



Complaints: useful websites and links: 4Ps Briefing

ICAS Learning Module www.icaslearnng.com

DOH Complaints policy pages

<http://www.dh.gov.uk/PolicyAndGuidance/OrganisationPolicy/ComplaintsPolicy/fs/en>

- the legislation that sets out the legal framework for the operation of the NHS complaints procedure
- all the guidance issued since April 1996
- information for patients on how to complain about the NHS
- information on the process of reform
- training for NHS staff

The Commission for Healthcare Audit and Inspection (Explanation and Co-operation) Regulations 2004

http://www.dh.gov.uk/Consultations/ClosedConsultations/ClosedConsultationsArticle/fs/en?CONTENT_ID=4067629&chk=VLFjej

Making Amends <http://www.doh.gov.uk/makingamends/pdf/cmomakingamends.pdf>] a consultation paper on **reforming the approach to clinical negligence** in the NHS, the Department of Health suggests a unified approach between the NHS complaints procedures and dealing with claims for compensation. These changes are subject to future legislation, and the Healthcare Commission (CHAI)'s procedures will be developed to reflect any necessary changes.

Independent professional regulation

The Independent Healthcare Association is an Independent Charity, dedicated to improving standards of health and social care in the UK. www.iha.org.uk/

Professional Misconduct

Complainants seeking disciplinary action against a member of staff should complain to the professional body who holds their registration - the General Medical Council for doctors <http://www.gmc-uk.org/> and the Nursing and Midwifery Council (previously UKCC) for nurses and midwives etc. <http://www.nmc-uk.org/> These professional bodies generally only look at complaints against their members once the NHS complaints' procedure has been concluded.

Legal Action

Free specialist advice on taking legal action, is available from the charity Action for Victims of Medical Accidents (AVMA) www.avma.org.uk. The Legal Services Commission which has replaced the Legal Aid Board, administers the funding schemes for civil and criminal cases under the general guidance of the Lord Chancellor. They have produced several practical guides to obtaining community legal service funding including the eligibility criteria. <http://www.legalservices.gov.uk/>



The **Commission for Social Care Inspection (CSCI)** <http://www.doh.gov.uk/csci/> From April 2004, the Commission for Social Care Inspection (CSCI) will be the single inspectorate for social care. It will combine the work of the Social Services Inspectorate (SSI), the SSI/ Audit Commission joint review team and the National Care Standards Commission (NCSC).

Standards and Guidelines for confidentiality in the NHS can be found at <http://www.nhsia.nhs.uk/confidentiality/pages/standards.asp>

The **National Patient Safety Agency** www.npsa.org.uk

From 2003/04 all NHS bodies will be expected to report all patient related incidents to the National Patient Safety Agency (NPSA) for the purpose of learning lessons and to devise and implement safety solutions nationally where appropriate. It is not the role of the NPSA to investigate incidents, that is an issue for local management. If CHAI refers to NPSA, all such reports must be anonymous.

The **National Clinical Assessment Authority (NCAA)** <http://www.ncaa.nhs.uk/> aims to protect patients and outlines the progress made by the Government and the NHS on clinical governance matters, supporting appraisal and professional development strategies, and professional self regulation and monitoring methods.

The Healthcare Commission (CHAI) will take over the registration and inspection functions of the **National Care Standards Commission (NCSC)** for providers of private and voluntary healthcare. The procedures will be harmonised as far as possible in due course. The **NCSC** <http://www.carestandards.org.uk/> is an independent public body set up under the Care Standards Act 2000, to regulate social care and private and voluntary health care services throughout England.

Benchmarks for how NHS bodies should learn from complaints are available from the Modernisation Agency's **Clinical Governance Support Team**. <http://www.cgsupport.org> and from the **Clinical Governance Bulletin** <http://clinical-governance.com> These benchmarks also apply to independent providers of services for NHS patients.

Learning from Bristol: The Report of the Public Inquiry into Children's Heart Surgery at the Bristol Royal Infirmary 1984-1995 www.bristol-inquiry.org.uk

Managing complaints for service improvement - programme of accredited education and training (in development)

http://www.dh.gov.uk/PolicyAndGuidance/OrganisationPolicy/ComplaintsPolicy/ComplaintsPolicyArticle/fs/en?CONTENT_ID=4001374&chk=aX3pKt

The **NHS University induction** contains a module on communication skills.

<http://www.nhsu.nhs.uk/learning/cancercare/index.html>



'Standards for Better Health: Health Care Standards for Services under the NHS'

http://www.dh.gov.uk/Consultations/LiveConsultations/LiveConsultationsArticle/fs/en?CONTENT_ID=4071582&chk=FCVs0o is a consultation document from the Department of Health, (DoH, February 2004) which introduces a series of key standards for the quality of care that is delivered across the NHS in England. The core standards and developmental standards cover seven key areas; safety, clinical and cost effectiveness, governance, patient focus, accessible and responsive care, care environment and amenities and public health.

Non-NHS regulatory bodies

The **Commission for Racial Equality** <http://www.cre.gov.uk/> a publicly funded, non-governmental body set up under the Race Relations Act 1976 to tackle racial discrimination and promote racial equality.

The **Disability Rights Commission** <http://www.drc-gb.org/index.asp> an independent body, established by Act of Parliament to eliminate discrimination against disabled people and promote equality of opportunity.

The **Equal Opportunities Commission** <http://www.eoc.org.uk/> the leading agency working to eliminate sex discrimination in 21st Century Britain.

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