Resolution Meeting Guide

The Royal Orthopaedic Hospital
NHS Foundation Trust

For virtual and face-to-face complaint resolution meetings

July 2023

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Meeting Guide for Complaint Resolution Meetings within the Patient Experience Department for Staff and Complainants

Purpose

This document has been developed by the Patient Experience Team to offer you more information on what to expect when attending a complaint resolution meeting. In this document you will find a set of common rules we ask you to follow, but also guidance on what happens before and after the resolution meeting.

Terminology

- Complaint Resolution Meeting – A Complaint Resolution Meeting is a meeting which is either conducted online or face-to-face. This is offered to the complainant to provide an opportunity to answer or address their concerns face to face.

Technology

The Patient Experience Department will use Microsoft Teams (MS Teams) for all resolution meetings if you have agreed for it to be online. No other software or systems will be used. The meeting will be recorded via MS Teams, and we will make you aware of this beforehand.

Meeting set up and preparation

Organising a resolution meeting

Meetings will be arranged directly by the Patient Experience Department, specifically by the Patient Experience Facilitator. All meeting invites should be accepted (if virtual) or declined as soon as possible as this will allow us to make alternative arrangements. To confirm your attendance at a face-to-face meeting, an email or call to the department will suffice. If you prefer face-to-face meetings, a room will be booked in advance and details of the location will be shared with you 48 hours prior to the meeting.

Agenda

An agenda will be created and circulated at least 5 working days before the resolution meeting. You must provide your concerns or questions you would like addressed in the meeting as soon as a resolution meeting has been identified or a complaint has been submitted. Without an agenda, the meeting will be cancelled.

Meeting Preparation

The investigation lead on your complaint, will source answers or responses to the concerns you have raised prior to the meeting. This is to allow the meeting to run to a structured agenda. If the meeting is conducted virtually, the link will be sent to you 48 hours prior to the meeting via email. If the meeting is face-to-face, the location will be shared via email 48 hours prior.

During the meeting & meeting etiquette

Meeting Etiquette

During a virtual meeting, if you wish to raise a question, we ask you to use the hand function if virtual. We have found this to be the most effective way to raise a question. The hand function can be found by selecting the hand emoji at the bottom of the screen. We also ask that you mute yourself when you are not speaking. This will avoid background noise.

The meeting will be terminated if any of the participants display any of the following:

1. Un-cooperative or aggressive behaviour
2. Offensive language
3. Un-invited participants joining the meeting.

During the meeting

The meeting will be opened and chaired by the Patient Experience Facilitator. The Patient Experience Facilitator will ensure the meeting stays within the agenda and read out the concerns or questions raised. They will explain the meeting is being recorded and the actions will be minuted by the Patient Experience Facilitator. Once a question/concern has been addressed to your satisfaction by the complaint lead, we will move on to the next concern/question.

Once all questions/concerns have been addressed, the Patient Experience Facilitator will go over the agreed actions following the meeting and close the meeting.

What happens next?

You will receive a letter from the investigation lead **10 working days** following the meeting. This letter will outline any actions agreed upon within the meeting. Once this letter has been sent to you, your complaint will be closed.

FAQ

1. Who will be in the meeting?

The investigation lead, a patient experience facilitator, and staff we feel necessary who have been involved in the complaint and can contribute to the answering of concerns.

2. Can I bring a family member with me?

Yes, you can bring a family member with you, however, you will need to let the Patient Experience Department know beforehand so they can be added to the attending participants on the agenda.

3. What do I do if I am not happy with the meeting outcome?

If you are not happy with the outcome of the resolution meeting, please contact the Patient Experience Department to discuss the next steps.

4. Can I have a copy of the recording of the meeting?

Yes, please contact the Patient Experience Department who will arrange this for you

5. Will I get a written copy of the answers to my questions?

No, however, you will receive a summary letter 10 working days after the meeting outlining the actions which were identified in the meeting.

6. Who identified the investigation lead on my complaint?

We have a team within the complaints process called the 'Triumvirate' they consist of the Head of Nursing, Associate Director of Operations and Associate Medical Director. The triumvirate decides who the complaint lead should be based on your complaint letter and concerns raised.

7. How long will the meeting last?

We book resolution meetings for 1 hour. This is so that if any clinical staff are present at the meeting, they can arrange cover for a specific amount of time.