

Model Patients' Complaints Management Training – Digital Learning

Patient Experience Network
National Awards 2024

Presented by: Bumi Akinmutande

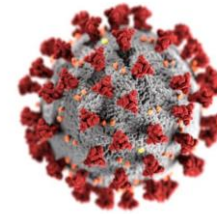
Patient information

Tell us what you think of our
services – a guide to making
comments, compliments or
complaints



Key Drivers

1. COVID
2. Diminishing resources
3. Complaints standards framework pilot
4. A continuing vision to engage compassionately with all service users with concerns
5. The Trust's workforce size
6. A positive experience for our service users and their loved ones



Project evolution.



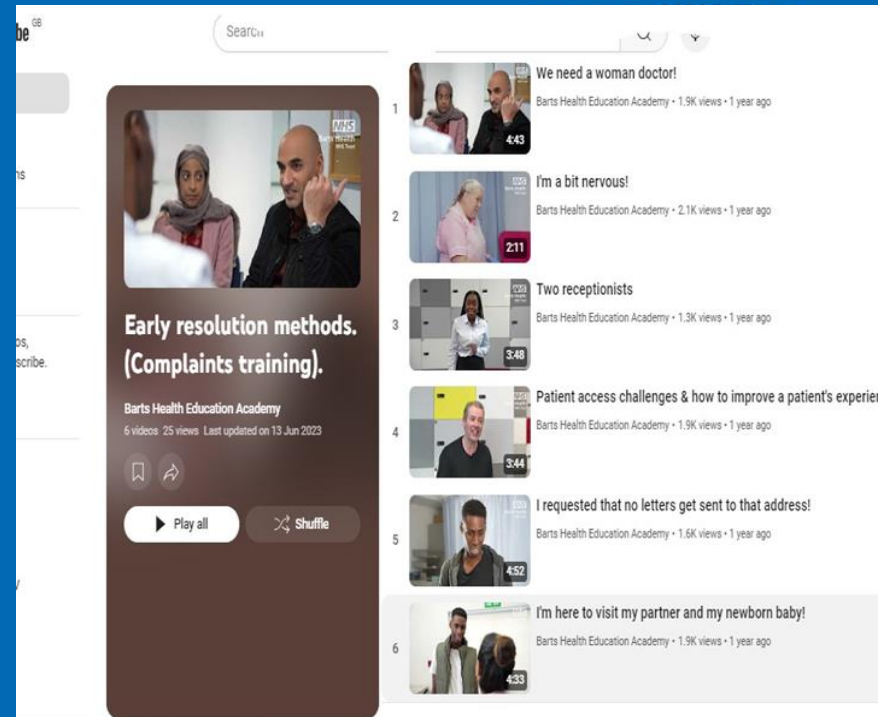
Barts Health
NHS Trust

1. Self-assessment using complaints standards framework maturity matrix assessment tool
2. Training needs analysis undertaken and funding sourced
3. Commitment to an improvement plan as part of quarterly and annual reporting to Trust wide committees and groups
4. Paper to groups and committees outlining the risks of continuing “as is” versus the advantages of changing to digital learning
5. Draft concept developed for consideration by boards, committees & groups Trust wide



Mobilising & Socialising the idea

1. Organisational “buy in” e.g. Nursing, Midwifery, Allied Healthcare professionals Group, Quality Board, Quality Assurance Committee, Patient Experience Groups, Complaints Management Improvement Group, Healthwatch
2. Education Board – for addition to Statutory & Mandatory course library
3. Online library of audio-visual resources accessible to the public



Where we are now



Barts Health
NHS Trust



1. 3 levels of training commensurate with employees' roles
2. Training modules with the diverse needs of trainees in mind
3. Convenient and accessible training
4. Assurance the entire workforce is appropriately trained
5. Emphasis on prompt early resolution in the first instance thereby improving patients' experience.

© Barts Health NHS Trust 2024

- ≡ Accessibility Options
- ≡ Learning Outcomes
- ≡ Standards, Relevant Legislation, Trust Complaints Policy and Standard Operating Procedures
- ≡ Performance Management
- ≡ What You Should Do
- ≡ Oversight and Assurance Roles of Committees
- ≡ Additional Complaints Training Available
- ≡ Congratulations

- ≡ 1. Accessibility Options
- ≡ 2. Early Resolution of Complaints - Your Responsibilities
- 📄 3. Assessment
- ≡ 4. Congratulations

- ≡ Accessibility Options
- ≡ Introduction
- ≡ Module 1. Early Resolution
- ≡ Module 2. Regulations, Processes and Policies
- ≡ Module 3. Investigating Complaints
- ≡ Module 4. Writing Response Letters
- ≡ Module 5. Care and Support of Staff Involved in Complaints
- 📄 Assessment
- ≡ Congratulations



Thanks.

1. **Sandra Brighton** – Associate Director – Learning & Development (Design & Delivery) - for the funding
2. **Sophia Touzani**– Lead for Learning & Development – Statutory, Mandatory & Essential Skills for the analysis of data and the training needs analysis work
3. **Resound Training** – For sitting in out-patients clinics across our hospitals gathering real time content, from our patients’ experiences to create content for the videos used
4. **Isaiah Koleosho** – for the hours spent behind the camera shooting videos & editing them to become what you see on YouTube today
5. **Dean Cross** – Learning & Development Lead for tirelessly adding all the content to our online platform and doing all the designing
6. **Paula Joseph, Theresa Agyekum** – central complaints team, project leads & originators
7. **Nikant Ailawadi** – Director for Patient Experience & Insight



Barts Health
NHS Trust

