

A Practical Guide to Handling,
Investigating, Resolving & Learning from

Complaints

for Clinicians and Managers in Health and Social Care

Monday 16 October 2017 De Vere West One Conference Centre, London

10% card payments discount**
15% Group booking discount**



Chair and Speakers Include:

Geoff Delissen

Senior Policy Officer (Complaints)

Department of Health

Linda Tomlinson

Liaison Manager

Parliamentary & Health Service Ombudsman

Supporting Organisation



A Practical Guide to Handling, Investigating, Resolving & Learning from

Complaints

for Clinicians and Managers in Health and Social Care

Monday 16 October 2017 De Vere West One Conference Centre, London

"We look at how trusts handle complaints from people who use their services. Many trusts have improved their process for managing patient complaints and we saw a great deal of commitment to getting this right. However, we have not found much innovative practice and many patients told us of their dissatisfaction with their experience of making a complaint. Response to complaints was too often managed inflexibly without considering the needs of the individual complainant. Defensive responses to complaints were still too common, leaving the complainant dissatisfied. A transparent culture committed to learning from complaints is essential to be able to effectively resolve a complaint. A timely response is critical and typically, with good complaint management, there was early direct contact with the complainant to establish what they were seeking from the complaint and build a relationship of trust. Involvement of the clinical team with the investigation of the complaint, providing them with support where needed, was a key factor in the successful management" Care Quality Commission, 2nd March 2017

"Too many complaints are coming to us which could have been resolved more quickly by the NHS...When people pluck up the courage to complain they are all too often met with defensive and inadequate responses...Complaints need to be dealt with properly, so that people are given answers and to help prevent any failures from happening again." Julie Mellor, Parliamentary and Health Service Ombudsman, October 2016

The recent CQC review highlights the importance of effective complaints investigation and ensuring the learning from complaints is embedded within the service. Chaired by Geoff Delissen Senior Policy Officer (Complaints) Department of Health this conference will provide a practical guide to handling, investigating, responding and learning from complaints in health and social care. Through national updates, practical case studies and in depth expert sessions the conference aims to improve the effectiveness of complaints handling within your service, and ensure that complaints lead to change and improvements in patient care.

This conference will enable you to:

- Network with colleagues who are working to improve complaints handling
- Learn from outstanding practice in complaints management, investigation and learning
- Reflect on national developments and learning
- Develop your skills in complex complaints handling and managing complaints across organizational boundaries
- Understand how you can improve frontline resolution of complaints in real time
- Develop your skills in de-escalation and conflict resolution
- Identify key strategies for ensuring change occurs as a result of complaints
- Ensure you are up to date with the latest legal issues including ensuring adherence to the duty of candour
- Self assess, reflect and expand your skills in complaints handling

100% of delegates at our previous conference on this subject would recommend it to a colleagues

Follow this conference on Twitter #NHSComplaints

10.00 Chairman's Introduction: National Update

Geoff Delissen *Senior Policy Officer (Complaints)* Department of Health

10.20 OPENING ADDRESS: Getting it right first time: What people want

Linda Tomlinson

Liaison Manager
Parliamentary & Health Service Ombudsman

- lessons from complaints to the ombudsman and investigations
- how do we make it easier for people to complain?
- outcomes and resolution of complaints: what do people want?
- current issues: complaints regarding avoidable death and delayed cancer diagnosis
- how do we quality assure investigation of complaints and ensure change happens as a result of complaints at a local level
- national developments

10.50 Complaints at the point of service: front line resolution

Geoff Delissen

Senior Policy Officer (Complaints)
Department of Health

- giving people permission to raise issues at the point of service
- getting and responding to complaints and feedback in real time
- developing the national standards for complaints handling and investigations
- national update

11.20 *Questions and answers followed by tea & coffee at 11.30*

11.50 Improving your local complaints process: Setting the standard for complaints handling in your service

Dr Kieran Mullan

Independent Advisor to the Clwyd review of NHS complaints
Past Project Director complaints improvement programme at Patients Association

- complaints standards-how we developed them and what they are
- self assessing your complaints process-using the standards in practice
- formal v informal complaints
- improving your local complaints process-our experience
- complaints from the perspective of junior staff

12.20 EXTENDED SESSION: Supporting frontline clinicians to manage complaints

Dr Telal Mudawi

Consultant Interventional Cardiologist
Wrightington, Wigan & Leigh NHS Foundation Trust
& *Clinical Adviser*
Parliamentary & Health Service Ombudsman
Manchester Office, UK

- supporting senior clinicians to respond to complaints
- delivering an educational package on complaints
- complaints and the duty of candour in practice
- managing complaints about staff, attitudes and communication
- engaging frontline clinicians in complaints and learning from complaints
- interactive group discussion

