

NHS Complaints Summit 2019

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

Monday 14 January 2019

De Vere West One Conference Centre, London

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



Chair and Speakers Include:

Dr Umesh Prabhu
*Consultant Paediatrician
Medical Adviser for
International Recruitment*

Julienne Vernon
*Head of Claims Quality/Solicitor
NHS Resolution*

Mr Perbinder Grewal
*Consultant Vascular Surgeon
University Hospital Southampton
NHS Foundation Trust*

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, March 2017

"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
- 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 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 colleagues

Follow this conference on Twitter #NHSComplaints

10.00 Chairman's Introduction: National Update

Dr Umesh Prabhu *Consultant Paediatrician, Medical Director for more than 15 years. Medical Adviser for International Recruitment*

10.10 A person centred approach to complaints handling from a patient/carer perspective

Richard West

Richard West is the father of David West who died aged 28 years whilst a patient under Southern Health NHS Foundation Trust

- 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

Representative

Parliamentary and Health Service Ombudsman (Invited)

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

11.10 Writing excellent complaints responses

Bumi Akinmutande

Complaints Manager
Barts Health NHS Trust

- how to develop excellence in complaints responses
- response writing: do's and don'ts
- supporting people and staff through the complaints process
- staff perspectives on healthcare complaints management

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
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 Challenges and difficult issues in Complaints Handling

John Dale

Chair
National NHS Complaints Managers Forum

- managing challenging situations in complaints handling
- How to deal with unusual persons who wish to complain
- managing complaints involving vulnerable people and in mental health
- complex complaint handling, and managing cross organizational complaints: examples in practice
- best practice tips
- complaints from the perspective of complainants

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 Playout Ltd

14.45 Involving patients: Ensuring learning from complaints

Dr Subodh Dave

Consultant Psychiatrist, Associate Dean Royal College of Psychiatrists
with Simon Rose *Lived Experience Development Worker*
Derbyshire Healthcare NHS Foundation Trust

- using complaints as data for learning experience, not just for individuals but for staff groups
- humanising the learning from complaints by involving patients in designing and delivering teaching tailored to address themes arising from complaints.
- our experience: case studies

15.15 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

16.00 Questions and answers followed by tea & coffee at 16.10

16.25 Improving practice in early resolution

Julienne Vernon

Head of Claims Quality/Solicitor
NHS Resolution

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

16.50 Improving the way complaints and investigations involving serious incidents are handled

Helen Young

Executive Director of Patient Care & Service Transformation
South Central Ambulance NHS Foundation

- improving complaints handling when a serious incident or death has occurred
- deciding whether a review or an investigation is needed
- developing consistency in practice
- the revised Serious Incident Investigation Framework: implications for complaints

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

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Conference Registration

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Surname

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Department

Organisation

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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

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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

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Date Monday 14 January 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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