

NHS Patient Complaints: Improving Your Response to Support Patients & Staff

Event located at: [110 Rochester Row, Victoria, London, SW1P 1JP](#) | Thursday 19th April 2018

10.15 Registration & Morning Refreshments

11.00 Chair's Introduction

11.05 Morning Policy Session: Understanding the Challenges

- Comprehensive overview of the latest developments in NHS complaints policy
- The importance of adopting a person-centred approach to the handling and resolution of complaints
- Legal overview: ensuring compliance with the Duty of Candour
- Providing patients with clear information on how and when to complain
- Overcoming a possible “defensive culture” to embrace complaints and concerns
- Improving the effectiveness of your Patient Advice & Liaison services
- Effectively training staff to resolve conflict and de-escalate disputes
- Ensuring frontline staff feel equipped to manage and respond to complaints
- Developing your response to informal complaints
- Managing complex complaints across organisational boundaries

⇒ **Ian Adams**, Director of Membership and Stakeholder Engagement, NHS Resolution

⇒ **Dr Richard Simmons**, Faculty of Social Sciences, University of Stirling

⇒ **Roan Dyson**, Director of Service Design and Development, PohWer

13.15 Networking Lunch

14:00 Afternoon Session: Sharing Best Practice

- Examples of national best practice and positive engagement with the complaints system
- The role of social media in the changing nature of complaints
- Examining complainants' response to their experience and building on results
- Supporting complainants throughout the process

⇒ **Sir Charles Pollard**, Chair, Restorative Solutions CIC

⇒ **Personal Experience Session:** Joanna Mears, Service User - NHS Complaint Services

⇒ **Ruth Evans**, Managing Director, Patient Experience Network

⇒ **Stephanie Linden**, Local Service Manager in London, Independent Health Complaint Advocacy

15.30 Event Close

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