

# Complaints Managers Governance and Learning Forum

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**Monday, 2<sup>nd</sup> December 2019, 10.30am to 12.30pm**  
**Boardroom, Dr Steevens' Hospital, Dublin 8.**

## **Welcome:**

The Chair of the Forum opened the meeting by welcoming everyone present.

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

Minutes were agreed.

## **2. Matters Arising:**

### **Dial in by members**

Unfortunately, participation via teleconference is not an option for the Forum. There are only four forums scheduled per year with the dates provided well in advance. The Forum is also a valuable opportunity for members to network.

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

### **Training Reporting and Usage**

The findings of the analysis of 2019 Complaints Data to date (28/11/19) were presented. There was no major change from 2018. As a comparison between Hospital Groups and CHO, the Hospital Group figures look healthy. It was noted that the CHO areas have lower figures because the Point of Contact appears to be working well with less complaints going to stage 2.

User training will be ongoing for 2020 and dates are booked up to December 2020. The sessions are on a waitlist basis and refresher training and Train the Trainer training will also take place.

In relation to the CMS reports, report training will continue for 2020 and NCGLT will assist Complaint Managers to create reports and will welcome any feedback.

NCGLT will be extracting figures after 14/02/2020 for the annual reports.

A query arose as to the reporting of complaints to Management Teams and the Forum was asked how and if this was occurring. The overall response was positive, all Complaints Managers reported to their Management Teams but variance was noted as to how often this information was presented.

NCGLT will commence auditing in 2020.

NCGLT were asked for an audit template which would assist Complaint Managers for internal pre audits preparation.

**Action:** NCGLT to add new column to the data sheet to reflect the training given by the trainers. Reminders will be issued closer to 14/02/2020 deadline for CMS. NCGLT to produce audit template.

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## Healthcare Complaint Analysis Tool (HCAT)

A HCAT update was presented.

Everyone who has contributed to the analysis of complaints received to date were thanked and the Forum members were advised that if they still want to get involved but don't have the resources to anonymise their own complaints, that NCGLT will do the anonymisation.

A general interim report is currently being prepared and at the end of the project each CHO area will receive a separate report for their areas.

## 4. Complaint Case Study Presentation:

Deferred until next meeting.

## 5. Networking and Feedback: NCGLT

(i) YSYS Vision

Suggestions were identified by members such as collaborative working; the needs of the group and how to respond; building of resilience within the group. Presentations from outside the group are welcomed by members.

The vision is still ongoing and was agreed that it is to be added to the next forum agenda.

(ii) Additional Topics

Complaints Managers were asked to contribute more to the agenda of the Forum going forward.

## 6. CMGLF Update: NCGLT

### Ombudsman Action Plans

Final approved templates issued to CHOs, HGs and National Services. Request for returns reflecting progress made during 2019 to be submitted to NCGLT **by COB, 10<sup>th</sup> January 2020.**

The Ombudsman will be using these returns to compile a special health casebook in early 2020.

Reminder that the Ombudsman is due to attend the Forum in 2020.

### Managing Unreasonable Behaviour

Policy and guidance manual is complete. Both documents were presented to the Health Service Trade Unions at their NJC Policies and Procedures Sub Group meeting in November. The Unions have been given until 18<sup>th</sup> December to come back with feedback.

NCGLT will review any feedback received from Unions and submit updated drafts to National QAV who will then submit to the HSE Executive Management Team for final approval.

### Joint protocol with TUSLA

TUSLA advised NCGLT in November that the development for the protocol is being transferred to their Service Experience Team. The lead for this will now be Tusla's Service Experience & Feedback Team.

### Casebook

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The Forum Chair thanked everyone who contributed to the Q3 edition. However, submissions were down slightly. The Forum were advised that the HSE CEO is highly complimentary of the casebook and acknowledges the value of this to the organisation. The Ombudsman has also been very complimentary.

The Q3 edition has been published online and circulated to Complaints Managers. The casebook has also been issued to National QAV and onward to HSE Executive Management Team. A separate communication to each CHO, HG and NAS National Director regarding the availability of the Q3 edition of the casebook will issue this week.

Submissions for the Q4 Casebook is now open.

**Action:** Please submit cases for the Q4 casebook by the closing date of **Friday, 24<sup>th</sup> January 2020**.

### 5. Presentation by the National Appeals Service

The presentation gave Forum members a background and explanation of the work of the National Appeals Service. It set out their process and presented figures from 2018 and 2019.

### 6. Any other business

- Forum members were advised that the Ombudsman will be moving offices on December 13<sup>th</sup> 2019.
- Agenda items for next forum: 'consent surrounding GMS GP's' and 'advocating'
- Two complaint case study presentations to be scheduled for each Forum

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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> March, 2020**