

Health Service Provider Organisations Questionnaire

Patient Safety Complaints and Advocacy Policy



Public Consultation

17th May 2017 – 22nd June 2017



Your Opinion Matters

The Department of Health is launching a public consultation on the development of a *Patient Safety Complaints and Advocacy Policy*. You can have your say by filling out this questionnaire online at <http://health.gov.ie/consultations/>.

Everyone is welcome to respond to this consultation and we hope that patients and their families, the general public, carers, voluntary organisations, health and social care providers, health staff and representative organisations will respond. Your views will make a difference.

The public consultation is intended to inform the Department of Health's work in defining a policy for (a) healthcare complaints and (b) complaints advocacy / support services. The initiative is being led out by the newly established National Patient Safety Office (NPSO), located in the Department of Health to provide patient safety policy leadership. Patient safety is at the core of our health services and is a key priority for the Department of Health. Further information on the work of the NPSO is available at: <http://health.gov.ie/national-patient-safety-office/>

The results of the public consultation will be published online and a list of organisations that responded. Individual respondents will not be named.

To Have Your Say:

You are invited to give your views through the online questionnaire, <http://health.gov.ie/consultations/>.

Contact us

If you require any technical support regarding access to the online questionnaire please contact npsconsultation@health.gov.ie.

For further information and to download a copy of the questionnaire, please visit <http://health.gov.ie/national-patient-safety-office/>.

If you have any other queries, please call **01-6354100**;

Email npsconsultation@health.gov.ie or;

Write to NPSO Consultation, 11th floor, NPSO office, Department of Health, Hawkins House, Hawkins Street, Dublin 2, D02 VW90.

Closing date:

All submissions must be received by **5pm on Thursday 22nd June 2017**.

Note:

This survey relates to comments on complaints and advocacy for policy purposes only. If you would like to make a specific comment, compliment or complaint to the health services, please contact your health service provider in the first instance, go to www.healthcomplaints.ie or email the HSE (if applicable) at yoursay@hse.ie, phone **1890-424-555**.

Data Protection and Privacy Provisions

The information shared by you in this questionnaire will be used solely for the purposes of policy development and handled in accordance with data protection legislation. The results of the public consultation will be published online and a list of organisations that responded. Comments submitted by individuals may be used in the final consultation report but these will be anonymised. All personal data is securely stored and subject to data protection laws and policies. For more information, see <http://health.gov.ie/data-protection/>.

Please note that any submissions received by the Department are subject to the Freedom of Information (FOI) Act 2014 and may be released in response to an FOI request.

Definitions for the purposes of this consultation

Advocacy is the practice of an individual acting independently of the service provider, on behalf of, and in the interests of a service user, who may feel unable to represent themselves. (*National Standards for Safer Better Healthcare, 2012*).

Clinical judgment means a decision made or opinion formed in connection with diagnosis, care or treatment of a patient. (Part 9 of the Health Act 2004).

Complaint means a complaint made under this Part 9 of the Health Act 2004 about any action of the HSE or a service provider that –

- (a) It is claimed, does not accord with fair or sound administrative practice, and
- (b) Adversely affects the person by whom or on whose behalf the complaint is made

Healthcare Complaints Advocacy / Support Service - For the purpose of completing this consultation, Complaints Advocacy / Support Service can be defined as a service to help and empower the complainant in the healthcare complaint process. This may range from offering of information or advice in relation to preparing documentation for a complaint, to attending meetings with the complainant, to enabling them to articulate their needs, and/or involve support after complaint was made.

Patient includes service user.

Please Complete Your Details:**i. Organisation**

- I am the authorised representative on behalf of an organisation/body.

Please state **name and address of organisation:**

Title

First Name

Surname

Job Title

Please state category of organisation:

- Public Health Service Organisation / Provider
 Private Health Service Organisation / Provider
 Other Health Service Provider, please elaborate _____

ii. Which service is relevant to you; (you can select more than one):

- Acute Hospital (adults)
 Ambulance Services
 Mental Health
 Disabilities
 Maternity
 Older persons
 Children services
 Social Inclusion (marginalised groups, e.g., travellers, homeless, etc.)
 GP and Primary care
 Private
 Community care (e.g., health centre, public health, therapies, environmental health etc.)
 Independent practitioner (e.g., Pharmacy, Dentistry, etc.)
 None
 Other (name) _____

Do you provide services to the:

