

A Practical Guide to handling, resolving and learning from

Complaints

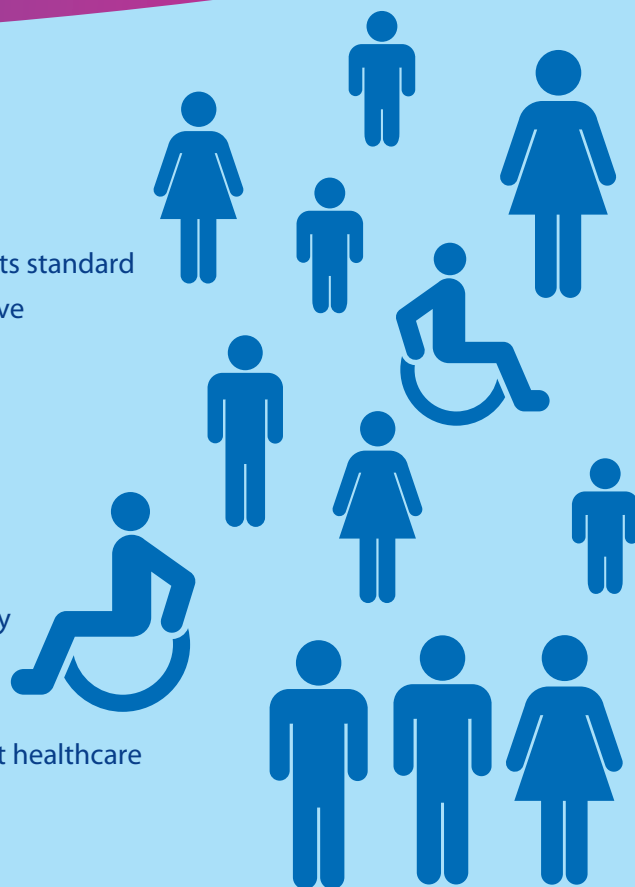
for Clinicians and Managers in Health and Social Care

Wednesday 10 November 2010 76 Portland Place, London



Topics include

- ▶ Ensuring Complaints are integral to the improvement of the service we provide
- ▶ Learning from Complaints and meeting the national Complaints standard
- ▶ Learning from Complaints and concerns: the patient perspective
- ▶ Working together across boundaries: developing the Complainant plan as the centre of the Complaints system
- ▶ Undertaking a Complaints review at a service level
- ▶ Being open when managing Complaints
- ▶ Complaints investigation: tools and techniques that can help
- ▶ Difficult issues in Complaints handling
- ▶ Information sharing, governance, disclosure and confidentiality
- ▶ Safeguarding within the Complaints process
- ▶ Learning from Complaints: making real change
- ▶ Learning from 10 years of Complaints handling in independent healthcare
- ▶ Complaints and principles for remedy



Chair and speakers include:

Chris Bostock *Head of Public and Patient Experience* Department of Health

Suzannah Burden *Complaints Lead* The Care Quality Commission

Peter Whiteley *Senior Investigator* Local Government Ombudsman



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EIGHTH
NATIONAL
CONFERENCE



“ Instead of seeing complaints as a burden, or a distraction or something to be dealt with outside the mainstream of service provision, we must see complaints as integral to the improvement of the service we provide. Think about it – learning from our mistakes, listening to complaints, comparing what we do, evaluating our performance and constantly seeking to improve our quality – these are the features of the best-performing organisations in every sector – and they are there in the best-performing NHS organisations already. I am determined to make the best become the norm; and excellence becomes everyone’s expectation.”

DEPARTMENT OF HEALTH, SPEECH BY THE RT HON ANDREW LANSLEY CBE MP, SECRETARY OF STATE FOR HEALTH, 'MY AMBITION FOR PATIENT-CENTRED CARE', JUNE 2010

In March 2010 the Care Quality Commission released guidance regarding compliance entitled **'Essential Standards of Quality and Safety'**, Complaints has been listed as a key Care Quality Commission Standard. This one day eighth national conference chaired by **Chris Bostock** *Head of Public and Patient Experience* Department of Health is a practical guide to handling, resolving and learning from Complaints for clinicians and managers in health and social care. The chairman opens the conference with an introduction to the day and a presentation on ensuring Complaints are integral to the improvement of the service we provide.

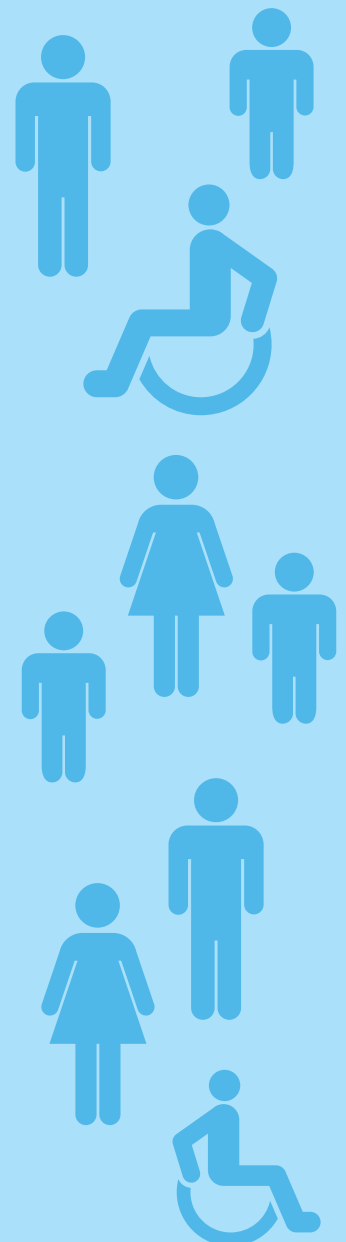
The morning continues with a presentation from **Terri Bonnici** and **Sue Taylor** *General Practice Complaints Adviser's* Medical Protection Society who will discuss, ensuring a more accessible Complaints system across the pathway of care, developing the complainant plan and managing joint Complaints; improving flexibility to build the Complaints response around the needs of the individual and working together across the boundaries.

