

Complaints Managers Governance and Learning Forum

Monday, 2nd March 2020, 10.30am to 12.30pm
Boardroom, Dr Steevens' Hospital, Dublin 8.

Welcome:

The Assistant National Director of NCGLT opened the meeting by welcoming everyone present to the first 2020 Forum.

1. Minutes from last meeting:

Minutes were agreed.

2. Update: Complaints Management System (CMS)

The CMS Data for 2019 was presented. The first draft of the complaints data for the CEO's report has been sent to their office.

NCGLT are still finalising detailed complaints data and will email out for updates. NCGLT are also working on reports for each area based on analysis from CMS data only.

Both CHO areas and Hospital Groups were complimented on the work to date as well as for the volume of data being recorded.

The number of staff trained on the CMS since 2015 was presented. Training is ongoing for 2020. NCGLT will also continue with Report Training sessions.

'Point of Contact' complaints were discussed and noted that lots of work had been done to date.

Training Reporting and Usage

Three CMS training sessions have taken place to date this year. The importance of identifying the correct people for training was highlighted.

HCAT

All who have sent in complaints for analysis were thanked. It was stated that there is on average at least 2 problems per complaint. NCGLT will be contacting all areas for further data collection.

It was highlighted that other areas are interested in the CHO project - such as NHS Northern Ireland. NUIG to link in with NCGLT on same.

3. National Director, Quality Assurance and Verification

The National Director welcomed all at the Forum and thanked the group for their efforts to date. The importance of learning from each other and sharing that learning was stressed. The National Director advised that the Safety & Quality Committee of the Board has taken an interest in the work of the Forum. The Committee value the information received from NCGLT which provides an important measure on how our Health Service is performing. The S&Q Committee will continue to be briefed on developments.

4. Complaint Case Study Presentation:

South Dublin Kildare and West Wicklow Community Health (CHO 7) presented a case on a foreign visitor to Ireland who on discharge from hospital experienced difficulties in trying to fill a prescription.

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The issues that emerged raised discussion around the table. This case demonstrated how a local issue can have national implications.

The Assistant National Director acknowledged this excellent example of a learning case and highlighted again the valuable opportunity that case studies offer to learn from experiences in other areas that can be taken back by the Complaints Managers to their areas for onward sharing and learning.

5. Resilience and Stress Management Presentation

This presentation was requested via feedback from Complaints Managers and was welcomed by the group.

6. Complaints Managers Workshop

While attendance at the Forum is mandatory, a position supported by QAV and the HSE's Chief Clinical Officer, members were reminded of the value of the Forum to them as an opportunity for coming together with their peers and protected space for support, networking, learning and sharing.

Workshop:

Forum members were divided into groups, each with a facilitator. Groups reviewed the structure and format of the Forum as well as examining the role of the Complaints Manager and brainstormed any improvements or supports that were needed.

Action: All the anonymised comments and suggestions will be collated by NCGLT and suggestions for how to action these will be issued to Complaints Managers.

7. Forum Topics (raised by members)

Due to the extended time taken up by the workshop, all items were deferred until the next meeting.

8. Update by NCGLT

- A reminder was given for any outstanding submissions of the Ombudsman's Self-Assessment Returns.

The Ombudsman will be producing a health casebook and will need to incorporate these returns.

- The Ombudsman issued an apology that he could not be in attendance at this Forum. NCGLT will issue a formal invitation to the Ombudsman to attend the next Forum in June.

The Ombudsman advised of a new email address for complaints - complaints@ombudsman.ie

- Casebooks for Q4, 2019 are complete and due to be published in the coming days. 11 cases were submitted, a drop from Q3. Members were reminded that submissions will be sought at the end of month following each quarter. It was advised to members that casebooks are now being requested at National Level to see what areas are contributing each quarter.

It was also requested for more narrative to be supplied when submitting cases so the reader is brought on a journey; what the complaint was about, how it was investigated and what learning was identified as a result.

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Compliments should also be included in the Casebook where there is learning to be had from where services are demonstrating good practice.

The Quality and Risk Committee of the HSE Board wanted to see learning being shared not just from complaints arising from poor practice but also where good practice is evident with the potential to be replicated across our services.

Towards that end, the casebook is to be renamed from the HSE National Complaints Casebook to the **HSE National Anonymised Feedback Learning Casebook**.

The deadline for submissions for cases for Q1 2020 will be April 24th 2020.

- Updated policy on Managing Unreasonable Behavior by Complainants within Your Service Your Say – currently with the HSE Executive Management Team for approval.
- Volunteers were sought to present at the June forum

Forum Concluded.

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