

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

Complaints in Primary Care

*General Practice Complaints Handling for GPs,
Nurses and Practice Managers*

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Thursday 20 October 2016 Hallam Conference Centre London



Chaired by and Speakers Include:

Dr Kieran Mullan

*Independent Advisor to the Clwyd review of NHS
complaints and Past Project Director complaints
improvement programme at Patients Association*

Simon Robinson

*Barrister
Five Paper Chambers*

Supporting Organisation



**A Practical Guide to Handling,
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Nurses and Practice Managers**

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This conference focuses on handling, investigating, resolving and learning from Complaints in Primary Care; General Practice Complaints Handling for GPs, Nurses and Practice Managers. Through national update, practical case studies and expert sessions the conference will enable you to implement the recommendations from the recent Parliamentary and Health Service Ombudsman's findings into general practice complaints handling.

"From looking closely at these investigations, as well as cases from the Care Quality Commission and NHS England, we found that the quality of general practice complaint handling paints a mixed picture. Our review found 55% of general practices were doing a good job – dealing with complaints swiftly, taking them seriously and being open and honest. This is good news. But 45% of practices were falling short – failing to acknowledge mistakes, not providing proper apologies and not following guidance on handling complaints...Most people have far more contact with their GP practice than with any other NHS service, and they are often an individual's link in to other NHS services. That's why getting complaint handling right in general practice is so important – it has the potential to make a difference to everybody who uses the NHS. I hope this work helps GPs. Our review has identified five areas where there is most scope for improvement. These include:

- developing a listening culture***
- being clear about what is expected of practices***
- ensuring professional values***
- apologies and being open and honest***
- sharing learning from complaints"***

***Dame Julie Mellor DBE, Chair and Ombudsman, Parliamentary and Health Service Ombudsman,
March 2016***

10.00 Chairman's Introduction

10.10 Learning from the Ombudsman Report into complaints handling in General Practice How do we ensure change at a local level

Representative

Parliamentary and Health Service Ombudsman
(Invited)

- lessons from complaints to the ombudsman and investigations
- where GPs should improve their complaint handling: learning from the Ombudsman Report
- developing a listening culture
- being clear about what is expected of practices
- ensuring professional values
- apologies and being open and honest
- sharing learning from complaints
- ensuring the learning from complaints leads to improvement
- improving complaints outcomes for patients: the future of General Practice

10.30 Real time resolution of concerns and complaints at the point of service

Speaker to be announced

- encouraging and responding to feedback, concerns and complaints in real time
- complaints at the point of service: frontline resolution
- embracing and encouraging feedback through social media including Twitter
- ensuring feedback leads to change

11.10 *Questions and answers, followed by coffee*

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

Dr Keiran Mullan

Independent Advisor to the Clwyd Review of NHS Complaints
and Past Project Director for the Complaints Improvement Programme
The 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

12.20 Quality assuring your complaints learning: ensuring complaints lead to change at a local level

Speaker to be announced

- how can we ensure complaints lead to change at a local level
- developing effective accountability for actions following complaints
- monitoring the impact of changes in practice on patient care

12.50 *Question and answers, followed by lunch*

14.00 Complex complaint handling and improving complaints outcomes for patients

Richard Walter

Co-ordinator
NHS Complaints Personnel Association Scotland

- managing complex complaints that cover multiple issues/multiple agencies
- complex complaint handling: examples in practice
- improving complaints outcomes for patients
- our experience and moving forward

14.30 Difficult issues in complaints management in primary care

Speaker to be announced

- managing complaints about staff, attitudes and communication
- managing complaints involving violent or aggressive patients
- dealing with abusive, persistent or vexatious complaints and complainants
- ensuring lessons are learned from complaints to improve practice

15.00 Supporting patients who complain: Learning from the view 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

15.30 *Question and answers, followed by break*

16.00 Extended Masterclass: Complaints: investigating and responding to a complaint and implementing the duty of candour

Simon Robinson

Barrister
Five Paper Chambers

- the duty of candour: complying with the duty
- investigating a complaint and providing a clear response
- educating and supporting front line staff on complaints issues - learning lessons
- the legal perspective on complaints
- compensation
- quality assurance: consistently doing a good job

17.00 *Question and answers, followed by Chairman's Closing Remarks*

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Hallam Conference Centre, London

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Date

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