An Roinn Sláinte
Department of Health

Independent Patient Safety Council (IPSC)

Minutes of Meeting 5

Date	2pm to 4pm, Tuesday 7th December 2021 (Microsoft teams)
Location	Hosted on Microsoft teams by Department of Health, Miesian Plaza, Dublin 2
Chair	Ms Noeline Blackwell, CEO, Dublin Rape Crisis Centre (NB)
Members in Attendance	Dr Orla Healy, National Clinical Director for Quality and Patient Safety, HSE (new member) (OH) Ms Brigid Doherty, patient/public voice (BD) Mr Brian Fitzgerald, Deputy CEO, Beacon Hospital (BF) Prof Gerry Fitzpatrick, Anaesthesia and Intensive Care Consultant, Tallaght Hospital (retired) (GF) Prof Eva Doherty, Director of the Human Factors and Patient Safety training, RCSI (new member) (ED) Ms Peggy Maguire, Director General of the European Institute of Women's Health (PM) Prof Charles Normand, Edward Kennedy Professor of Health Policy and Management at the University of Dublin, Trinity College (CN) Dr Cathal O'Keeffe, Head of Clinical Risk, State Claims Agency (SCA) (COK) Mr Phelim Quinn, Chief Executive Officer, Health Information and Quality Authority (HIQA) (PQ) Ms Niamh Muldoon, CEO/Registrar of the Veterinary Council of Ireland (NM)
Apologies	Assoc Prof Paul D'Alton, UCD School of Psychology and Head of Psychology, St. Vincent's University Hospital Mr Martin O'Halloran, former CEO, Health and Safety Authority Dr Una Geary, Director for Quality and Safety Improvement, St. James's Hospital Dr Suzette Woodward, Patient Safety Specialist, Visiting Professor, Imperial College London
In attendance	Ms Róisín Cunniffe, (Secretary), Policy Officer, Patient Safety and Advocacy Policy, NPSO (RC) Mr Maurice O'Donnell, Principal Officer, Patient Safety and Advocacy Policy, NPSO (MOD) Mr Arnel Kidpalos, Policy Officer, Patient Safety and Advocacy Policy, NPSO (AK) Mr Stephen Dredge, Administrative Officer, Patient Safety and Advocacy Policy, NPSO (SD) Mr Patrick Dolan, Principal Officer, Policy and Governance, NPSO (PD) Ms Mary McKenna, Policy Officer, Policy and Governance, NPSO (MM) For item 3 only, Complaints and Incidents facilitated workshop discussion: Aoife Early, Facilitators Group, Department of Health (AE) Sarah O'Brien, Facilitators Group, Department of Health (SOB)

Welcome, introductions and apologies

The Chair welcomed all the members to the fifth meeting of the Independent Patient Safety Council which was held via Microsoft Teams. The Chair noted the recent sad passing of Council member Brian Place RIP and extended the Council's sympathies to his family and friends. The Chair also noted his substantial and valued contribution to the work of the Council.

The Chair welcomed the two new members to the Council, who had recently been appointed by the Minister, Dr Orla Healy and Professor Eva Doherty. NB also thanked the two outgoing members, Dr Philip Crowley and Ms Kerrie Leonard for their contribution to the Council.

Apologies were noted for Assoc Prof Paul D'Alton, Mr Martin O'Halloran, Dr Una Geary and Dr Suzette Woodward. Members had been invited to submit comments or additions regarding the workshop (Agenda Item 3) in advance of the meeting if they wished. No comments had been received.

NB checked there were no conflict of interest from any member or attendee and this was confirmed.

1. Approval of minutes and agenda, date for next meeting

The minutes for the meeting of 27th April 2021 were proposed by GF, seconded by BD and were approved and adopted.

Action 1: Publish approved minutes.

2. Complaints and Incidents policy paper and Update on Research Tender Process

The Background paper regarding Complaints and Incidents Policy, as provided at the April 2021 meeting of the Council, had been circulated to provide context for this item. PD gave a brief introduction and update on the progress of this work.

MM gave a short presentation on the work of NPSO to date in this area and the current status of the research tender process. It was outlined that the initial tender process had been unsuccessful and that tenders would be re-issued in the new year, in the context of and incorporating the Council's input (particularly in relation to Agenda Item 3). The updated tender documents would be circulated to the Council.

Action 2 : Updated tender documents to be circulated to the Council in 2022, as tendering process is progressed.

A brief discussion was had by Council members regarding the research work and it was requested that the previously published health Research Board (HRB) paper in this area be circulated to the Council

Action 3 : Circulate HRB report, '*National pathways for clinical complaints - An evidence brief.'*

3. Complaints and Incidents Discussion Workshop

A discussion workshop was held to scope the values underpinning the management of clinical complaints and patient safety incidents. It was indicated that the opinions of the IPSC, gathered through the workshop, would be integrated into the research tender process for clinical complaints and patient safety incidents and help shape the research policy in this area.

The workshop was attended by eleven members of the IPSC and was conducted for one hour. It was facilitated by two staff from the Department of Health, external to the National Patient Safety Office (NPSO), with experience in workshop facilitation (AE and SOB).

There were seven questions spread over three main themes prepared for the workshop. In the interest of keeping to the time allotted for the workshop and ensuring that all the questions were answered, the questions were streamlined and bucketed into three main themes.

a. The Current Complaints and Incident Management Systems (3 questions)
b. Patient Centredness and Clinical Complaints (2 questions)
c. Values Underpinning the Management of Complaints and Incidents (2 questions)

An engaged discussion took place on each of the themes above and the workshop was concluded with a post-workshop discussion among the members of the IPSC on their supplementary views regarding the management of clinical complaints and patient safety incidents.

The views of the Council were to be gathered by the secretariat and collated into a report capturing the workshop discussion. This draft report would be circulated to Council for their feedback, to ensure it accurately reflected the discussion.

Action 4 : Report on the workshop to be drafted, circulated and feedback incorporated.

4. Progress Report on Policy Framework for Open Disclosure in Healthcare

AK provided a short presentation detailing the progress on the Policy Framework for Open Disclosure in Healthcare.

5. Discussion on Work Programme 2022

MOD gave a brief outline of the proposed work programme for 2022, which would entail continued engagement in the areas of;

- Policy Framework for Open Disclosure in Healthcare
- Complaints and Incidents management policy

In addition, NPSO are to examine its workstreams for 2022 and identify other areas of work where the Council may most valuably contribute.

Action 5 : NPSO to identify other workstreams suitable for consideration by the Council for the IPSC Work programme 2022.

6. AOB and Close

No other matters were raised. It was suggested that the next meeting be scheduled for the end of Q1 2022, the secretariat would ascertain the most suitable date via email.

Action 6: Next meeting to be scheduled.

The Chair thanked all for their contribution and closed the meeting at 4.10pm.

Table of Actions in Progress

	Action	Responsible	Date assigned	Due Date	Status
	Action 1: Publish approved minutes.	Chair, RC	December 2021	January 2022	Ongoing
	Action 2: Updated tender documents to be circulated to the Council in 2022, as tendering process is progressed.	MM, RC	December 2021	Q1 2022	Ongoing
	Action 3: Circulate HRB report to Council.	RC	December 2021	December 2021	Complete
	Action 4: Report on the workshop to be drafted, circulated and feedback incorporated.	NPSO, RC	December 2021	January 2022	Ongoing
	Action 5: : NPSO to identify other workstreams suitable for consideration for the IPSC Work programme 2022.	NPSO, MOD, RC	December 2021	Q1 2022	Ongoing
	Action 6: Next meeting to be scheduled.	RC	December 2021	Q1 2022	Ongoing