

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

# Complaints

*For Clinicians and Managers*

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

Wednesday 1 July 2015 Hallam Conference Centre London



**Chairman and Speakers include**

**Paul Jebb**

*Experience of Care Professional Lead  
NHS England*

**Paul Durham**

*Strategy Manager, Complaints  
Care Quality Commission*

Supporting Organisation



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***“Complaints are important and need to be taken seriously. When something has gone wrong it needs to be put right quickly, and organisations need to work closely with people to find the most appropriate resolution to a complaint. Organisations also need to make sure they learn from every aspect of a complaint so that the same thing does not happen again.”*** Government response to the House of Commons Health Select Committee Fourth Report of session 2014–15 Complaints and Raising Concerns, March 2015

The government believes that improving the way in which the NHS manages and responds to complaints will help shape a culture that listens to and learns from patients and service users, and ends a culture of defensiveness.

***“Complaints matter in health and social care. For too long they have not been taken seriously enough. And too often complaints are met with a defensive culture instead of a willingness to listen and learn.”*** The Care Quality Commission, December 2014

***“We take complaints seriously – and we expect providers to do so too. All our new inspection reports will describe complaints handling. Poor practice will be found and acted on. Good practice will be shared.”*** Professor Sir Mike Richards Chief Inspector of Hospitals The Care Quality Commission, December 2014

***“The handling of complaints by a provider—openness to complaints, processes for handling them, impetus in having them resolved, and sincerity of resolution—is a key factor for a well-functioning health and care system.”*** Anna Bradley, Chair of Healthwatch England

***“We recommend that Trusts be required to publish at least quarterly, in anonymised summary form, details of complaints made against the Trust, how the complaints have been handled and what the Trust has learnt from them”*** The Health Select Committee Fourth Report Complaints and Raising Concerns, January 2015

This conference, chaired by Paul Jebb, Experience of Care Professional lead at NHS England, provides a practical guide to handling, investigating, resolving and learning from complaints in a passionate way that puts the patient at the centre. Through local case studies and national updates the conference will update delegates on how to improve the complaints process, responsiveness and learning from complaints in their service.

Chris Bostock, Head of Complaints Policy at the Department of Health recently emphasised the value of complaints in that:

- they can identify cultural problems in an organisation... transparency
- they can shine a light on poor clinical practice... improved patient safety
- they can aid learning and improvement... better patient experience

February 2015

Follow the conference on twitter #NHSComplaints

## 10.00 Chairman's Introduction

**Paul Jebb** *Experience of Care Professional Lead NHS England*

## 10.10 Complaints Matter: Learning from the CQC Inspections

**Paul Durham**  
*Strategy Manager leading on Complaints*  
Care Quality Commission

- complaints matter: the CQC role in monitoring complaints handling
- self reporting on complaints handling
- what the inspectors are looking for with regard to complaints handling
- sharing the learning from the inspections to date

## 10.40 Managing feedback, concerns and complaints

**Paul Jebb**  
*Experience of Care Professional Lead*  
NHS England

- managing feedback, concerns and complaints in real time
- embracing and encouraging feedback through social media including Twitter
- our experience and moving forward

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

## 12.00 Ensuring your complaints process integral to the psychological well being of the patient/carer

**Carolyn Cleveland**  
*Director*  
C&C Empathy Training

- the reality of the complaints procedure – why it is so important
- is something being missed?
- is there a different way?

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

**Dr Kieran Mullan**  
*Independent Advisor to the review of NHS complaints and Past Project*  
Director Patients Association

- recommendations and complaints standards
- self assessing your complaints process
- peer review panels scoring of complaints

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

## 14.00 Lessons from complaints to the ombudsman and investigations

**Russell Barr**  
*Director of Investigations*  
Parliamentary and Health Service Ombudsman

- lessons from complaints to the ombudsman and investigations
- implementing the recommendations from the national review: the Ombudsman's perspective

## 14.25 Collecting and using feedback including complaints from patients and their families to improve services

**Richard Walter**  
*Chair*  
NHS Complaints Personnel Association Scotland (NCPAS)

- using insight from individual complaints to improve patient's experience
- improving 'staff attitude' and 'communications'
- our experience and moving forward

## 14.50 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

15.15 *Question and answers, followed by break*

## 15.35 Supporting patients who complain: Learning from the review into complaints advocacy services

**Colleen Humphrey**  
*Deputy Chief Executive*  
VoiceAbility

- supporting people who complain
- removing the fear that complaining will impact on future care
- making the link between complaints and safeguarding
- managing complaints from vulnerable people
- learning from the review into complaints advocacy services

## 16.00 Extended Masterclass: Complaints investigation, writing the complaints response and implementing the statutory duty of candour

**Andrew Davidson**  
*Partner*  
Hempsons

- 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
- managing the issue of compensation

17.00 *Question and answers, followed by close*

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Hallam Conference Centre, London

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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

Hallam Conference Centre, 44 Hallam Street, London W1W 6JJ. A map of the venue will be sent with confirmation of your booking.

### Date

Wednesday 1 July 2015

### 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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A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

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### Accommodation

On confirmation of your booking you will receive information for booking accommodation should you require it.

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### Exhibition

If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 01932 429933, or email carolyn@hc-uk.org.uk

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