

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

Complaints

For Clinicians and Managers

Friday 13 May 2016 Hallam Conference Centre London

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



Speakers Include:

Paul Jebb

Experience of Care Professional Lead
NHS England

Supporting Organisation



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"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... We want the NHS to introduce an accredited training programme for staff carrying out these investigations as well as guidance on how they should be done, so the public can be confident that when someone is needlessly harmed it has been thoroughly investigated and answers provided, so that action can be taken to prevent the same mistakes from happening again."

Parliamentary and Health Service Ombudsman Dec 2015

"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 the conference on twitter #NHSComplaints

10.00 Chairman's Introduction: Department of Health Update

10.20 Lessons from Complaints to the Ombudsman and investigations How do we quality assure the investigation of complaints and ensure change at a local level

Russell Barr

Director of Investigations
Parliamentary and 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?
- how do we quality assure investigation of complaints and ensure change happens as a result of complaints at a local level

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

Paul Jebb

Experience of Care Professional Lead
NHS England

- 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
- complaints from the perspective of junior staff

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

Andrew Cockayne

Director Captive Health & Former NHS Head of Patient Experience

- 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 Engaging frontline clinicians in complaints and learning from complaints

Dr Umesh Prabhu

Medical Director
Wrightington Wigan and Leigh 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

15.00 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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Complaints

Friday 13th May 2016
Hallam Conference Centre, London

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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

Friday 13th May 2016

Conference Fee

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