

# Complaints Managers Governance and Learning Forum

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## Minutes from Complaints Managers Governance and Learning Forum, Monday, 24<sup>th</sup> September 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.

### 1. Minutes from last meeting

Minutes were agreed.

### 2. Matters arising:

#### (a) Ombudsman Action Plans

The Learning to Get Better Report will be printed in Q.4. The working group on evidence based compliance still needs to be established.

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

#### CMS Training and Reporting

In relation to CMS Training, 100 training sessions have taken place to date and 570 people have been trained.

#### CMS Clinics

The plan going forward is to set up CMS Clinics where people will receive help in logging complaints on the live system from beginning to end.

**Action:** Schedule for clinics to be sent out.

#### CMS Data

The issue of data going up on the system is now on the risk register. The CHO areas are particularly poor on inputting the data. Some areas have nothing up. The issue has been escalated. This is a priority issue going forward.

In relation to the difference between last year's and this year's figures, it was felt that some areas had been logging informal complaints which would explain higher numbers. We have a template for informal complaints logging now. It was also mentioned that in some areas, a number of departments are collecting the same information and people are confused as to who is collecting what, e.g., QPS etc. We gather data directly and there is a clear pathway in place for this. In CHO 3, incidents are logged with QRPS and complaints on CMS.

**Action:** A request will be sent to each CHO to explain the disparity between their returns for this year and last year's figures.

**Action:** NCGLT to circulate list of who is set up on the CMS system.

**Action:** NCGLT to circulate link to locations.

#### Helpdesk

There is now a helpdesk for CMS queries. The number is (061) 483303.

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## HCAT

The HCAT system was developed in the UK in relation to acute complaints. This needs to be tailored for the Irish context and also to include CHO complaints.

To be statistically viable, 835 complaints by county and by region will have to be analysed and 1200 for the hospitals.

Anonymisation is a huge part of this and it will be undertaken by the NCGLT office.

There is a lead in each area for accountability purposes. It will have to be re-visited as a result of organisation changes.

## Self Assessment Checklists

NCGLT asked for feedback on these as they had been distributed at the last meeting for onward circulation.

Some CHO areas felt that there was a lot happening nationally. Some areas are still establishing structures. Summer holidays also affected getting back feedback on same.

**4. Presentation: Key Learnings following publication of an anonymised investigation report:** National Incident Management and Learning Team/HSE Quality Assurance and Verification Division.

**5. A Guide to Child-Centred Complaints Handling,** Office of the Ombudsman for Children

The Office of the Ombudsman for Children presented on the newly developed guide to child-centred complaints handling and gave everyone present a copy.

**Action:** If anyone has any feedback for the OCO, please forward to NCGLT.

## 6. Complaint Case Study Presentation:

This was deferred until the next forum due to time constraints.

**7. CMGLF update:** Suzanne Moloney, Complaints Governance and Learning Team

- **Learning Forms Evaluation**

There have been some issues with the POC form. It was suggested that the POC and POC Escalation Form be combined.

**Action:** NCGLT to arrange meeting in relation to hospital groups.

**Action:** NCGLT to combine POC and POC Escalation Form.

- **Ombudsman Action Plans**

8 out of 9 CHO areas and 3 out of 7 HG's have returned their plans for last year.

- **CMGLF 2019 dates agreed**

- **Case Study presentation rota for 2019 called for.**

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

NCGLT is still awaiting this information.

### **8. Clinical Guidance:** NCGLT

This was deferred until the forum in December due to time constraints.

### **Any other Business:**

- At least half of the agenda for the forum should come from the Complaints Managers.
- It was suggested that a half an hour be factored in either during the course of the meeting or after the meeting for Complaints Managers to discuss items among themselves. This will be built in from the next meeting onwards.

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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 3<sup>rd</sup> December 2018.**