
Minutes
Complaints Managers Governance and Learning Forum
10:00am-12:30pm Monday, 25th September 2023 via WebEx

1. Welcome: The Assistant National Director, National Complaints Governance and Learning Team opened the meeting by welcoming everyone present to today's forum.

2. Minutes from last meeting

Minutes were agreed.

Matters arising:

New HSE Structures: The changes and challenges of the proposed new HSE Centre future structure circulated by the CEO were discussed.

The proposed new structure sees NCGLT remain in the Centre as the governance and assurance model for complaints going forward. There is a 2 week period of negotiation and discussion. The positive is that complaints remain a visible / high level issue at the forefront of the organisation and this framework going forward.

Action: Circulate new structure document to group members.

Moritorium Concerns: Forum members raised concerns regarding resources within complaints due to posts not being filled as a result of the current moritorium. The positive of putting complaints at the centre is negated by not being supported locally to make that happen in terms of resources. A suggestion was made to audit the amount of complaints / complexity of complaints comparative to resources. The concern was acknowledged however resourcing issues were highlighted with regard to difficulties in carrying out audits.

Unreasonable Complainant Behaviour (UCB) Policy: No update in relation to the UCB policy. The policy remains with the Senior Management Team in terms of its approval.

Forum members highlighted the difficulties experienced as a result of not having the policy in place in terms of hours and resources taken up in dealing with unreasonable complainant behavior as well as the psychological impact on staff. Chris confirmed that NCGLT would continue to push for the publication.

A forum member suggested anonymising and documenting the nature of what is going on on the ground to highlight to the SMT the necessity for action on the policy.

3. ULHG update on ED Initiative: PALS, ULHG

PALS, ULHG presented an update in relation to the Autism and Intellectual Disability Care Pathway and the initiative's progress to date.

4. Case Study: CHO6

CHO 6 presented a case study in relation to communication and engagement, treatment and care and the benefits of a coordinated response from multifaceted complaints that extend across multiple disciplines / sites.

5. AoN Update: NCGLT

NCGLT presented an update in relation to Assessment of Need complaints including headline statistics, topical issues within AoN complaints and the status of the AoN complaints policy.

6. Discussion Topics:

(i) Casebooks: Saolta University Health Care Group

Concerns were raised regarding casebooks not being circulated to clinical staff and the learning not reaching where the learning should take place. The value of the casebooks were questioned and a belief was expressed that the value lies in the recommendations documented in the complaint reports. Opinions were sought from forum members regarding where we should go with this.

Forum members highlighted struggles with Complaints Officer's not being forthcoming with cases and the workload falling on the Complaints Manager to actively seek cases. It was suggested that an improvement process is required as it's not currently working how it should work.

The Assistant National Director (AND) of NCGLT advised there is a very clear vision in terms of what the casebook is about and is also one of the recommendations set out by the Office of the Ombudsman in Learning to Get Better and forms part of the LTGB self assessments. NCGLT took the lead from the Ombudsmans office in terms of having the casebooks and, at the time of the publication of the report, the DG of the HSE insisted upon implementing. The AND agreed that it has worked well in some areas and hasn't in other areas.

The AND of NCGLT advised that we create structures that go out into the system to allow for the learning to happen. If that is not happening or there are difficulties then that is something that we will have to work with areas on. In terms of the casebooks, these are worthwhile from an organisational point of view. All casebooks are sent to the board including the quarterly reports to the National Patient Safety Office and the Patient Safety Committee. We do present to the HSE Board specifically in relation to the casebooks and the learning.

The casebooks are circulated widely across the HSE and are sent out by communications quarterly. The previous CEO also issued a memo highlighting the importance of casebooks. The AND of NCGLT acknowledged that a dialogue needs to be had on how to improve the process however we won't be getting rid of Casebooks. He also highlighted the possibility of looking at a new CMS database system and a possibility of capturing learning on CMS in future. The current IT system does not have capacity to achieve this.

Action: Saolta to lead out on creating a subgroup to review process.

7. CMS Update: NCGLT

An update was provided in relation to CMS.

Forum members highlighted issues surrounding difficulties with CO's having the time to enter data in real time. It was agreed to share the quarterly dates that reports are run from CMS to provide a cut off point for CO's who are entering data retrospectively to avoid inaccurate data being reported.

The AND of NCGLT advised that CMS is a live database and NCGLT will have to provide information to the Business Intelligence Unit. The responsibility lies with the individual areas regarding use of the system and it should be live as opposed to retrospectively filled.

A forum member queried if there was an established methodology for the new KPI to strengthen the robustness of the data. NCGLT confirmed that an SOP is being drafted and will be circulated once completed.

Actions: Share dates for CMS quarterly reports to be run.
Share the KPI SOP once completed.

8. General Update

a) Update on YSYS Policy

There is no change in relation to the status of the YSYS policy and a union meeting is due to take place in approximately 2 weeks. It was highlighted that moving into REO territory may mean the policy may need to be future proofed.

b) YSYS Materials

An update was provided in relation to the new YSYS suite of resources. It is expected that the new resources will go to print this week. The ordering process for resources will remain the same from www.healthpromotion.ie

The YSYS feedback leaflets will also be accessible online in 24 languages and the YSYS poster will include a QR code which will bring service users to a HSE webpage containing links to the fillable PDF leaflet in those 24 languages.

The new 1800 number and 01 number for HSE Your Service Your Say will also be listed on all updated YSYS resources and all information for services on ordering the resources will be detailed in the communication piece that is to be sent to services when the resources are available.

9. Any other Business:

a) Clarification regarding online publication of CO details

Confirmation in relation to the necessity to making the CO names and contact information publicly available online and whether it would be acceptable to provide a generic email along with the Complaints Officer names was sought. Legal team have confirmed this is acceptable.

Action: Circulate the clarification provided by the legal team.

b) GDPR Issue

Clarification was sought with regard to complaints received via DOH as well as DOH seeking updates in relation to complaints that are in our system and whether there is a potential GDPR issue here.

It was confirmed that there is an agreement in place with the DOH and we are covered by this agreement.

Action: NCGLT will contact the HSE Data Protection Officer for an update to have confirmation of this agreement in writing. In the interim we can continue with the understanding that we are covered by this agreement.

Those attending and presenting today were thanked.

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

Date of Next Meeting: Monday 4th December 2023.

Please note Casebook submission deadlines below for 2023:

	• 27 th September 2023	• 20 th December 2023	
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