



# NCGLT News

Your Service  
Your Say

## National Complaints Governance & Learning Team



## Learning to Get Better (Ombudsman, 2015)

**REMINDER**

**Date for return of 2020 Self-Assessment Templates is Friday, 30th April 2021**

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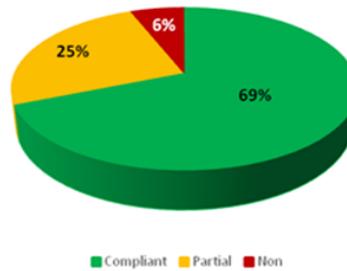
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The Ombudsman’s report, Learning to Get Better, An investigation by the Ombudsman into how public hospitals handle complaints’ set out 36 recommendations to improve listening, responding and learning from feedback.

The Ombudsman developed a self-assessment template to be completed by Hospital Groups and Community Healthcare Organisations to track their progress with implementing the recommendations applying to the delivery system.

For 2019, the HSE assessed that it had achieved 69% compliance against recommendations with 25% being progressed (partially compliant) and 6% yet to be addressed (non-compliant).

HSE Overall Compliance



Compared to 2018 this represents an increase of 11% in compliance and consequently a decrease in partial compliance and non-compliance of 5% and 6% respectively demonstrating the continued efforts of the HSE to achieve full compliance. The highest levels of non-compliance across both CHOs and HGs fall under the headings of Process (5 recommendations) and Learning (3 recommendations) under Learning to Get Better.

**Left: Overview of HSE Overall Compliance**

**Below: Overview of Community Healthcare Organisation (CHO) and Hospital Group (HG) Compliance for 2019**

CHO High Full Compliance	CHO High Partial Compliance	CHO High Non Compliance
CHO 4 - 28	CHO 6 - 16	CHO 1 - 5
CHO 5 - 28	CHO 2 - 12	CHO 6 - 5
CHO 3 - 26	CHO 8 - 11	CHO 8 - 1
CHO 9 - 25	CHO 7 - 10	CHO 9 - 1

**Non Compliances: # 10, 16, 18, 22, 25, 32, 34, 35, 36**

HG High Full Compliance	HG High Partial Compliance	HG High Non Compliance
ULHG - 25	CHI - 13	CHI - 6
RCSI - 23	SAOLTA - 12	IEHG - 5
DMHG - 22	SSWHG - 8	SSWHG - 3
SSWHG - 18	DMHG - 6	DMHG - 1

**Non Compliances: # 6, 16, 21, 22, 28, 30, 32, 34, 35, 36**

The AoN complaints process falls under the remit of the National Complaints Governance & Learning Team (NCGLT), within the Quality, Assurance & Verification Division (QAV) of the HSE. Below: An example of a DC1 AoN Complaint Form

## Assessment of Need Complaints

The Disability Act 2005, Part 2, provides for an Assessment of Need (AoN) process for children / young people who have, or may have, a disability, and were born on or after 1st June 2002; to determine the health needs occasioned by the disability, and to provide the available services in respect of those needs which the HSE has the capacity to provide.

There is a dedicated complaints process in place for Assessment of Need; management of that process falls within the function of NCGLT. This complaints process specifically applies in relation to one or more of the following:

a determination by the assessment officer concerned that he or she does not have a disability;

the fact, if it be the case, that the assessment under section 9 was not commenced within the time specified in section 9(5) or was not completed without undue delay;

the fact, if it be the case, that the assessment under section 9 was not conducted in a manner that conforms to the standards determined by a body referred to in section 10;

the contents of the service statement provided to the applicant;

the fact, if it be the case, that the

Executive or the education service provider, as the case may be, failed to provide or to fully provide a service specified in the service statement.

Complaints in relation to the above can be submitted to an AoN Disability Complaints Officer, no later than 3 months after the date on which the cause of the complaint has arisen, using a specific Complaints Form, which can be requested from the Assessment Officer or Liaison Officer or from aon.complaints@hse.ie. AoN Disability Complaints Officers are independent in the performance of their functions and can be contacted directly at aon.complaints@hse.ie or 045 880 400.

## NCGLT Webinars – Adapting to a new normal

NCGLT is tasked with developing the systems and supports to deliver on the HSE's commitment to provide an enhanced service user feedback process that is accessible and responsive as well as the mechanisms that enable the narrative and data from feedback to drive learning and quality improvement.

NCGLT have developed a number of webinars to support staff in managing complaints where face to face training is unavailable. These courses are now available to view within the Discovery Zone Hub on HSeLanD.

