

NHS Complaints Summit 2019

Delivering a person-centred approach to the handling,
investigation, resolution and learning from Complaints in the NHS

Thursday 23 May 2019

The Studio Conference Centre, Birmingham

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



Chair and Speakers Include:

Mr Perbinder Grewel
*Consultant Surgeon & Governance
Lead University Hospital of
Southampton NHS Foundation Trust*

Linda Tomlinson
*Liaison Manager
Parliamentary and Health
Service Ombudsman*

Dr Gavin McBurnie
*Lecturer in Dispute Resolution
Queen Margaret University*

Supporting Organisation



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“All too often the terms of the conversation people have with the NHS about a concern or complaint are set by the organisation. Organisations can often be too quick to dismiss or explain away concerns, compounding the grief of bereaved families and carers with obfuscation and a lack of openness. Paying close attention to what bereaved families and carers say can offer an invaluable source of insight to improve clinical practice.” NQB, National Guidance on Learning from Deaths

“The area in which we saw the most complaints about healthcare provision is in hospital and community health services.” Complaints about the NHS in England, Quarter 1 2018-19 Parliamentary and Health Service Ombudsman 2018

“The Parliamentary and Health Services Ombudsman is the final tier of complaint for people unhappy with their experience of the NHS in England and Government departments. Last year it received 31,444 new complaints, 88% about the NHS.” UK Parliament April 2018

“We know from complainants’ feedback that one of the reasons they are motivated to complain is to prevent harm to others in the future” Parliamentary and Health Service Ombudsman April 2018

“We understand there is often a balance between responding appropriately to complaints and acting proportionately within available resources. However, prompt and efficient complaint handling can save the public body time and money by preventing a complaint from escalating unnecessarily. Learning from complaints can reduce the number of complaints in the future.” Principles of Good Complaints Handling, Parliamentary and Health Service Ombudsman

This National Summit focuses on delivering a person-centred approach to complaints handling, investigation, resolution and learning. 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
- Reflect on the perspective of a complainant who has been through the system to understand what person centred really means in practice
- Learn from outstanding practice in complaints management, investigation and learning
- Understand what the PHSO looks for in a good complaint response
- Reflect on national developments and learning
- Improve the way complaints and investigations involving serious incidents are handled
- 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 and dispute resolution
- Identify key strategies for ensuring change occurs as a result of complaints
- Understand what an excellent complaints response looks like
- 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 colleague

10.00 Chairman's Introduction: National Update

Mr Perbinder Grewal

Consultant Vascular Surgeon & Governance Lead University Hospital Southampton NHS Foundation Trust

10.10 The journey of a family in search of the truth

Lesley Bennett

- learning from the lived experience of going through the complaints system
- how can we put patients and carers at the heart of the process?

10.40 Getting it right first time – complaints leadership

Linda Tomlinson

Liaison Manager

Parliamentary and Health Service Ombudsman

- the role of the Parliamentary and Health Service Ombudsman (PHSO), and its three-year strategy
- how PHSO makes decisions on NHS complaints
- key things people want from making a complaint and what organisations and staff can do to get it right first time
- what PHSO looks for in a good complaint response

11.10 Improving practice in early resolution

Michele Golden, Deputy Director of Safety and Learning with

Lorraine Cardhill, Midlands and East Safety and Learning Lead

NHS Resolution

- what does resolution mean to a complainant?
- the work of NHS resolution
- improving learning and local resolution

11.40 Questions and answers followed by tea & coffee at 11.50

12.10 Supporting frontline clinicians to manage complaints and ensure change occurs

Mr Perbinder Grewal

Consultant Vascular Surgeon & Governance Lead

University Hospital Southampton NHS Foundation Trust

- supporting senior clinicians to respond to complaints
- delivering an educational package on complaints
- real time complaints resolution
- managing complaints about staff, attitudes and communication
- engaging frontline clinicians in complaints and learning from complaints
- how can we support and equip frontline staff with the leadership tools they need to ensure change

12.40 Writing excellent complaints responses and Learning from Complaints

Dimple Chandarana

Head of Clinical Governance

Hometouch

- how to develop excellence in complaints responses
- response writing: do's and don'ts
- complaints handling: how can we learn from Complaints

13.10 Questions and answers followed by lunch at 13.20

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

Role Play and tips for training frontline staff presented by:

Becky Simpson and David Schaal Payout Ltd

14.45 Being Complained About - Good Practice Guidelines

Carolyn Hirst

Independent Consultant, Researcher and Mediator Hirstworks

- the impact of complaints on staff: why should we care?
- what organisations can do to involve and support staff who are named in complaints
- taking a systemic approach and encouraging a resolution culture

15.15 Challenges and difficult issues in Complaints Handling & Dispute Resolution

Dr Gavin McBurnie

Lecturer in Dispute Resolution & Programme Lead for Complaints

Queen Margaret University

- managing challenging situations in complaints handling
- managing complaints involving vulnerable people
- complex complaint handling, and managing cross organizational complaints
- best practice tips for dispute resolution
- complaints from the perspective of complainants

15.45 Questions and answers followed by tea & coffee at 16.00

16.15 Extended Masterclass: Complaints: investigation, responding to a complaint and implementing the duty of candour

Mike O'Connell

Legal Services Practitioner, recently retired Head of Legal Services

Mid Yorkshire Hospitals NHS Trust

- 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

17.00 Questions and answers followed by Chairman's Closing Remarks

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Conference Registration

Download

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Department

Organisation

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

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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.

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..

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

Venue

7 Cannon St, Birmingham B2 5EP, UK
0121 634 2800. A map of the venue will be sent with confirmation of your booking.

Date Tuesday 23 May 2019

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

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