
Minutes
Complaints Managers Governance and Learning Forum
10:00am-12:10pm Monday, 29th May 2023 via WebEx

1. Welcome: The Assistant National Director, National Complaints Governance and Learning Team, opened the meeting by welcoming everyone. New group members were formally welcomed and introduced to forum members:

2. Minutes from last meeting

Minutes were agreed.

Matters arising:

(a) **Nursing Home Survey Update:** National Older Persons provided an update in relation to the Nursing Homes Survery. Key themes which arose from the survey were highlighted as were the Quality Improvement Plans that are being put in place in response to same. The overall survey feedback had been very positive. The function of Service User Experience within Operational Performance and Integration (OPI) is being enhanced and developed. A National End of Life Survey is also currently underway.

A forum member highlighted the ads currently circulating regarding the Patient Advocacy Service (PAS) will contribute to enhanced awareness of advocacy within services.

3. CMS Update: update provided in relation to CMS data including Q1 2023 KPI data.

4. Service User Experience: A Service User presented insight of the 'Your Service Your Say Journey' from the perspective of the Service User from their personal experience in navigating the YSYS process as well as their experiences from an advocate perspective.

5. Patient Advocacy Service: Successes and Challenges – A Year in Review.

The National Manager of the Patient Advocacy Service, presented an update on the Patient Advocacy Service (PAS) including the key issues highlighted by Service Users' experience.

A forum member highlighted the issue of communicating action plans to the Service User, reflecting the learning from their complaint. The member emphasised the language used in communicating with Service Users and awareness of communication preferences; being conscious of any literacy issues, etc. of the person providing feedback. It was also highlighted that staff on the ground do not have enough information regarding advocacy services.

6. Discussion Topics:

(i) Managing Difficult Calls:

A forum member shared a presentation regarding guidance and tools in dealing with difficult calls or interactions including advice on how to navigate such interactions and suggestions regarding what should be avoided and de-escalation tips.

7. General Update

a) Update on YSYS Policy

An update was provided in relation to the YSYS policy and that it was currently with National Joint Council – Staff Panel (Health Service Trade Unions) as an issue has been raised which is beyond the remit of NCGLT to address. The issue has been escalated and a response is awaited.

It was also advised that there is no further update in relation to the Unreasonable Complainant Behaviour policy from the HSE Executive Management Team.

Action: Seek further update

b) GP Complaints – Update

An update was provided in relation to GMS GP Complaints. The National Contracts Office have liaised with the Irish Medical Organisation and the IMO are fully supportive of GMS GP's dealing with their own complaints under their own complaints policy as set out in the 2019 Agreement. The HSE is not to have any hand in GP complaints going forward unless the complaint relates to a contractual issue. Contractual issues do not fall under Part. 9 of the Health Act meaning those complaints will not be dealt with via the YSYS pathway. Letters will be issued imminently regarding same and any complaints received will be directed back to GP's.

A forum member queried how services will be informed of the GP complaints pathway. It is yet to be determined how same will be communicated and the group will be informed once decided. The YSYS national team will be communicating same to those contacting the service and it will be included in the updated policy.

c) YSYS Materials

An update was provided in relation to the re-design of YSYS suite of resources including the change of telephone number for YSYS to the new Freephone number with a deadline of 30th November 2023. This means that from 1st December 2023 the previous 1890 number will no longer be in operation and will no longer re-divert the caller to the new 1800 number.

The poster / leaflet design are in the final approval stages with an aim for the suite of print resources to be available in August 2023. The ordering process for resources will remain the same from www.healthpromotion.ie

d) Quarter 2 Casebook - case submission deadline: 28th June 2023

8. Any other Business:

A forum member highlighted that the new resource provided by patientsafety.ie appears to be a duplication of the YSYS Casebook. It was queried if same related to incidents rather than complaints / patient feedback. The forum member advised that they are calling for everything, not simply incidents.

Action: To be reviewed

All those attending and presenting today were thanks for their time.

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

Date of Next Meeting: Monday 25th September 2023.

Please note Forum dates and Casebook submission deadlines below for 2023:

| Remaining Forum 2023 Dates | | | |
|-------------------------------------------|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|--|
| | <ul style="list-style-type: none">• 25th September 2023 | <ul style="list-style-type: none">• 4th December 2023 | |
| Casebook Submission Deadlines 2023 | | | |
| | <ul style="list-style-type: none">• 28th June 2023 | <ul style="list-style-type: none">• 27th September 2023• 20th December 2023 | |