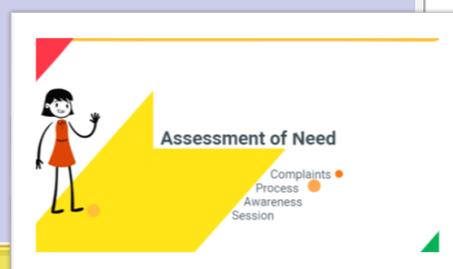
These courses include webinars on:

- ◆ Assessment of Need and Complaints Awareness Training
- ◆ Complaints Management System Training
- ◆ Telephone Etiquette and Tips for Managing Unreasonable Caller Behaviour
- ◆ Your Service Your Say Review Officer Training
- ◆ Learning from Complaints

### Assessment of Need Complaints Awareness Training

This course was designed to outline best practice for Assessment Officers and Liaison Officers in relation to Assessment of Need applications, based on the requirements of the Disability Act, 2005, S.I. No. 263 of 2007 and iHIQA Standards for the Assessment of Need.

The course also covers the role of the Complaints Officer under the Disability Act 2005 and the responsibilities of staff with regard to engagement with the Assessment of Need Complaints process.



### Complaints Management System Training

This course has been developed to support both existing and new CMS Users. It is made up of 14 sections and covers all aspects of use of the CMS from how to get a CMS account to creating/editing a complaints or review record, searching,

**Section 1** Introduction to the CMS

**Section 2** Accessing the CMS

**Section 3** Creating an initial record of a complaint

**Section 4** Creating a record of an issue within a complaint

**Section 5** Search for a Record

**Section 6** Edit a Record

**Section 7** Record a Recommendation

**Section 8** Attachments

**Section 9** Close a Complaint

**Section 10** Record a Review

**Section 11** Reports

**Section 12** Menus & Buttons

**Section 13** Troubleshooting

**Section 14** Useful Links and Contacts

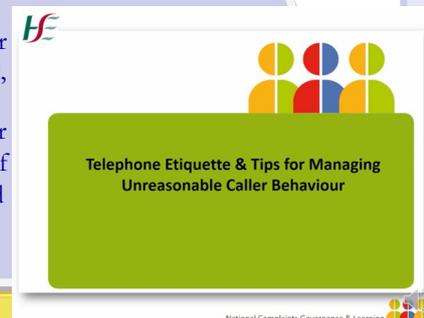


Section 1:  
Introduction

### Telephone Etiquette and Tips for Managing Unreasonable Caller Behaviour

This course was designed to outline best practice techniques for communicating with service users over the phone. It outlines best practice etiquette for answering calls, taking messages, placing a call on hold, the importance of actively listening and correctly closing a call.

This course also outlines best practice techniques for dealing with difficult or unreasonable clients over the phone and gives practical examples on how to respond to these types of callers. These type of callers include – the overly chatty caller, the angry caller, the confused caller, the persistent caller and dealing with abusive callers.



### Your Service Your Say Review Officer Training

This course has been developed to support Your Service Your Say Review Officers in undertaking their role in investigating complaints. It is made up of 11 key sections which have been specifically developed to support Reviewers from the moment a review is sent to them, right through the investigative process and to formulating the report at the end of the process. The topics

**Section 1** Your Service Your Say Policy Background

**Section 2** Your Service Your Say Policy Guiding Principles

**Section 3** An overview of the stages & background legislation

**Section 4** Functions of the Review Officer

**Section 5** The Review Process

**Section 6** Commencing the review investigation

**Section 7** Interview & Discussion skills

**Section 8** Making Findings & Recommendations

**Section 9** The Review Report

**Section 10** The Apology

**Section 11** The Complaints Management System



The Management of Service User Feedback for Comments, Compliments and Complaints, HSE Policy  
E-Learning Training for Review Officers



### Learning from Complaints

This course was designed to outline why learning from complaints is so important. It provides an overview of some of the initiatives that have been put in place across the HSE to facilitate the learning from complaints.



## Resources & Training



### Your Service Your Say: Complaints Handling Guidance for Clinical Staff

NCGLT have launched an interactive e-learning complaints training tool to assist all clinical staff in understanding the Your Service Your Say Complaints process and how individual clinical staff may become involved in it. The module is now live on HSeLanD.

The aim of the module is to:

1. Provide clinical staff with a clear understanding of the YSYS complaints process.
2. Assist clinical staff in understanding what is required of them under the YSYS complaints management process.
3. Promote the benefits of attempting informal resolution of a complaint.

