

# Complaints Managers Governance and Learning Forum

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Monday, 23<sup>rd</sup> September 2019

## **Welcome:**

The Chair of the Forum opened the meeting by welcoming everyone present and passed on the apologies for those unable to make the Forum. Everyone introduced themselves around the table.

## **1. Minutes from last meeting:**

Minutes were agreed.

## **2. Matters Arising:**

NCGLT met with the Ombudsman who was very complimentary of the YSYS programme of work and spoke very highly of the Complaints Managers' work to date as champions of Your Service Your Say and of the work being carried out at the Forum. The Ombudsman hopes to attend a Forum in early 2020

The 2<sup>nd</sup> edition of the HSE National Complaints Casebook is now up on the HSE website. A HSE All Staff Broadcast will be issued to publicise same. The HSE CEO acknowledged and valued the feedback and recognised the significant amount of work that has been invested to ensure the casebooks are produced. . NCGLT also acknowledged the improved submissions to the second casebook.

The memo issued by the HSE's Chief Clinical Officer in September was read out to the Forum which highlighted that the implementation of the revised YSYS policy was not uniform across services and subsequently is impacting on the HSE's capacity to deliver a responsive feedback system. The Forum Chair acknowledged the significant amount of work achieved to date but that further efforts were needed to build on this.

It was highlighted that the memo that referred to the requirements of each CHO and HG having a full time position Complaints Manager, as opposed to it being an add-on role to another positions within the service.

The Chief Clinical Officer stated that the use of the CMS is mandatory. NCGLT stated that they will not accept any data other than that on the CMS and that audit of the YSYS process will commence in 2020.

## **3. Presentation:** Sage Advocacy

The presentation gave Forum members a background and explanation of the work of Sage Advocacy in addition to profiling their activity data. The presenters set out the aim of the advocacy service and the types of issues received. They also outlined that they assist clients in their complaints and reviews.

The Forum were interested in finding out if Sage Advocacy could report to the HSE on the types of issues being dealt with as this would assist in identifying where improvements could be made. Sage Advocacy highlighted that delays and updates regarding complaints handling was a current issue.

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### 4. Update: Complaints Management System, NCGLT

#### 2019 Complaint Data

The findings of the analysis of 2019 Complaints Data to date were presented. There was no major change from 2018. It was noted that some areas had stated that fewer Stage 2 complaints were logged.

#### CMS Usage/Training /Reports

It was noted that the CMS is still not being utilised to its fullest. NCGLT are providing various training programmes, including Train the Trainer courses.

Under the Ombudsman recommendation #30, each area is to provide a six monthly report on the operation of the complaints system. NCGLT will produce an annual report analysing the Health Services' compliance with Part 9 of the Health Act, 2004 and will assist any area that want support in the creation of local reports.

#### Data Collection

Data for the CEO's Annual Report is to be collected for 2020. Each area was informed that Stage 2 complaints data would be pulled from the CMS on the 14<sup>th</sup> February 2020. Each area is expected to provide Stage 1 data through compilation of the *POC Complaint Resolution and Escalation Form* or from other such methods used to record Stage 1 complaints.

#### Website Audit

Audit findings were presented. A brief report was sent last week to the Complaints Managers in each Hospital Group of web content that should be modified to address the concerns expressed by the Ombudsman in his Progress Report.

#### AON

It was noted there has been a significant increase in 2019 in complaints made with regard to the failure to provide or to fully provide services specified in the service statement. The status of AON ground 4 & 5 complaints by area was presented. Each CHO has been asked to nominate an appropriate contact point so National Disability Complaints Officers can keep each area informed regarding complaints received and the outcomes of investigations.

#### HCAT Project

Each CHO and Hospital Group has been asked to contribute anonymised complaints from across their services. Anonymisation and subsequent analysis of sample complaints received to date is underway.

### 5. Complaint Case Study Presentation:

A case was presented which showed how, following receipt of a complaint, an issue was highlighted that affected service users with a hearing impairment. The resulting service improvements have made a vast difference to these service users and they are now able to avail of accessible options for contacting and being contacted by the service.

### 6. Networking and Feedback: NCGLT

#### (i) YSYS and Clinical Complaints

There was an informal group discussion on clinical complaints. Complaint assessment is crucial in identifying clinical elements and, where part of a YSYS complaint, the Complaints Officer will coordinate as set out in the guidance notes. Review options need to be carefully highlighted to complainants.

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### (ii) YSYS Vision

NCGLT will support Forum members to develop a vision for the National Complaints Governance and Learning Forum. It was agreed that a vision for the Forum would be beneficial.

**Action:** NCGLT to forward elements to be considered.

### (iii) Additional Topics

No further topics were proposed.

## 7. Ombudsman – HSE Casebook:

The Ombudsman is very impressed with the casebooks to date and stated that the Q2 Casebook was an improvement on Q1's. It was asked that we consider adding an editorial which was agreed.

## 8. CMGLF Update: NCGLT

- **Managing Unreasonable Behaviour** - This policy is almost complete and at final stages. All those who provided feedback were thanked. The Health Service Trade Unions & HSE Leadership Team are to review prior to final approval. An overview of the policy will be presented at the Train the Trainer programme on 1<sup>st</sup> and 2<sup>nd</sup> October.

**Action:** A document will be issued reflecting the feedback received and the outcome of the Steering Group's consideration of same.

- **Ombudsman Action Plans**

Hospital Group Ombudsman template is almost complete. Two issues from the Ombudsman were fed back to the Hospital Group Lead. Once finalised the HG Template will be circulated by the Lead.

CHO template was discussed. The issue regarding recommendation #17 point of contact complaints was examined and agreed that the recommendation needed to be included in the self-assessment. NCGLT to amend template to include #17 and circulate to CHOs.

**Action:** HG and CHO templates to be circulated. Due date for self-assessment returns is COB, Friday, 10<sup>th</sup> January 2020.

- **Joint Protocol for complaints management – HSE and TUSLA** – currently on-hold.
- **Case Study Presentation for December 2019** - A volunteer was sought and confirmed to present at the next Forum.

## 9. Any other business

Feedback from attendees at the Train the Trainer programme will be collated and considered in the YSYS Policy revision scheduled for 2020.

A question arose concerning the provision of additional slides for the HSE Land Effective Complaints Investigation module. Unfortunately, the module is complete and cannot be added to.

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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: - Monday 2<sup>nd</sup> December 2019**