


Principles of Person-Centred Approach


- Accessible
- Transparent
- Free at the point of use
- Jargon free
- People actively encouraged to use the process



Statutory Complaints Process Reform

Before

- Organisations resistant to change – reform was seen as an imposition, interfering, not needed here
- Defensive language and behaviour
- ‘We know it works because we are operating it’



Statutory Complaints Process Reform

After

- Universal agreement that it was the right way to go
- Improved customer awareness – and improved customer service



Standardised Complaints Process


- 2015: around 350 organisations across Government, Government agencies, Local government, Housing, Further and Higher Education and more use the SPSO standardised complaints procedures
- By 2016/17 3200 Scottish Health Service organisations will be added
- England, Wales and Northern Ireland are all looking to follow this model



Regulator Chief Executives Speaking Up

The Professional Duty of Candour


- Every healthcare professional must be open and honest with patients when something goes wrong with their treatment or care which causes, or has the potential to cause, harm or distress.



Regulator Chief Executives Speaking Up

This means that healthcare professionals must:

- tell the patient (or, where appropriate, the patient's advocate, carer or family) when something has gone wrong
- apologise to the patient (or, where appropriate, the patient's advocate, carer or family);
- offer an appropriate remedy or support to put matters right (if possible); and
- explain fully to the patient (or, where appropriate, the patient's advocate, carer or family) the short and long term effects of what has happened.



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