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**Minutes**  
**Complaints Managers Governance and Learning Forum**  
**10:00am-12:35pm Monday, 27<sup>th</sup> May 2024 via MS Teams**

**1. Welcome:** The Assistant National Director, National Complaints Governance and Learning Team, opened the meeting by welcoming everyone present to the forum and updated forum members in relation to some changes in terms of forum members.

**2. Minutes from last meeting**

Minutes were agreed.

**Matters arising:**

**Casebooks:** The Q1 casebook has been published online and circulated to the CM Forum members.

**Questions pertaining to Patient & Service User Experience presentation:** Responses to the outstanding questions for the Patient and Service User Experience were issued to the CM Forum group members along with the March Forum minutes and presentation slides.

**Department of Health presentation:** There weren't a substantial number of concerns submitted following the DoH presentation. NCGLT collated those returns and supplied all feedback from CM's unedited to the Department of Health. If any forum members wish to contribute further concerns / comments they can forward.

**3. Case Study – PCRS**

The Customer Relationship Management Unit, PCRS presented a case study in relation to 'Evidence Required' letters in the area of schemes. The presentation provided some general information in relation to PCRS services. The eligibility aspect of the PCRS was focused on the processing of medical cards and GP visit cards in relation to applications and reviews, the processing of drug payment scheme applications and long term illness scheme applications.

It was explained that over 40% of applications received are incomplete. It was acknowledged that the service do request a lot of information from applicants. Complaint queries and trends are monitored regarding additional information requests from applicants as part of continuous improvement measures to see how improvements can be made. Measures that have been put in place in order make the 'evidence required' information process easier for the applicant resulted in a 30% reduction in queries / complaints received from applicants. There was a Q&A after the presentation.

**4. Patient Advocacy Service – A Year in Review: Opportunities and Challenges:**

National Manager, PAS

The National Manager presented an update in relation to the Patient Advocacy Services. The manager outlined that PAS provides person centred and person lead free individual and confidential information, support and empowerment advocacy to service users of public acute hospitals and nursing homes wishing to make a formal complaint. Their remit has extended to public nursing homes following a change in regulations in March last year resulting in a phased rollout of the PAS service to public nursing homes.

It was confirmed that PAS will be rolling out a national advertising campaign this year which may result in an increase in engagement with the service.

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An overview of 2023 statistics was provided, complaints issues highlighted by service users experience as well as some examples of cases that highlighted service improvements.

Some feedback received by the service regarding collaboration and engagement was also shared with forum members and examples of stakeholder engagement.

### **Q and A after with the group.**

**Action:** PAS will pull information for NCGLT regarding data for Stage 2 complaints and how many of same escalated beyond Stage 2.

### **5. CMS Update – NCGLT**

An update was provided in relation to CMS including up to date statistics.

A forum member highlighted that although it's great to see the data it is not entirely accurate. It was highlighted that NCGLT has been working hard to link in to get all the information and it is up to CMS users to ensure information is gathered.

A forum member queried Complaints Officer numbers and suggested an audit of same. It was advised that Consumer Affairs may be able to supply that information.

### **6. Your Service Your Say update – NCGLT**

An update was provided in relation to YSYS with a focus on timeframes in forwarding service user correspondence.

It was noted that Complaints Managers had been expressing concerns relating to same as it has affected them meeting timeframes so it is good to see a reduction.

CHI advised that they are to introduce a traffic light system for complaints. The reasons for this are a 25% increase in number of complaints they have received, increased complexity of complaints and so they are working to deduce more acute complaints that need to be redirected. CHI also noted it was interesting to see the data presented, as the increases they are experiencing are similar to what YSYS have observed.

A discussion ensued in relation to governance of complaints issued via multiple pathways that can result in duplication of work. Forum members expressed concern in relation to complaints issued directly to the office of the CEO where the CEO has met with complainants without linking in with the local area / in cases where there were open complaints investigations ongoing at local level.

### **7. Any other Business:**

#### **a) Query: How do services respond to verbal complaints from Service Users where English is not their first language.**

NCGLT posed a question to the group with regard to management of verbal complaints from Service User's where English is not their first language in terms of streaming of information regarding the management of such complaints. It was requested that forum members comment with regard to same or possibly feedback to NCGLT via email after the forum.

It was noted that there would be pockets of areas that would have services available in terms of translators but it would be very difficult to put down a standardised message

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or response to the digital team. One forum member commented and agreed that although their service do have translation services those services are not always available at that one time.

**b) NCGLT update**

As of 12<sup>th</sup> June 2024 NCGLT will no longer fall under the remit of OPI and will fall under National Communications and Public Affairs from that date.

**c) Assisted Decision Making Act – consent**

The Office of the Ombudsman, posed a query to the group for general discussion regarding the Assisted Decision Making Act and whether the HSE has done anything to change the policy in relation to consent to reflect the Assisted Decision Making where somebody lacks capacity. Are the HSE ensuring that there is a decision making order in place?

Group members highlighted that the HSE ADM policy has been recently updated to reflect changes. The following link was also shared for reference;

*New National Consent Policy e-learning programme on HSeLand.ie and website [www.hse.ie/nationalconsentpolicy](http://www.hse.ie/nationalconsentpolicy)*

It was suggested that given the changes it may be beneficial to have a speaker invited back to the forum on Assisted Decision Making.

**Action:** Invite to be issued for a speaker on ADM for September forum.

**d) Giving names of doctors/nursing involved in care**

The Office of the Ombudsman queried whether naming staff involved in care is acceptable. NCGLT responded stating that the organisation is responsible to be open and transparent and that information would in normal circumstances be FOI-able.

**e) Public sector duty**

The Office of the Ombudsman recently launched their Public Sector Duty Manual in relation to Human Rights to show how they are implementing their public sector duty. The Ombudsman's representative queried whether the HSE have published theirs and also noted that if asked about human rights based complaints this is where that is coming from. Elimination of discrimination type questions.

NCGLT suggested that the Office of the Ombudsman return to the next forum to give a talk on same.

A forum member advised that they have completed training on Public Sector Duty and it is available to everyone from the Irish Human Rights and Equality Commission and is on their website. They are familiar with same as they made it part of their recommendations in response to a complaint that staff members be aware of their public sector duty under the legislation and the completion of that course. <https://www.ihrec.ie/our-work/public-sector-duty/>

**Action:** The Office of the Ombudsman will circulate its manual .

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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 30<sup>th</sup> September 2024.**

**Please note remaining Forum dates for 2024:**

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### 2024 Forum Dates

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| • 30 <sup>th</sup> September 2024 | • 2nd December 2024 |
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**Please note Casebook submission deadlines below for 2024:**

### 2024 Casebook Submission Deadlines

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| • 28 <sup>th</sup> June 2024<br>• 27 <sup>th</sup> September 2024 | • 20 <sup>th</sup> December 2024 |
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