

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



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*"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: Complaints Management in the Independent Sector: so What's the difference?

**Sally Taber**

*Director*  
ISCAS

- The 3 stage process and how it works
- The Goodwill payment guide and its application
- Learning from the trends identified

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 Recognising and acting upon human factors in complaints handling

**Mark McKenna**

*Head of Patient Experience*  
The Walton Centre NHS Foundation Trust

- complexities in complaint
- human factors for complainants
- human factors for staff
- acting upon human factors
- examples in practice

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

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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](mailto: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%.

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