

To: All Ophthalmic Contractors

17 January 2020

Dear Colleague,

**R.E. Family Practitioner Services Complaints E-Learning – HSC Complaints Procedure (updated April 2019)**

I refer to previous correspondence, which was issued during 2015, publicising the complaints E-Learning Package which was developed for staff working within Primary Care.

This Package has been updated and provides general training and awareness on the HSC Complaints Procedure, “*Guidance in relation to the Health and Social Care Procedure*” (April 2019), as well as detailing the role and responsibility of the Health and Social Care Board, (the Board), in relation to complaints.

The HSC Complaints Procedure aims to provide;

- A strengthened, more robust, local resolution stage;
- An enhanced role for commissioners in monitoring, performance management and learning;
- Improved arrangements for driving forward quality improvements across the HSC; and
- Improved arrangements for the delivery of responses to complainants

The changes to the HSC Procedure include;

- Details of the role of the Northern Ireland Public Services Ombudsman (NIPSO), known as “the Ombudsman”;
- Removal of the restriction on providing electronic responses to complainants;
- Removal of the ability for HSC staff to complain to the Ombudsman about the way they have been dealt with under the Complaints Guidance; and
- Clarity on the role and remit of the honest broker in complaints handling;

In order to access the E-Learning Package, you should open the web browser and insert the following web address, <http://www.hscboard.hscni.net/fps-complaints-elearning-package/>.

Once completed you will be required to select the appropriate Family Practitioner Service (FPS), and enter the name of your Practice to include the Contractor Code.

Entering this information will give the Board confirmation that you have completed the e-Learning Package.

If you have any queries regarding the content of this letter, the E-Learning, or require the Package in hard copy, please contact the Complaint's Office at the HSC Board on:

Tel: 028 95 363893

Email: [fpsetrainingcomplaints@hscni.net](mailto:fpsetrainingcomplaints@hscni.net)

Yours sincerely,



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