

NHS Complaints Summit

Focusing on the 2021 NHS Complaint Standards

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15% group booking discount**

Wednesday 9th March 2022

Virtual Conference



Chair and Speakers Include:

Lucy Watson
Chair
The Patients Association

Lorraine Cardill
Acting Deputy Director of Safety and Learning
NHS Resolution

Jo Mason-Higgins
Head of Claims, Complaints and Patient Safety Investigations, and Lead for Duty of Candour
Gloucestershire Hospitals NHS Foundation Trust

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This National Virtual Summit focuses on the New National NHS Complaint Standards that were published in March 2021 and are due to be introduced across the NHS in 2022. Through national updates, practical case studies including NHS Complaint Standards early adopters sites, and in depth expert sessions the conference aims to improve the effectiveness of complaints handling within your service, and ensure that complaints are welcomed and lead to change and improvements in patient care.

“The NHS Complaint Standards set out how organisations providing NHS services should approach complaint handling. They apply to NHS organisations in England and independent healthcare providers who deliver NHS-funded care... The Standards aim to support organisations in providing a quicker, simpler and more streamlined complaint handling service, with a strong focus on early resolution by empowered and well-trained staff. They also place a strong emphasis on senior leaders regularly reviewing what learning can be taken from complaints, and how this learning should be used to improve services... The Standards are being tested in pilot sites in 2021 and will be refined and introduced across the NHS in 2022.”

PHSO March 2021

“Good complaint handling provides a direct and positive connection between those who provide services and the people who use them. Complaints offer a rich source of learning to help improve services for everyone. This is particularly true for NHS organisations, which provide services that so many people rely on – often at critical times of need..”

PHSO March 2021

“The coronavirus pandemic is affecting the type and number of complaints people are bringing to us.”
Parliamentary and Health Service Ombudsman 2021

This National Virtual Summit focuses on the New National NHS Complaint Standards that were published in March 2021. 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 are welcomed and lead to change and improvements in patient care.

The conference will also reflect on managing complaints regarding Covid-19 – understanding the standards of care by which the NHS should be judged in a pandemic and in particular responding to complaints regarding delayed treatment due to the pandemic.

This conference will enable you to:

- Network with colleagues who are working to improve complaints handling
- Update your knowledge on the March 2021 NHS Complaint Standards and how it will change complaints handling for the better
- Understand how to manage complaints regarding Covid-19
- Reflect on the perspective of a complainant who has been through the system to understand what person centred really means in practice
- Learn how to bring kindness and compassion into complaints management, investigation, responses and learning
- Understand what PHSO and the CQC look for in a good complaint response
- Self assess your service against the NHS Complaint Standards
- Improve the way complaints and investigations involving serious incidents are handled
- Develop your skills in complex complaints handling including disputes, vexatious complainants and complaints across organisations
- Understand how you can improve frontline resolution of complaints in real time
- Develop your skills in de-escalation and conflict and dispute resolution
- Support staff through the complaints process including inquests
- 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
- Supports CPD professional development and acts as revalidation evidence. This course provides 5 Hrs training for CPD subject to peer group approval for revalidation purposes

10.00 Welcome and Introduction

Lucy Watson *Chair* The Patients Association

10.10 A lived experience of the complaints process from a patient perspective

Rachel Jury

Patient Representative

Royal Bournemouth Hospitals NHS Foundation Trust

- learning from the lived experience
- how can we put patients at the heart of the process?
- ensuring access to advocacy
- supporting reconciliation between the patient and hospital staff

10.40 EXTENDED SESSION: The NHS Wide Complaint Standard

Jo Power

Liason Officer

Parliamentary Health Service Ombudsman

- PHSO update
- supporting and improving front line complaint handling
- the new NHS Complaint Standards, model procedure and guidance
- what the Standards mean for your organisation
- implementing the standards in your service

11.10 Case Study - Learning from a Complaint Standards pilot site

Agnes Wozna *Patient Experience Lead and Freedom to Speak Up Guardian*, Spectrum Community Health CIC

Susan Thornley *Head of Healthcare*, HMP Kirkham

- why we were chosen for the pilot
- our experience of implementing the standards, model procedure and guidance
- what have we learned and how have things improved in our organisation
- next steps

11.20 *Small Breakout Groups - Self Assess Your Service Against the Standards*

11.30 *Comfort Break*

11.45 Improving Complaints Management through staff training and engagement

Heather Eardley

Freelance Project Manager, The Patients Association

Emily Ayling

Patient Experience Manager, North Bristol NHS Trust

- aims of training clinicians, managers and a patient panel in complaint management
- techniques for reviewing complaints processes
- the importance of communicating with patients clearly throughout the process
- North Bristol NHS Trust project – engaging staff and patients to commit to improving patient experience, and moving forwards

12.15 EXTENDED SESSION: Managing Complaints regarding Covid-19

Jo Mason-Higgins

Head of Claims, Complaints and Patient Safety Investigations, and Lead for Duty of Candour

Gloucestershire Hospitals NHS Foundation Trust

- what complaints are we seeing with regard to Covid-19
- responding to complaints regarding Covid-19
- what are the standards of care by which we will judge ourselves?
- nosocomial transmission of Covid-19
- delayed treatment due to Covid-19
- bringing together complaints, claims and patient safety investigators to streamline investigations and responses

13.00 *Lunch Break and Virtual Networking*

13.45 Complaints Resolution & Learning from Claims

Lorraine Cardill

Acting Deputy Director of Safety and Learning NHS Resolution

- what does resolution mean to a complainant?
- the work of NHS resolution
- learning from complaints that turn into claims

14.15 Using the Complaints Standard to change practice

Emily Dwyer

Senior Corporate Governance Manager

NHS Brighton and Hove CCG

NHS East Sussex CCG

NHS West Sussex CCG

- using the complaints standard to change practice: Lessons from a pilot site
- ensuring frontline staff put the patient at the centre of the complaint
- delivering an educational package on complaints
- 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

14.45 *Comfort Break and Virtual Networking*

15.00 The Role of Advocates in Complaint Management

Charlotte Gil

Director of Policy, Public Affairs and Marketing Voiceability

NHS Complaints Advocacy Service

- what is the role of advocates in an NHS complaint – where do they fit in the process?
- working with patients to raise awareness of their concerns and issues with clinicians
- supporting patients through a stressful and often complex process
- our experience - case study

15.30 Complaint Management in the NHS - What Does Excellence Look Like?

Nicola Driver

Training Co-ordinator, Improvement, Standards and Engagement

Scottish Public Services Ombudsman

- key elements of an excellent complaints policy
- receiving and acting on complaints – timeliness and thoroughness
- the importance of an apology and the SPSO's guidance on apologies
- bringing kindness to complaints
- lessons from Scotland

16.00 Masterclass: Complaints: the legal aspects

Mike O'Connell

Legal Services Practitioner

- 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

16.45 *Chair's Closing Remarks*

There will be time after each speaker session for Questions and Answers

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Virtual Conference

This conference is virtual on Zoom with interactive breakout sessions and resources available for three months after the event on a secure dedicated landing page.

Date

Wednesday 9th March 2022

Conference Fee

- £295 + VAT (£354.00) for NHS, Social care, private healthcare organisations and universities.
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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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