
Minutes
Complaints Managers Governance and Learning Forum
9:45am-12:15pm Monday, 7th March 2022 via WebEx

Welcome: The Assistant National Director, Patient and Service User Experience, (OPI), opened the meeting by welcoming everyone present to the first meeting of 2022. It was noted that the virtual meetings format has proven convenient and may continue with the possibility of some in-person meetings to allow for greater collaboration.

Action: Circulate survey to seek input on preferences regarding an in-person Forum.

1. Minutes from last meeting

Minutes were agreed.

2. Matters arising:

- (a) Protocols document for engaging with the Office of the Ombudsman is not yet approved however is in progress with the office of the Ombudsman. The newly appointed Ombudsman has indicated that he will attend at a future Forum.
- (b) Mental Health Audit was planned with specific CHOs to whom pre-audit questionnaire had been circulated previously. On-site visits are due to be arranged in the coming weeks to conduct the audit.
- (c) Review of HCAT data use is due to commence shortly.
- (d) A similar MoU protocol to that developed between PAS and HSE is currently on hold with SAGE.

3. Presentation from Patient Advocacy Service:

Presentation on the learning from complaints handled by Patient Advocacy Service in 2021 and trends outlined.

A question was raised in relation to HSE services and voluntary funded services where the complaints pathway was not in line with Your Service Your Say. Voluntary agencies should provide for complaint handling as per the requirements of their funding arrangements including any direct involvement with children or vulnerable persons and if they have paid employees.

Action: Guidance for Voluntary Agencies and complaints handling to be circulated.

A question was raised in relation to PAS roll-out to Community Healthcare Areas. Current focus is on public nursing homes for the next 12 months, and then private nursing homes and mental health services. It was noted that in the past two years during Covid restrictions, in some cases nursing home patients were not aware of PAS and could benefit from this support. The roll-out had only begun in this period and is projected to reach all public nursing homes by June 2022. The advocacy service has proven to be so beneficial, in particular during the Covid restrictions.

A request was made for PAS posters to be in a larger format than A4 for more effective promotion.

Action: NCGLT to liaise with PAS to assist where there are issues regarding engagement or cooperation from HSE services.

4. NCGLT update on 2021 complaints data, CMS and HCAT and new KPI For 2022:

Available data was presented for 2021 formal complaints and issues raised. Point of contact noted as the first opportunity for staff to resolve complaints.

Use of the Complaints Management System (CMS) was affected by service-wide IT issues in 2021 resulting in some complaints not logged to CMS and returned on spreadsheet template instead. HCAT Ratings for Severity & Harm Level are available for analysis only on CMS data.

KPI for Recommendations introduced in 2022 as a result of greater focus at Executive level on learning and on improvement plans. “Your Service Your Say - % of complaints, where an improvement plan is identified as necessary, is in place and progressing”.

Concerns raised in relation to the need for a technical group, technical guide, testing period for the new KPI, and mixed data sources. It was noted by a CM that the CMS cannot be made mandatory for all voluntaries which results in lower proportion of data available on CMS. It was noted that systems such as Datex can be configured for HCAT Ratings.

Action: NCGLT to develop user guide in relation to the technical aspects and implementation of the new KPI.

5. NCGLT update on AoN complaints and policy:

Presentation on Assessment of Need complaints and update on the development of the AON Complaints Policy. Question raised in relation to the figures on use of private service providers. Figures are available only on HSE services.

6. Research Translation Dissemination and Impact Implementation Group:

Presentation on the role and support provided to health researchers by the group. Relevance to the HCAT project was noted and also the willingness to collaborate with all stakeholders. Information on this support for research and knowledge transfer welcomed by the Forum.

7. Case Study Presentation: CHO

Presentation of the findings from the independent investigation of a multiple complaint case. Importance of adhering to the YSYS complaints handling process to manage complaints at the earliest stage possible was highlighted.

8. Case Study Presentation: Hospital Group

Presentation on quality improvement in complaints management within the Group. The sharing of learning with the Forum was welcomed. The importance of establishing realistic expectations at the outset of complaints handling was highlighted as best practice.

9. NCGLT overview of Your Service Your Say Activity 2021:

Presentation on YSYS activity trends. Unprecedented demand on YSYS service over the past year, mainly due to the impact of COVID, which greatly impacted timeframes on forwarding feedback to the relevant services. Further resources have been provided to handle the increased level of interactions handled.

10. General Update

- a) Discussion item tabled regarding translator issues. Reference to Service Level Agreement advised in relation to any queries on service quality.
- b) Management of GP Complaints. Discussion on the handling of GMS GP/Dental Service complaints which raises difficulty as YSYS process is applied to non-HSE contracted services, also relevant for some Screening Services.
- c) No Wrong Door – accessing complaints process.
- d) Training: Available modules and developments - signposting to HSeLanD YSYS modules (search term 'Complaints') and in Hubs & Resources section within Discovery Zone (search term 'NCGLT').
- e) Casebook Submissions (Learning forms and webinar) – 2022 Casebook submission deadline 31st March

Action: Forms for Learning to be circulated to Forum Members.

Any other Business:

AND, Patient and Service User Experience, OPI, thanked all those attending and presenting today.

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

Date of Next Meeting:

The next meeting will take place on **Monday 30th May 2022.**