Abstract for HCUK conference – Jo Power

*Good local complaints handling and the Complaints Standards Framework*

In this presentation, Jo Power, one of the Ombudsman’s Liaison Officers, will first discuss the role of the Parliamentary and Health Service Ombudsman (PHSO), and share good practice around listening to patient feedback and dealing with complaints at a local level. She will then discuss the new Complaint Standards Framework.

Jo will initially explain how PHSO works and makes decisions on the complaints it receives. She will then discuss some of the key things people want when making a complaint, including a meaningful apology and other remedies. She will then cover what people want when they complain, and how the initial contact from a person with a complaint can begin to establish trust in the complaint process.

Evidence-based decision making by a person independent of the matter complained about is key, but how might a small practice gather an independent view? Jo will present some ideas from PHSO. She will then discuss making a meaningful apology and signposting a person to PHSO in a final response.

In her final slides, Jo will discuss the Complaint Standards Framework, which PHSO and NHS organisations, advocacy groups and patient organisations have been working on for over a year. The Complaint Standards Framework will create a single voice on good practice in complaint handling, will lead to accredited training for complaint handlers and promote the value of good complaint handling at Trusts and other organisations.