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**Minutes**  
**Complaints Managers Governance and Learning Forum**  
**10:00am-12:00pm Monday, 6<sup>th</sup> March 2023 via WebEx**

**1. Welcome:** The Assistant National Director, National Complaints Governance and Learning Team, opened the meeting by welcoming everyone present to the first forum meeting of 2023.

New group members were formally welcomed and introduced to forum members.

**2. Minutes from last meeting**

Minutes were agreed.

**Matters arising:**

(a) Complaints Officer and Review Officer Template Letters:

Complaints Officer and Review Officer template letter packs have been issued out to forum members. The template packs have been re-issued on the HSE website with minor changes implemented. Reminder to check the website to ensure you are using the most up to date version.

Issue regarding document searches via web search engines recovering older versions of the template letter packs has now been addressed by HSE digital and should not be an issue going forward.

(b) Nursing Home Survey Update: National Older Persons, unavailable to attend today's forum.

**Action:** Link in with National Older Persons prior to next forum scheduled for 29<sup>th</sup> May 2023 for an update regarding the HSE response report.

**3. Update from the Office of the Ombudsman**

The Ombudsman is pleased with the statutory and policy framework used to show how complaints should be dealt with. The casebooks were also praised in terms of learning from complaints. The Ombudsman is now one year in office and last week praised the HSE's robust complaints management system (CMS) in the Oireachtas and advised that he uses the CMS as an example for other organisations.

It was requested that going forward updates on compliance with Learnig to Get Better recommendations could be provided to the Office of the Ombudsman in a narrative format rather than the spreadsheet template.

The Ombudsman was thanked for the positive feedback and noted that the turnaround in terms of complaints management over the past number of years is testament to those present at the Forum in terms of their commitment and time.

**4. Case Study Presentation: South South West Hospital Group**

Apologies – Case Study will be deferred to next forum.

**5. Case Study Presentation: Dublin North City and County Community Healthcare (CHO DNCC)**

CHO DNCC presented on a recent case concerning an oral health complaint that was managed by Primary Care services. The Service User raised multiple issues, both clinical and YSYS which were successfully closed informally.

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## **6. Case Study Presentation: University of Limerick Hospital Group**

The PALS Manager assigned to the ED identifies emerging themes from complaints and feedback with the intention of improving the overall experience for patients and for the health service to learn from feedback. An example of one such theme that emerged was discussed as was the work that has been in progress to address this.

Forum members expressed interest in the sharing of the advice received from ASD Ireland as well as the care pathways for patients with additional needs identified as a result of this complaint.

**Action:** This information to be provided to NCGLT for circulation.

## **7. CMS Update and Capture of Point of Contact Complaints: NCGLT**

The NCGLT Data Quality Manager presented an update on CMS and a summary of available Q4 CMS data returns as well as an update in relation to Point of Contact Complaints.

It was highlighted, based on the data reflected, that pre-covid, the 75% KPI was being met but that this has now reduced considerably. Areas need to determine the factors that are impacting on achieving their KPI and address these. However, it was also noted that percentages appear to have increased for this quarter.

Forum members identified issues such as difficulty in closing off GP complaints as well as high staff turnover as possible contributions to the decrease.

## **8. Update on AON: Disability Complaints Officer, NCGLT**

The Disability Complaints Officer presented on Assessment of Need complaints including end of year statistics for 2022 as well as an update on the Assessment of Need (AON) Complaints Policy.

## **9. Discussion Topics:**

### **(i) Ombudsman's Learning to Get Better Recommendations – Improvement Plan Working Group: Ireland East Hospital Group**

IEHG proposed a working group to come together to develop QIPs (Quality improvement plans) for some of the recommendations that services are finding difficulty with implementing.

It was agreed that this would be a good idea and that learning is to be had in different Hospital Groups sharing information. Feedback was sought on whether there would also be interest from a CHO perspective. A forum member advised it could be looked into within an existing group from a CHO perspective.

**Action:** NCGLT and IEHG to discuss offline regarding how to progress before next meeting.

## **8. General Update**

### **a) GP Complaints**

National Contracts Unit has commenced developing a complaints management policy template. The National Contracts Unit have advised that following legal advice the HSE

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can proceed to investigate GP complaints under Your Service Your Say in the interim and are getting the formal written legal advice which will be circulated once received.

b) **New Regulations for Designated Centres effective as at March 1<sup>st</sup>**

S.I. No. 628 of 2022 Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) (Amendment) Regulations 2022 came into effect on 1<sup>st</sup> March 2023. The updated regulations are to support and promote a more standardised approach to complaints management. The changes also support residents in private nursing homes by providing access to patient advocacy services.

c) **YSYS Policy / Unreasonable Complainant Behaviour Policy**

Update provided in relation to the YSYS policy and advised the policy is currently with Trade Unions.

Updated provided also in relation to the Unreasonable Complainant Behaviour policy and that same is sitting with the HSE Executive Management Team. In the interim the HSE Policy for dealing with vexatious complaints remains in place if required.

d) **YSYS Materials**

Update provided in relation to the re-design of YSYS suite of resources and advised correspondence will be circulated when new materials are in place. Once in place, new materials / publications will be available to order via the same means as the current suite of resources from [www.healthpromotion.ie](http://www.healthpromotion.ie)

Once new resources are in circulation there will be an intervening period of time where the old contact number will be diverted to the new contact number.

A forum member queried who will guide out on / oversee the replacement of documents and resources within services. It was advised that this will be an agreement at local level in terms of designating staff within local areas to oversee same.

e) **Quarter 1 Casebook deadline: 28<sup>th</sup> March 2023**

## **9. Any other Business:**

Those attending and presenting today were thanked for their time and contribution.

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

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