



NCGLT News

National Complaints Governance & Learning Team



Your Service
Your Say

NCGLT NEWS —
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*Photo (Above):
Members of the National
Complaints Governance
& Learning Team: (Top
Row) Chris Rudland,
Elaine Ahern, Rosemary
Ryan, Tim Sillery,
Suzanne Moloney.*

*(Bottom Row) Ciara
Hughes, Aoife Hilton,
Katherine
O'Shaughnessy, Jean
Glynn.*

The National Your Service Your Say Office

*Photo Below:
Members of the
National Your
Service Your Say
Office: Amy
McQuillan and
Annie Kinsella.*

year.

The National Your Service Your Say office can be contacted via telephone, 9am to 5pm, Monday to Friday on 1890 424555 or on 045 880429 (if calling from a mobile) or via email at yoursay@hse.ie

Service Users have many ways to share their experiences, from telling a staff member or their health professional, to completing a feedback form or filling out the online form on the HSE website. In addition, the HSE offers, through the National Your Service Your Say office, a dedicated and visible contact point for service users to find out more about giving feedback, the Your Service Your Say policy or to directly relate their experience.

The National Your Service Your Say office comes under

the remit of the National Complaints Governance & Learning Team (NCGLT) within Quality, Assurance & Verification (QAV). The office does not examine concerns directly as under policy they must route the issue to the local service.

The activity of this office has increased year on year, from 9907 interactions in 2016 to 11,023 in 2018; an 11% increase. There has been a further increase in interactions for 2019 to 13,100, an increase of over 18% from the previous



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Train the Trainer Event 2019

NCGLT welcomed trainers of Complaints Officers who attended our 2 day Train the Trainer event in October 2019. The Programme's main focus was to provide attendees with the necessary skills required to enable them to roll out a 1-day Complaints Officer training programme within their own respective areas. It was also an opportunity for attendees to receive up to date information on the various guidance and

policy documents that have been developed by NCGLT since the last training date back in October 2017. The event saw speakers from

NCGLT and other HSE areas as well as guest speakers from the Office of the Ombudsman and Patient Advocacy Service.



Awareness Sessions



Numerous awareness sessions were held in 2019 by NCGLT staff with various HSE departments including HSE Offices of Legal Services and other HSE Directorates. These sessions provided an overview of the structure of NCGLT as well as a briefing on the operation of Your Service Your Say, the HSE's national feedback policy.

In July NCGLT worked closely with the new Patient Advocacy Service (PAS) supporting them in their awareness workshop with the University of Limerick Hospital Group.

Photo: Presenters and staff from ULHG and PAS

Unlocking the Potential of Healthcare Complaints: HCAT projects for Acute and Community Services

The NCGLT in partnership with NUIG are currently undertaking a body of work involving the analysis of a large sample of complaints from across the HSE's services. The purpose of this analysis is to improve the classification system used by the HSE and hence our understanding of the nature and severity of complaints, leading to improvements in healthcare delivery and ensuring high standards of quality and safety.

This project is divided into 2 sections which will run concurrently. The first focusing on Acute Services related complaints and the second on Community Services related complaints.

The first progress reports for both projects were developed in late 2019 and while it is not possible to draw definitive conclusions or make recommendations nationally based on the area specific data analysed so far it is still a very positive indicator of the future analysis when larger samples of complaints are

analysed during 2020.

The broad trends from complaints received by Acute Services in this initial sample point to issues with institutional processes, particularly delays in accessing care, and to poor relationships between staff and patients. While no harm is reported in a large number of complaints, complainants nonetheless sought answers to their questions and expressed the desire that other patients have a better experience. Complaints analysed also gave further insight into clinical, management and relationship issues, severity of events or actions, levels of harm, stage of care where the event or action occurred, service users' motivations for complaints and complainant profiles.

The initial analysis of complaints regarding Community Services was directed towards informing the adaptation of the HCAT into an appropriate model for community

care settings. The broad trends from complaints in this initial sample point to issues at the "Accessing care" stage, the next most frequent stage of care resulting in a complaint was "During the appointment". Analysis to date has given insight into domains and categories of complainant profiles, motivations for complaints, severity of events, levels of harm, stage of care where the event occurred and has clearly identified the next steps of the research. Further data requirements were identified for the next stage of the project.

This initial analysis has made it clear that there is extensive learning to be derived from using HCAT for analysis of complaints.

We look forward to providing more detailed learning from both projects in future newsletters.

Update

Managing Unreasonable Behaviour by Complainants

within Your Service Your Say

The draft policy and guidance manual, after having undergone a consultation process and legal review, have now been finalised and signed off by the Steering Group. Both documents were presented to the Health Service Trade Unions at their National Joint Council Policies and Procedures Sub Group in November with a feedback deadline of 18th December. An extension to this deadline was requested by Unions for January 2020. Following this, the final step will be to present the drafts to the HSE Executive Management Team for approval and sign off.

