
Minutes
Complaints Managers Governance and Learning Forum
10:00am-11:40am Monday, 4th December 2023 via MS Teams

1. Welcome: The Assistant National Director (AND), National Complaints Governance and Learning Team, opened the meeting by welcoming everyone present to the final forum of 2023.

2. Minutes from last meeting

Minutes were agreed.

Matters arising:

New HSE Structures Update:

The AND of NCGLT advised that since our last meeting that another iteration of the proposed new HSE structures was distributed by the Office of the CEO. He advised that he has not had the opportunity to discuss the new structures with the national Director of Operational Performance and Integration to date. However, it appears to be final that Your Service Your Say / Assessment of Need will all sit now under the National Director for Communications and Public Affairs.

It does appear that there will be a direct link in to Senior Management Team as the National Director for Communications and Public Affairs sits on that team.

A forum member queried whether this means that complaints will transfer over to the communications teams to manage locally. The AND of NCGLT confirmed that this would not be the case. This only means that the corporate office (NCGLT) and the roles within the NCGLT office will fall under National Communications and Public Affairs. At this point it does not appear there will be any change to the operational structure, only the corporate structure. The new REO's, once they take up office, may make decisions in relation to operational structures but at this stage it doesn't appear there will be any change to the current operational structure.

Casebooks Sub Group:

Following the previous forum where concerns were raised regarding the process surrounding the casebooks it was discussed that a sub-group could be established to review the current process. Saolta has agreed to co-ordinate. The AND of NCGLT highlighted that the casebooks will continue, however, if people felt there was a better way of doing things or that could add value to the casebooks then this would be a way to start the discussion – making the casebooks more impactful within the organisation being the aim.

3. Case Study: SAOLTA University Hospital Health Care Group

A case study was presented in relation to the management of a serious and complex complaint received by the hospital group and the outcome and learning derived from the complaint.

The AND of NCGLT highlighted that the complexity of cases and the level of work and time commitment put into complaints behind the scenes to manage a complaint and turn it into a more positive experience is often not acknowledged. He complimented the management of this case in terms of allowing the complainants the opportunity and space to grieve as well as holding services accountable as necessary and implementing the learning arising.

The presenter confirmed that the learning in terms of the ED support pack was informed by the End of Life Co-ordinator and this ED support pack is now being replicated across all hospitals within the SAOLTA hospital group.

4. AoN Update: NCGLT

An update was presented in relation to Assessment of Need complaints including an overview of statistics, the complexity of complaints emerging and legal complaints, topical issues within AoN complaints and the status of the AoN complaints policy. It was also highlighted that the approval for 2 staff has been pulled due to the current HSE staffing embargo.

Forum members queried the financial implications in relation to financial penalties incurred from legal cases due to the backlog of AoN complaints which could be used towards additional staff. This has been highlighted, however, to date the recruitment of the additional staff remains on hold.

5. CMS Update: NCGLT

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

The group were advised that the AoN team has lost a CMS team staff member, and due to the current embargo the position will not be filled. For this reason the team advised that they may not be in a position to be as prompt with assistance and queries.

6. General Update

a) Update on YSYS Policy & Unreasonable Complainant Behaviour Policy

It was advised there has been no further movement in relation to the Unreasonable Complainant Behaviour policy as well as our Your Service Your Say policy which currently remain with the unions. A new date for a meeting to progress the policy will likely be early in the new year at this stage.

b) YSYS Materials

It was advised that email broadcasts had issued through communications and that the YSYS public telephone number has now changed. The new numbers are now in operation and the new print materials are available now via Health Promotion. For those who have not submitted orders for materials to date, they were encouraged to do so and to ensure within own their respective areas that the old resources are removed as the contact numbers on those resources are no longer in operation. Members were thanked for their cooperation during this process.

7. Any other Business:

a) DOH Complaints

It was confirmed that there is an agreement in place in relation to complaints submitted via the Department of Health But we did email the HSE Data Protection Officer to get their standpoint on this. The response from the Data Protection Officer was read out and outlines that they do not see any difficulty in the HSE accepting complaints from the DOH where the subject matter relates to a HSE service or function. However the HSE must rely on a lawful basis to share personal information. This means that if a complaint comes in via the DOH then it will be sent on and the Complaints Officer will establish consent as per normal. If the DOH seeks an update then you may share the non personal update of the information but also if you need to share more you would always do this with the consent of the complainant.

Action: Forward the email response from the HSE Data Protection Officer.

b) GMS GP Complaints Update

The HSE do not manage GMS GP complaints under YSYS.

Complaints relating to breach of contract will be managed by the HSE in line with the process set out under the 2019 GP agreement.

Complaints, other than those relating to contract issues will be handled (investigated / reviewed) by the GP practice under their own Patient Centred Complaints Handling Policy as provided for under the 2019 GP Agreement.

The Ombudsman was contacted in relation to the options available to a person should they be unhappy with the outcome of a GMS GP complaint handled under the GP's patient centred complaints policy. The response from the Office of the Ombudsman was read out. It is the view of the Ombudsman's office that they do not have remit over such GP complaints and so patients should not be directed to their office for a review of their complaint. The only actions they will look at is if the GP is given a function under an enactment, statutory instrument or charter. The Office will continue to investigate GP complaints in relation to the GMS contract (i.e. did they follow proper procedures in relation to the patient on/off their GMS list.)

Action: Forward the email response from the Office of the Ombudsman.

c) Learning to Get Better (LTGB) Templates

The master templates will be issued in the next week or so for CHO's. It was advised that NCGLT and the IEHG group have been working on the LTGB templates for the hospital sites. Individual hospital sites should be indicating their compliance with the various recommendations while Hospital Groups should provide just a commentary on what they are doing to support individual sites in achieving compliance.

Action: Draft Hospital Site / Hospital Group templates for feedback to be issued.

d) Casebooks

Casebooks are due on the **20th December**. While the most recent edition of the casebook was very good, the case submitted came from a very limited pool. It was requested that contributions from across services be increased. The significant learning to be shared from presenting casebooks was highlighted.

Everyone was thanked for their contribution throughout the year and wished a Happy Christmas.

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

Date of Next Meeting: Monday 4th March 2024.

Please note Casebook submission deadlines below for 2023 / 2024:

Q4 Casebook Submission Deadline			
20 th December 2023			
2024 Forum Dates			
• 4 th March 2024	• 27 th May 2024	• 30 th September 2024	• 2 nd December 2024
2024 Casebook Submission Deadlines			
• 22 nd March 2024	• 28 th June 2024	• 27 th September 2024	• 20 th December 2024