Improving Hospital Complaints Handling

*Responding to the Francis Inquiry to Deliver Excellence*

The Government’s adoption of the Francis Inquiry recommendations means all NHS hospitals now have legal duty of candour. Hospitals will now be required to publish quarterly reports on how their complaints are handled.

With this greater public and regulatory scrutiny on your hospital’s complaint handling, it is important to improve your procedures and demonstrate your ability to handle complaints successfully.

*Improving Hospital Complaints Handling* will provide you with the skills, knowledge and strategy to ensure you improve your complaints handling process.

Learn through interactive workshops and case studies – to handle complaints more effectively.

- Learn how the Francis Inquiry’s outcomes will affect how your organisation handles complaints
- Improve your complaints handling strategy, by learning from best practice case studies, successful techniques and effective complaints management procedures
- Effectively develop your workforce by cascading complaints handling skills and techniques
- Develop effective strategies to identify the best response to complaints from different audiences, which include patient’s relatives, regulators, and internal members of staff
- Demonstrate an effective process for handling complaints to regulators, inspectorate bodies and the wider public
Understanding ModernGov In-House Training

09:45 - 10:00
Chair's Welcome & Clarification of Learning Objectives

10:00 - 10:30
NHS Complaints: 'Putting Patients Back in the Picture'
- What the Review of the NHS Hospitals Complaints System means for your organisation
- How the Government’s adoptions of the Francis Inquiry will affect complaints in the NHS
- What the new policies will mean for your hospital’s complaint handling procedures

10:30 - 11:15
What do Complaints really tell us?
- What can you learn from complaints? Do they highlight an underlying problem?
- How you can identify problems and issues from a complaint
- Do they highlight issues in the system or within processes

11:15 - 11:30
Coffee

11:30 - 12:00
What Lessons have we Learnt?
- Develop your hospital complaints policy through lessons learnt from previous examples
- Improve services by learning from complaints handling in different scenarios
- Learn from previous mistakes in complaints handling to improve your processes

12:00 - 13:00
Effectively Investigate Complaints
- How to investigate complaints thoroughly and fairly
- Gathering and interpreting oral and written accounts
- Develop an outcome that is patient focus
- Avoiding hindsight bias and developing an effective investigation strategy

13:00 - 14:00
Lunch

14:00 - 14:45
Responding to Different Types of Complaints
- Develop effective approaches to handling complaints from different areas including a regulator, a patient’s relative or an internal member of staff
- How to respond to complaints via Social Media or Covert Filming
- Effectively respond to different types of complaints at your hospital

14:45 - 15:00
Coffee

15:00 - 16:00
How to Respond and the Use of Apologies
- How to respond to grievances from relatives or patients
- Identify the correct approach to meeting patients and families
- How apologies can help resolve situations and complaints
- The benefits of apologies, and what they can achieve
- Effectively manage complaints through a greater understanding of apologies

16:00 - 16:15
Closing Remarks and End

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