- Public, HSE or voluntary sector Private Sector
 Both None

Questions for Health Service Provider Organisations

For text answers throughout, please limit your answers to 300 words maximum

01C24	Does your organisation have a healthcare complaints policy?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't Know <input type="checkbox"/>
02C25	If yes, please select which policy:			
	HSE "Your Service, Your Say" Policy			<input type="checkbox"/>
	Organisation policy adapted from HSE "Your Service, Your Say" Policy			<input type="checkbox"/>
	Organisation's own complaints policy			<input type="checkbox"/>
	Other, please state: _____			
03C43	Does your organisation provide staff training in complaints handling?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
04C28	What aspects of the healthcare complaints procedures in your organisation work well?			
	Process is easy to follow	Yes <input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/> partial <input type="checkbox"/> don't know
	Complaints are handled in timely manner	Yes <input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/> partial <input type="checkbox"/> don't know
	Complaints are seen as constructive feedback	Yes <input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/> partial <input type="checkbox"/> don't know
	My organisation learns from complaints	Yes <input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/> partial <input type="checkbox"/> don't know
	Staff are aware of the complaints process	Yes <input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/> partial <input type="checkbox"/> don't know
	Staff are suitably trained and competent to handle complaints	Yes <input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/> partial <input type="checkbox"/> don't know
	Complaints are addressed at the point of occurrence	Yes <input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/> partial <input type="checkbox"/> don't know
	Other, please comment:			

05C29 **What is currently not working well in your healthcare complaints policy and procedures?**

06C30 **What improvement could be made to your organisational healthcare complaints policy and procedures?**

07C31 **How does your organisation learn from healthcare complaints?**

Complaints Advocacy / Support Service.

For the purpose of completing this consultation, Complaints Advocacy / Support Service can be defined as a service to help and empower the complainant in the healthcare complaint process. This may range from offering of information or advice in relation to preparing documentation for a complaint, to attending meetings with the complainant, to enabling them to articulate their needs, and/or involve support after complaint was made.

08C32 **Does your organisation:**

Have a policy on Complaints Advocacy / Support Services?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't Know <input type="checkbox"/>
Have its own Complaints Advocacy / Support Service?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't Know <input type="checkbox"/>
Provide an independent Complaints Advocacy / Support Service?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't Know <input type="checkbox"/>
Provide information on independent Complaints Advocacy / Support Service?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't Know <input type="checkbox"/>
Have policies and procedures for engaging with advocates?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't Know <input type="checkbox"/>

09C33 **What is working well about the healthcare Complaints Advocacy / Support Service?**

10C34 **What is currently not working well in the provision of a healthcare Complaints Advocacy / Support Service?**

11C35 **Outline suggestions you have on how to improve healthcare Complaints Support / Advocacy Services:**

12C01 **The HSE has an official complaints policy “Your Service, Your Say”. Have you heard of this policy?**

Yes No Don't Know

13C02 **Key elements of a healthcare complaints definition**

At present the definition for health complaints does not include complaints made because of clinical judgment or its omission. Clinical judgment is a decision made or opinion formed in connection with diagnosis, care or treatment of a patient.

Definition of Complaint (Part 9 of the Health Act 2004 and S.I. No 652/2006 Health Act (Complaints) Regulation 2006):

“Complaint” means a complaint made under this Part about any action of the Executive (HSE) or a service provider that –

(a) It is claimed, does not accord with fair or sound administrative practice,
and

(b) Adversely affects the person by whom or on whose behalf the complaint is made

If the definition is to be revised, what, in your opinion, should be the key elements of a healthcare complaints definition?

Please comment:

14C03 **Key elements of a Complaints Advocacy / Support Service definition**

Advocacy - *National Standards for Safer, Better Healthcare 2012* provides the following definition:

The practice of an individual acting independently of the service provider, on behalf of, and in the interests of a service user, who may feel unable to represent themselves.

Complaints Advocacy / Support Service - For the purpose of completing this consultation, Complaints Advocacy / Support Service can be defined as a service to help and empower the complainant in the healthcare complaint process. This may range from offering of information or advice in relation to preparing documentation for a complaint, to attending meetings with the complainant, to enabling them to articulate their needs, and/or involve support after complaint was made.

In your opinion, what should be included as key elements of a Complaints Advocacy / Support Service definition?

Please comment:

15C04

The Department of Health is undertaking the development of a Patient Safety Complaints and Advocacy Policy in order to provide leadership and policy direction to improve (a) health complaints and (b) Complaints Advocacy/ Support Services.

What needs to be included in the overall Patient Safety Complaints and Advocacy Policy:

- To support the patient / service user, please comment:

- To support staff, please comment:

16C42 **If you have any other comments to make about this questionnaire please detail below:**

The Department of Health would like to thank you for taking the time to participate in this consultation.

Your responses will be used to collate the consultation report which will be available towards the end of the year at <http://health.gov.ie/national-patient-safety-office/>.