Jennie Negus *Deputy Director of Nursing* Homerton University Hospital NHS Foundation Trust will deliver a presentation on implementing the Being Open Alert and framework locally, changing the culture and developing organisation and frontline commitment to being open, ensuring openness for incidents that involve no, minor or major harm and local initiatives to promote greater openness when things go wrong, being open about harm related to omissions of care or treatment and how we can monitor and assess implementation in practice and how being open could be used in social care.

“ Harmed patients and their families or carers must receive honest information, a full explanation, an unequivocal apology and an undertaking that the harm done will not be repeated. While the NHS has made progress in this regard, there is still too often a lack of frankness on all these counts.”

THE GOVERNMENT RESPONSE TO THE HEALTH SELECT COMMITTEE REPORT 'PATIENT SAFETY', OCTOBER 2009

The conference concludes with a presentation entitled **'Complaints and principles for remedy'** and will discuss ensuring a fair and effective system and designing remedies.



10.00	Chairman's Introduction – Ensuring Complaints are integral to the improvement of the service we provide	
10.20	Learning from Complaints and meeting the national Complaints standard	
	<p>Suzannah Burden <i>Complaints Lead</i> The Care Quality Commission</p>	<ul style="list-style-type: none"> meeting the CQC Complaints standard linking with safeguarding ensuring compliance with all elements of the standard learning from Complaints investigations across health and social care
10.50	Learning from Complaints and concerns: the patient perspective	
	<p>Jeremy Taylor <i>Chief Executive</i> National Voices</p>	<ul style="list-style-type: none"> what people want from an effective Complaints system involving people who complain to improve services and safety for others: empowering patients and developing a shared approach how a good service and effective support can make all the difference
11.10	Questions and answer, followed by tea and exhibition at 11.20	
11.50	Working together across boundaries: developing the Complainant plan as the centre of the Complaints system	
	<p>Terri Bonnici and Sue Taylor <i>General Practice Complaints Adviser's</i> Medical Protection Society</p>	<ul style="list-style-type: none"> ensuring a more accessible Complaints system across the pathway of care developing the complainant plan and managing joint Complaints improving flexibility to build the Complaints response around the needs of the individual working together across boundaries: ensuring continuity and managing joint Complaints
12.20	Undertaking a complaints review at a service level	
	<p>Dr Gary Cook <i>Director of Clinical Effectiveness</i> Stockport NHS Foundation Trust with Dr Sally Giles <i>Senior Research Fellow</i> Bradford Institute of Health Research</p>	<ul style="list-style-type: none"> undertaking a Complaints review within a clinical service how many Complaints relate directly to adverse events? improving openness and learning the lessons
12.50	Questions and answers, followed by lunch and exhibition at 13.00	
14.00	Being Open when managing Complaints	
	<p>Jennie Negus <i>Deputy Director of Nursing</i> Homerton University Hospital NHS Foundation Trust</p>	<ul style="list-style-type: none"> implementing the Being Open Alert and framework locally changing the culture and developing organisation and frontline commitment to being open ensuring openness for incidents that involve no minor and major harm: local initiatives to promote greater openness when things go wrong how being open can aid frontline remedy and resolution being open about harm related to omissions of care or treatment how can we monitor and assess implementation in practice and how being open could be used in social care
14.25	Complaints investigation: tools and techniques that can help	
	<p>Peter Whiteley <i>Senior Investigator</i> Local Government Ombudsman</p>	<ul style="list-style-type: none"> common pitfalls – and how to avoid them the Complaint plan gathering information analysis and evaluation the decision
14.50	Difficult issues in Complaints handling	
	<p>a. Information sharing, governance, disclosure and confidentiality</p> <p>Penny Hill <i>Social Care Informatics Researcher and Member of the National Information Governance Board for Health and Social Care</i></p> <ul style="list-style-type: none"> litigation, police and disclosure freedom of information act requests and Complaints case studies and critical factors to be aware of 	<p>b. Safeguarding within the Complaints process</p> <p>Shirley William <i>Independent Chair</i> Blackburn and Darwen Safeguarding Board and <i>Complaints Investigator/Panel Chair</i> in North West</p> <ul style="list-style-type: none"> managing Complaints that involve vulnerable adults understanding when to implement a safeguarding alert ensuring effective partnership working to safeguard without compromising autonomy the use of advocates to support vulnerable people
15.40	Questions and answers, followed by tea and exhibition at 15.50	
16.00	Learning from Complaints: making real change	
	<p>Richard Walter <i>Complaints Officer</i> NHS Lothian</p>	<ul style="list-style-type: none"> analysing individual and aggregate Complaints information to inform change ensuring frontline staff are empowered to resolve problems as they arise demonstrating reflection on Complaints for clinical revalidation and development learning from Complaints and improving communication of Complaints outcomes
16.25	Learning from 10 years of Complaints handling in independent healthcare	
	<p>Sally Taber <i>Director Independent Healthcare Advisory Services and Independent sector representative</i> UK Revalidation Implementation Board</p>	<ul style="list-style-type: none"> learning from the independent healthcare sector identifying recurrent issues and concerns managing Complaints about clinicians
16.40	Complaints and principles for remedy	
	<p>Francis Lyons <i>Partner</i> Capsticks Solicitors</p>	<ul style="list-style-type: none"> principles for remedy: financial and other remedies available ensuring an fair and effective system designing remedies: examples in practice
17.00	Chairman's closing remarks: looking forward	
17.15	Close	

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