Resources & Training

Useful Link: <https://www.hse.ie/eng/about/qavd/complaints/ysysguidance/supporting-staff/stafftraining.html>



Assessing a Complaint

NCGLT have generated a poster to add to our suite of posters that will assist Staff in relation to complaints that cannot be managed under Part 9 of the Health Act 2004 and therefore cannot be investigated under the Your Service Your Say policy. The purpose of the poster is to provide guidance to Staff by outlining policy, procedure, guidelines and / or legislation to be followed in order to redirect the complaint via the appropriate pathway while considering the ‘No Wrong Door’ approach in relation to complaints received. Posters are available on request from NCGLT or alternatively a PDF version can be downloaded by following this link: <https://www.hse.ie/eng/about/qavd/complaints/ysysguidance/appendices/>

NEW

YSYS Guidance for Clinical Staff

NCGLT are currently in the process of designing for HseLanD an e-learning module to give practical application to the guidance document ‘**YSYS Guidance for Clinical Staff**’. This document ‘has been developed in order to provide support to the various clinical professionals who may at some point be asked to contribute their views as part of a complaints investigation or to write a specific clinical report as part of the complaints investigation.

There are a number of ways in which a clinical professional may be involved within a complaints investigation. For

example, in situations where a complaint has been received about the attitude or manner of the clinical professional, the Complaints Officer will liaise directly with the staff member about whom the complaint has been made. This type of complaint falls under Part 9 of the Health Act 2004 and can be investigated within the Your Service Your Say complaints process. The Complaints Officer will incorporate the response given by the clinical professional in their own complaint investigation report. The aim of the HseLanD resource will be to provide staff with a clear understanding

of how to deal with complaints containing both clinical and non-clinical elements within it at both the informal and formal resolution phase.

The 60 Minute eLearning module is made up of 3 eLearning topics. On completion of the module the user will undertake an assessment and will receive a certificate of completion. The assessment should take approximately 5 minutes to complete.

This module will be made available in early 2020 via HSELand.

- Topic 1**
Setting the scene
- Topic 2**
Undertaking informal resolution
- Topic 3**
Writing a Clinical Judgment Report

YSYS Complaints Management Training

Complaints Officer Training Sessions (Stage 1 & 2)

Complaints Officer training is provided by *Consumer Affairs Regional Office* staff. For further information contact your local Consumer Affairs Office.

Review Officer Training Sessions (Stage 3)

Review Officer training can be arranged through your *local Complaints Manager* and is provided by *NCGLT*.

CMS Training Sessions

Complaints Management System (CMS) Sessions

Training is available for both *Complaints Management System (CMS) User Sessions* and *CMS Report Training Sessions*.

Details of forthcoming Complaints Management System (CMS) User Sessions and CMS Report Training Sessions are available at <https://www.hse.ie/eng/about/qavd/complaints/ncgl/toolkit/cmstoolkit/training.html>

...at a glance



To date 5,756 HSE Staff have completed our HSE Effective Complaints Handling Module



To date 1,121 HSE Staff have completed our HSE Effective Complaints Investigation Module on HSE Land



We trained 197 users on the Complaints Management System



A total of 43 Staff attended Complaint Review Officer training



14 Staff attended our Workshop for Trainers of Complaint Officers



The Your Service Your Say Team had 13,100 client interactions



1,244 Disability Complaints relating to Assessment of Need were received

* The above data relates to figures from 2019

Please note that the Office of the Ombudsman has relocated to a new address. Any future correspondence to the Office of the Ombudsman should be issued to the following address:

Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773

✉ Email: complaints@ombudsman.ie

☎ Tel: (01) 639 5600



Ordering Your Service Your Say Materials

If you need to order materials relating to Your Service Your Say these will need to be ordered from www.healthpromotion.ie

To order materials from this site, click on 'Order Publications' from the top menu. You will then need to complete the 'Professional Login' area or register as a professional, if you have not done so previously. You can then enter *Your Service Your Say* into the 'Search by keyword' area and all materials available to order will be listed. Select the quantity needed and enter in your delivery details.

Materials available to order from the site include:

- ◇ **Your Service Your Say Adult Information Leaflet**
- ◇ **Your Service Your Say Children's Information Leaflet**
- ◇ **Your Service Your Say A3 English Poster**
- ◇ **Your Service Your Say A4 English Poster**
- ◇ **Your Service Your Say A4 Irish Poster**
- ◇ **Your Service Your Say Feedback Box Stickers**

Materials available to download are:

- ◇ **Your Service Your Say Policy Document**

Feedback boxes are not available to order from the site. These should be sourced locally.

