

*A Practical Guide to Handling, Investigating,
Resolving and learning from*

NHS Complaints

Thursday 18 September 2014 ICO Conference Centre London

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



Chair & Speakers include:

Anna Bradley
Chair
Healthwatch England

Delilah Hesling
Patient Safety Ombudsman
Brighton and Sussex University Hospitals NHS Trust

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“Unless and until we have a culture of leadership in public services that listens to, values and responds to complaints, from service users and staff, there will always be the potential for tragedies like Mid-Staffs, and opportunities to improve services and public confidence will be missed again and again.” Bernard Jenkin MP, Committee Chairman Commons Public Administration Select Committee 14th April 2014

Secretary of State for Health, Jeremy Hunt said: ***“We saw in Mid Staffs how badly things go wrong when patients and families’ complaints aren’t taken seriously. I want to see a complete transformation in hospitals’ approach to complaints, so that they become valued as vital learning tools”***

This conference focuses on improving the handling, investigation, resolution and learning from complaints in the NHS including implementing the recommendations from the National Review into Complaints Handling in the NHS including developing board level responsibility, improving complaints standards and complaints handling, improving communications and information on the wards, responding to patient concerns, ensuring the process of complaints handling is integral to the delivery of care in real time, supporting patients who complain and implementing the statutory duty of candour. The conference will also update delegates on national developments including an update from the commons public accounts select committee and the learning from the initial Care Quality Commission inspection and new requirements for trusts such as the annual complaints report.

“The ambition for this review was always that it would lead to real change that is hard-wired into the system.” Putting patients back in the pictures, National review into complaints handling in the NHS Oct 2013

“Annual figures from the Health and Social Care Information Centre show that there were over 162,000 complaints about NHS care in 2012/13. This amounts to 3000 per week. Over a number of years, there have been many official reports which explored what was wrong with the complaints system and made recommendations for change. Unfortunately many of these recommendations have not been fully implemented.... The ambition for this review was always that it would lead to real change that is hard-wired into the system.”

Putting patients back in the pictures, National review into complaints handling in the NHS Oct 2013

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10.00 Chair's Introduction

Anna Bradley *Chair Healthwatch England*

10.10 Complaints Handling: What needs to change?

Umesh Prabhu

Medical Director
Wrightington, Wigan and Leigh NHS Foundation Trust

- learning from Mid Staffordshire
- do complaints make a difference?
- developing the People's Ombudsman: the impact on the NHS

10.40 Putting patients back in the picture: implementation a year on

Anna Bradley

Chair
Healthwatch England

- implementation of the review findings: an update
- ensuring board accountability for complaints
- changing the culture

11.10 *Questions and answers, followed by coffee and exhibition*

11.50 Ensuring the process of complaints handling is integral to the delivery of care in real time

Delilah Hesling

Patient Safety Ombudsman
Brighton and Sussex University Hospital NHS Trust

- ensuring the process of complaints handling is integral to the delivery of care in real time
- the role of the patient safety ombudsman at a local level
- how can patients and their loved ones lead the complaints process in a meaningful way?
- ensuring complaints lead to improvements

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

Francis Recommendation 113 states that "the recommendations and standards suggested in the Patients Association's peer review into complaints at the Mid Staffordshire NHS Foundation Trust should be reviewed and implemented in the NHS."

Dr Kieran Mullan

Independent Advisor to the review of NHS complaints
& Past Project Director Patients Association

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

12.50 *Question and answers, followed by lunch and exhibition*

13.50 EXTENDED MASTERCLASS:

Complaints investigation, writing the complaints response and meeting the statutory duty of candour

Steve Appleton

Managing Director
Contact Consulting

- complaints investigation and writing the response
- practicalities of implementing and adhering to the duty of candour
- educating and training frontline staff
- the legal perspective on managing complaints

14.50 Managing patient feedback, concerns and complaints including social media

Richard Walter

Chair
NHS Complaints Personnel Association Scotland (NCPAS)

- managing feedback, concerns and complaints in real time
- embracing and encouraging feedback through social media

15.15 Engaging frontline staff in complaints handling and learning from complaints

Helen Young

Director of Nursing and Midwifery
Birmingham Women's NHS Foundation Trust

- engaging frontline clinicians in handling and responding to complaints
- supporting and equipping frontline staff with the leadership tools they need to manage and try to resolve complaints and concerns in real time on the ward
- managing complaints about staff, attitudes and communication
- ensuring lessons are learned from complaints to improve practice

15.45 *Question and answers, followed by coffee and exhibition*

16.10 Supporting patients who complain

Marie Casey

Chief Executive

& Chris Noble

Area Manager
SEAP Support, Empower, Advocate, Promote

- supporting people who complain
- removing the fear that complaining will impact on future care
- managing complaints from vulnerable people

16.30 Moving forward and getting it right: lessons from the Ombudsman

Dr Telal Mudawi

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

- lessons from complaints to the ombudsman and investigations
- implementing the recommendations from the national review: the Ombudsman's perspective
- critical success factors in complaints handling and advice for trusts in producing their annual complaints report

17.00 *Question and answers, followed by close*

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Complaints

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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.

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..

Venue

ICO Conference Centre, 22 Berners Street, London, W1T 3DD. A map of the venue will be sent with confirmation of your booking.

Date

Thursday 18 September 2014

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.

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

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