

**4. Presentation from NUIG:**

Presentation regarding the CHO and HG projects, workshops and final update on the project. PhD research on adapting HCAAT for use in Community HealthCare (HCAAT-C) completed.. Analysis of 2019 complaints provided the basis for identification of Hotspot and Blindspot areas and resulted in recommendations for learning and improvement. Further complaint submissions required to provide more comprehensive analysis. HCAAT analysis of complaints is ongoing. Further focus is on using HCAAT with other metrics, currently in use, with complaints.

**5. Presentation from Hospital site:**

Presentation on the experience of using HCAAT within the Hospital site and the value of HCAAT analysis.

Details were provided on the analysis and use of HCAAT within the hospital in this presentation. The benefit of HCAAT analysis was identified as a richer understanding was gained from complaints data. Next step noted is to link with other QSR data and co-designing of improvement with local management.

Application of HCAAT data for generating improvements in care is expected to take time, for example over a 12-24 month's timeframe. Improvement in patient experience and care was highlighted as the overall aim. Question raised regards integration of HCAAT into existing reporting systems.

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Currently, HCAT Severity Rating and HCAT Harm Rating are recorded as mandatory data fields on the Complaints Management System (CMS), effective from January 1<sup>st</sup> 2021. These ratings will be available for analysis with complaint issue data.

## **6. CMS update by NCGLT**

Presentation on HCAT usage in relation to CMS, figures and training.

Analysis of complaints data has been welcomed by HSE Executive Management Team and the Safety & Quality sub-committee of the HSE Board. Complaint Managers, who provided complaints data for the HCAT Project were thanked for their contributions. HCAT data will be available to report on from the CMS for all formal complaints received from 1<sup>st</sup> January 2021. Training is available for user access on HSeLanD in the Discovery Zone within NCGLT resource section. Once CMS users complete the HCAT online webinar, further training is available via the HelpDesk. An audit of HCAT Severity & Harm Rating will take place in Q2 2022 regards accuracy of use with the 2021 logged data.

Question raised regarding availability of reports to ANDs from specific Divisions. Analysis by Division is possible but currently not feasible for NCGLT to provide to all ANDs. Question raised regarding the integration of more HCAT data fields to CMS. This may become a feature on the system, however the NIMS change control process for CMS has been disrupted. Further HCAT data fields may be integrated at a future point.

## **7. General NCGLT Update**

NCGLT Operational Plan 2022

Complaint Managers were thanked for their contribution and engagement with NCGLT during 2021.

a) **Learning to Get Better Self-Assessment returns** provide evidence that overall compliance with the Ombudsman's recommendations is improving.

The Hospital Group template may not be appropriate for individual hospital site assessment. A tailored site-specific template is being developed and should be available for the 2021 returns.

Deadline for return of self-assessment forms reflecting compliance position as at 31<sup>st</sup> December 2021 is due **31<sup>st</sup> January 2022**.

b) **Health Care Audit** will conduct audits on the Learning to Get Better self-assessment returns in 2022. Timeframe to be advised. Notice will be given well in advance to areas selected.

c) **2021 national feedback casebook** will be annual casebook due to the disruptions caused by COVID. Request for each CHO and HG to submit at least one case each to provide a total of 17 cases – minimum needed to produce the annual casebook. Support is available from NCGLT with submissions.

The publication of the casebook is under scrutiny by the HSE Board and is on the agenda for their bi-annual meeting with the National Director for Integrated Operations, the first of which is scheduled for February 2022.

Is it intended to revert to the publication of quarterly casebooks in 2022.

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d) **Your Service Your Say (YSYS) Policy Revision** is still open for feedback from Complaint Managers up to the end of December. Thank you to all who have contributed their comments, observations and suggestions to date. Request was made to anyone who has not yet responded to please provide their feedback, or confirm they have no feedback to offer. The next stage of the revision is to go to Patient/Service User groups for their input.

e) **Assessment of Need (AON) Policy** is in development stage. A policy framework is being devised and Complaint Manager input will be requested in early 2022.

f) **YSYS contact number change.** Update provided on ComReg's change to 1890 numbers coming in to effect in 2021. The YSYS contact number will change to 1800 42 55 55 on 1<sup>st</sup> January and all available YSYS resources will reflect the new number. The deadline has been extended for the operation of the existing 1890 number but all 2022 resources should reflect the new contact number.

g) **Mental Health Audit plans for 2021** were disrupted due to the public health situation. Plans will resume with CHOs and notice will be given in advance for preparation. A wider CHO/Hospital audit will take place towards the end of 2022.

**Any other Business:**

The AND thanked everyone for their efforts during 2021 and, on behalf of NCGLT, wished everyone a very happy Christmas.

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

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**Date of Next Meeting:**

The next meeting will take place on **Monday 7<sup>th</sup> March 2022.**