13.10 *Questions and answers followed by lunch at 13.10*

13.50 EXTENDED ROLE PLAY SESSION: De-escalation, Conflict Resolution and Responding to Complaints as they occur

**Becky Simpson
and David Schaal**
Playout Ltd

Role Play and tips for training frontline staff

14.30 Extended Masterclass: Complaints: Investigation, responding to a complaint and implementing the duty of candour

Simon Robinson
Barrister
Five Paper Chambers

- the duty of candour: complying with the duty
- complaints investigation: a step by step guide
- responding to complaints and the duty of candour
- writing and delivering the complaints response
- the legal perspective on complaints
- issues around compensation and reimbursement
- quality assurance: consistently doing a good job

15.30 *Questions and answers followed by tea & coffee at 15.40*

16.00 Complex complaint handling across organisations and improving complaints outcomes for patients

Nicholas Foster
Chair

National Complaints Managers Group &
Customer Care Manager
Enfield Council

- complex complaint handling, and managing cross organizational complaints: examples in practice
- managing complaints involving vulnerable people in practice
- improving complaints outcomes for patients
- our experience and moving forward
- supporting people who complain

16.30 Ensuring change occurs as a result of complaints

Speaker to be announced

- engaging frontline clinicians in handling and responding to complaints
- how can we support and equip frontline staff with the leadership tools they need to ensure change
- ensuring accountability for action and change following complaints
- ensuring lessons are learned from complaints to improve practice

17.00 *Questions and answers followed by Chairman's Closing Remarks & close*

A Practical Guide to Handling, Investigating, Resolving & Learning from

Complaints

for Clinicians and Managers in Health and Social Care

Monday 16 October 2017 De Vere West One Conference Centre, London

Download

10% card payments discount*
15% Group booking discount**

How to book

Book online via credit card and receive a 10% discount*

www.healthcareconferencesuk.co.uk

Fax the booking form to 0208 181 6491

Post this form to Healthcare Conferences UK 8 Wilson Drive, Ottershaw, Surrey, KT16 0NT

> Your Details (please complete a new form for each delegate. Photocopies are acceptable)

Dr Mr Mrs Ms (Please Circle)

First Name

Surname

Job Title

Department

Organisation

Address

Postcode

Telephone

Fax

Email

Please write your address clearly as confirmation will be sent by email, if you prefer confirmation by post please tick this box,
Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

This form must be signed by the delegate or an authorised person before we can accept the booking

(By signing this form you are accepting the terms and conditions below)

Name

Signature

Date

> Payment

By Cheque A cheque for is enclosed

Please make Cheques Payable to: Healthcare Conferences UK Ltd.

By Invoice Please send an invoice to

Name

Organisation

Address

Postcode

PURCHASE ORDER NUMBER
(If Applicable)

Please note if you are requesting an invoice many NHS organisations now require a Purchase Order Number to be provided. If you do not provide this number this may slow down the processing of this delegate place.

By B A C S

For Payments in £: Sort Code 40-46-22 Account No. 21553690

Please send your BACS remittance form as confirmation of payment

Your BACS Reference

By credit card Please debit my Visa/Mastercard/Switch

All sections must be completed

Cardholder's Name

Card No.

Valid From

Expiry Date

Issue No. (switch only)

You will be contacted during the processing of your booking to confirm the payment card security code. (this is the last three digits of the number printed on the back of your card)

Signature

Card billing address

Promotional Code

The PDF will be emailed out after the conference, please fill in the 'Your Details' section above, ensuring your email address is clear and the 'Payment' section..

Conference Documentation

I cannot attend the conference but would like to receive a PDF containing the conference handbook material, which includes speaker slides, at £49 each.

For more information contact Healthcare Conferences UK on **01932 429933** or email jayne@hc-uk.org.uk

Venue

De Vere West One Conference Centre, 9-10 Portland Place, London, W1B 1PR. A map of the venue will be sent with confirmation of your booking.

Date Tuesday 25 April 2017

Conference Fee

- £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
- £300 + VAT (£360.00) for voluntary sector / charities.
- £495 + VAT (£594.00) for commercial organisations.
- £300 + VAT (£360.00) for IHM members.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

The information provided will be held on the Healthcare Conference UK's database and may be used to update you with details of other events that we organise. If you DO NOT wish to receive this information, please tick this box

***Credit card Discount**

10% discount when you book via credit or debit card. This offer is exclusive to card bookings and cannot be used in conjunction with any other Healthcare Conferences UK offer.

****Group Rates**

A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

Terms & Conditions

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

We occasionally release your details to companies sponsoring or exhibiting at our events. If you DO NOT wish to receive information from these companies, please tick this box

Accommodation

On confirmation of your booking you will receive information for booking accommodation should you require it.

Confirmation of Booking

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

Exhibition

If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 01932 429933, or email carolyn@hc-uk.org.uk

Credits

CPD Certified. Recognised by the Good Governance Institute. Conference Producer is a member of the British Association for Professional Conference Organisers.

Healthcare Conferences UK reserve the right to make changes to speakers and programmes without prior notice.
©Healthcare Conferences UK Ltd 2011

