

A Practical Guide to Handling, Investigating,
Resolving & Learning from

Complaints

for Clinicians and Managers in Health and Social Care

Tuesday 25 April 2017

De Vere West One Conference Centre, London

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Chaired by:

Geoff Delissen

Senior Policy Officer (Complaints)

Department of Health

Supporting Organisation



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"Too many complaints are coming to us which could have been resolved more quickly by the NHS...When people pluck up the courage to complain they are all too often met with defensive and inadequate responses...Complaints need to be dealt with properly, so that people are given answers and to help prevent any failures from happening again." Julie Mellor, Parliamentary and Health Service Ombudsman, October 2016

"The wide-ranging review of the quality of NHS investigations into complaints about avoidable harm or death by the Parliamentary and Health Service Ombudsman, found that inadequate hospital investigations are leaving distraught patients and families without answers and delaying much-needed service improvements... hospitals are not investigating serious incidents properly because they often do not gather enough evidence, use inconsistent methods and do not look at the evidence closely enough to find out what went wrong and why...'Our review found that NHS investigations into complaints about avoidable death and harm are simply not good enough. They are not consistent, reliable or transparent, which means that too many people are being forced to bring their complaint to us to get it resolved" Parliamentary...The review found that even when a hospital trust finds failings in the care provided as a result of a complaint, it does not always take action to prevent the same mistakes happening again." Parliamentary and Health Service Ombudsman Dec 2015

The recent reports from the Parliamentary and Health Service Ombudsman quoted above highlight the importance of effective complaints investigation and ensuring the learning from complaints is embedded within the service. This conference will provide a practical guide to handling, investigating, responding and learning from complaints in health and social care. 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.

Follow this conference on Twitter #NHSComplaints

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10.00 Chairman's Introduction: National Update

Geoff Delissen *Senior Policy Officer (Complaints)* Department of Health

10.20 OPENING ADDRESS: Lessons from complaints to the ombudsman and investigations How do we quality assure the investigation of complaints and ensure change at a local level?

Steve Tennant

Director of Operational Delivery
Parliamentary & Health Service Ombudsman

- lessons from complaints to the ombudsman and investigations
- how do we make it easier for people to complain?
- outcomes and resolution of complaints: what do people want?
- current issues: complaints regarding avoidable death and delayed cancer diagnosis
- how do we quality assure investigation of complaints and ensure change happens as a result of complaints at a local level
- national developments

10.50 Recognising and acting upon human factors in complaints handling

Mark McKenna

Head of Patient Experience
The Walton Centre NHS Foundation Trust

- complexities in complaint
- human factors for complainants
- human factors for staff
- acting upon human factors
- examples in practice

11.20 Questions and answers followed by tea & coffee at 11.30

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

Dr Kieran Mullan

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

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

12.20 Supporting frontline clinicians to manage complaints: Delivering an educational package to support senior frontline staff

Mr Jim Smallwood

Consultant Surgeon and Complaints Lead Clinician
Southampton University Hospitals NHS Foundation Trust

- supporting senior clinicians to respond to complaints
- delivering an educational package on complaints
- complaints and the duty of candour in practice
- managing complaints about staff, attitudes and communication
- engaging frontline clinicians in complaints and learning from complaints

12.50 Questions and answers followed by lunch at 13.00

14.00 Complex complaint handling and improving complaints outcomes for patients

Richard Walter

Co-ordinator
NHS Complaints Personnel Association Scotland

- complex complaint handling, and managing cross organizational complaints: examples in practice
- managing complaints involving vulnerable people in practice
- improving complaints outcomes for patients
- our experience and moving forward

14.30 Supporting patients who complain: Learning from the complaints advocacy service

Marie Casey

Chief Executive Officer
seAp, Support Empower Advocate Promote

- 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

15.00 Ensuring change occurs as a result of complaints

Prof Helen Young

Director of Maternity and Newborn Transformation/Chief Nurse
Birmingham Women's NHS Foundation Trust

- engaging frontline clinicians in handling and responding to complaints
- how can we support and equip frontline staff with the leadership tools they need to ensure change
- ensuring accountability for action and change following complaints
- ensuring lessons are learned from complaints to improve practice

15.30 Questions and answers followed by tea & coffee at 15.40

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

Kate Hill

Senior Solicitor
RadcliffeLeBrasseur Solicitors
& Partner
InPractice Training

- 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 & close

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

Venue

De Vere West One Conference Centre, 9-10 Portland Place,
London, W1B 1PR. A map of the venue will be sent with
confirmation of your booking.

Date Tuesday 25 April 2017

Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private
healthcare organisations and universities.
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