The module will take approximately 1 hour to complete and is broken down into 4 topics which have been specially selected to support staff through their involvement in the Your Service Your Say process.

There are segments within the module which outline what happens when only part of a complaint is resolved. It shows how issues within a complaint are categorised as either clinical or non-clinical.

Users of the module are shown the importance of engaging with their local complaints officer to effectively try to resolve complaints. As complaints officers act as the co-ordinator of the complaint, it is important to engage with them early on in the process.

The four topics covered by this module include:

- 1) Setting the Scene (an overview of the YSYS Complaints process).
- 2) Understanding informal resolution
- 3) Completing a Clinical Judgment Report
- 4) Extend my Learning (extra support information).

A separate assessment must be undertaken by the clinical staff member at the end. On successful completion of the module the clinical staff member will be able to print off a certificate of completion.

To access and complete the module search for 'Your Service Your Say: Complaints Handling Guidance for Clinical Staff' on HSeLanD or access the module through the Personal Effectiveness Skills, HR Skills catalogue.

This module offers **1 Continuing Education Unit (CEU)** from NMBI once completed.

**Topic 1**  
Setting the Scene

**Topic 2**  
Undertaking Informal Resolution

**Topic 3**  
Completing a Clinical Judgment Report

**Summary and Extend My Learning**

### Complaints Management System (CMS) Online Training

Delivery of face to face CMS training was disrupted this year with the unprecedented Covid 19 pandemic that began in mid March 2020.

155 staff were trained on CMS use in 2019, and new user and refresher training had been planned for 2020. 3 sessions took place in Q1, during Q3 training moved online. During 2020 77 users were trained in total.

The move to an online delivery model has had some clear benefits. The efficiencies of removing the travel requirement and capacity to accommodate more at an online session have enhanced training availability nationally.

The CMS User training session covers all aspects of logging complaints and the issue and recommendation details.

Facility for Q&A is available via the Chat function or a user's headset or device microphone.

The HelpDesk service is also enhanced by the ability to use a share screen along with the live call and email support provided previously.

43 people have been trained via Webex since the beginning of this process.

For enquiries on training or assistance with logging and closing complaints on CMS, please call 061-483266 or email [cmstraining@hse.ie](mailto:cmstraining@hse.ie).

## ...at a glance



9,632 HSE Staff have completed our HSE Effective Complaints Handling Module on HSE Land up to Dec 2020



1,875 HSE Staff have completed our HSE Effective Complaints Investigation Module on HSE Land up to Dec 2020



786 HSE Staff have completed our Your Service Your Say Complaints Handling Guidance for Clinical Staff Module on HSE Land up to Dec 2020



We trained 43 users on the Complaints Management System via online channels and held 3 face to face training sessions



1,124 Disability Complaints relating to Assessment of Need were received

## Accessing NCGLT Webinars via HSELaND Discovery Zone Hub



To access NCGLT webinars available to view within the Discovery Zone Hub on HSELaND:

- ◆ Log into your HSELaND account at hseland.ie
- ◆ Click on the **Hubs** icon on the Home screen
- ◆ Select **Discovery Zone**
- ◆ Type **NCGLT** into the search engine
- ◆ Click on **NCGLT Training**
- ◆ This will bring you to a page which will display links to the webinars available to view from NCGLT
- ◆ Note NCGLT training modules can also be accessed via the search function in HSELaND's **Course Catalogues** section



## Ordering Your Service Your Say Materials

If you need to order materials relating to Your Service Your Say these will need to be ordered from [www.healthpromotion.ie](http://www.healthpromotion.ie). To order materials from this site, click on 'Order Publications' from the top menu. You will then need to complete the 'Professional Login' area or register as a professional, if you have not done so previously. You can then enter *Your Service Your Say* into the 'Search by keyword' area and all materials available to order will be listed. Select the quantity needed and enter in your delivery details.

Materials available to order from the site include:

- ◆ **Your Service Your Say Adult Information Leaflet**
- ◆ **Your Service Your Say Children's Information Leaflet**
- ◆ **Your Service Your Say A3 English Poster**
- ◆ **Your Service Your Say A4 English Poster**
- ◆ **Your Service Your Say A4 Irish Poster**
- ◆ **Your Service Your Say Feedback Box Stickers**

Materials available to download are:

- ◆ **Your Service Your Say Policy Document**

Feedback boxes are not available to order from the site. These should be sourced locally.

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