

NHS Complaints Summit 2018

10% card payments discount*
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Delivering a Person-Centred approach to the handling, investigation, resolution and learning from Complaints in the NHS

Monday 24th September 2018 De Vere West One Conference Centre, London



Chair and Speakers Include:

Dr Umesh Prabhu

*Consultant Paediatrician,
Medical Director for more than 15
years & Medical Adviser for
International Recruitment*

Sam Stone

*Public Affairs and Insight Manager
Parliamentary and Health Service
Ombudsman*

Julienne Vernon

*Head of Claims Quality/Solicitor
NHS Resolution*

Supporting Organisation



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"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 look at how trusts handle complaints from people who use their services. Many trusts have improved their process for managing patient complaints and we saw a great deal of commitment to getting this right. However, we have not found much innovative practice and many patients told us of their dissatisfaction with their experience of making a complaint. Response to complaints was too often managed inflexibly without considering the needs of the individual complainant. Defensive responses to complaints were still too common, leaving the complainant dissatisfied. A transparent culture committed to learning from complaints is essential to be able to effectively resolve a complaint. A timely response is critical and typically, with good complaint management, there was early direct contact with the complainant to establish what they were seeking from the complaint and build a relationship of trust. Involvement of the clinical team with the investigation of the complaint, providing them with support where needed, was a key factor in the successful management" Care Quality Commission, 2nd March 2017

"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

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
- 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
- Deliver a person-centred approach to complaints learning from complaints handling in end of life care
- 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
- 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 Getting it right first time – complaints leadership

Sam Stone

*Public Affairs and Insight Manager
Parliamentary and Health Service Ombudsman*

- 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
- What PHSO looks for in a good complaint response and what organisations and staff can do to get it right first time

10.40 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

11.10 Questions and answers followed by tea & coffee at 11.25

11.55 EXTENDED SESSION: Supporting frontline clinicians to manage complaints and ensure change occurs

Dr Umesh Prabhu

*Consultant Paediatrician
Medical Director for more than 15 years
Medical Adviser for International Recruitment*

- 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

12.20 Challenges and difficult issues in Complaints Handling

Speaker to be advised

- managing challenging situations in complaints handling
- how to deal with the vexatious complainant
- 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

Becky Simpson and David Schaal
Playout Ltd

Role Play and tips for training frontline staff

14.45 Involving patients ensure learning from complaints

Dr Subodh Dave

*Consultant Psychiatrist, Associate Dean
Royal College of Psychiatrists with*

Simon Rose

*Lived Experience Development Worker, Psychiatry Teaching Unit
Derbyshire Healthcare 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 Writing excellent complaints responses

Richard Walter

*Co-ordinator NHS Complaints
Personnel Association Scotland*

- delivering a person centred approach to complaints: our experience
- how to develop excellence in complaints responses
- response writing: do's and don'ts
- supporting people and staff through the complaints process

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

Sarah Byrne

*Associate Director of Clinical Governance
Whipps Cross Hospital*

- 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 role of the Serious Incident Investigation Framework

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

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Download

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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

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 Monday 24th September 2018

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.
☐ £300 + VAT (£360.00) for IHM members.

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

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