



Speaking Up

NHS Complaints – resolution
and no recurrence

Background

- Successful bid for funding from the Health Foundation (charity) to run a 2 year project
- Lead organisation – Patients Association
- Key partners:
 - Mid Staffordshire NHS Foundation Trust
 - Pilgrim Projects
 - National Confidential Enquiry into Patient Outcomes and Death (NCEPOD)

Why NHS Complaints?

Why Mid Staffs?

- Inequitable relationship between Trust and complainant
- Trust's review their own performance – limited external scrutiny
- Shipman Review identified lack of uniform standards and guidance for complaints investigation – 6 years on this weakness remains
- At Mid Staffs there is a particular need to rebuild trust and confidence with the local community



The Project Itself

- 3 specific programmes:
 - Advocacy programme
 - Expert Panel Review
 - Digital Story Telling

Expert Panel Reviews

Proposed methodology

- Panel of experts will meet every quarter to review a sample of complaints using a scorecard similar to that used by NCEPOD
- Guidance developed alongside objective scorecard covering the quality of the response
 - Explanation of investigation and conclusions reached, credibility of response
- Clinicians, complaints managers from other organisations, magistrates, lay members



Expert Panel Reviews

Progress to date

- Recruitment to panels underway
- Scorecard under development
- Looking to run first panel July 2011



Advocacy Programme

Proposed methodology

- Introduce trained complaints advocates recruited from outside the Trust to support complainants
- Clinical triage
- They will provide a judgement on the Trust's response based on the aforementioned guidance and scorecard



Advocacy Programme

Progress to date

- Recruitment to role of Patient Advocate Team Manager underway
- Once in place, will recruit a pool of paid Patient Advocates and volunteer Patient Advocates from the local community
- Investigative framework being developed with support from judicial community
- Looking to launch programme July 2011



Digital Story Telling

Proposed methodology

- Run 3 workshops – with staff involvement encouraged for later workshops
- Workshops will help complainants translate their complaints into Patient Voices – Digital Stories
- They can be used as teaching resources



Digital Story Telling

Progress to date

- Pilgrim Projects have been commissioned to run these workshops, 3 over the life of the project.
- Timescales for workshop 1 – Autumn 2011

Other elements

- Every complainant will be asked to complete a survey asking about the quality of the complaints process
- Looking for partnership Trusts to also run surveys for anonymised comparison



What do we want the project to achieve?

- Equality
- Transparency
- Independence
- Organisational Learning

Challenges ahead

- Getting buy in and support from the local community, which is a key component of the project.
- Getting buy in from staff at the Trust against a backdrop of a Public Inquiry.
- Developing professional working relationships with the Trust whilst maintaining independence