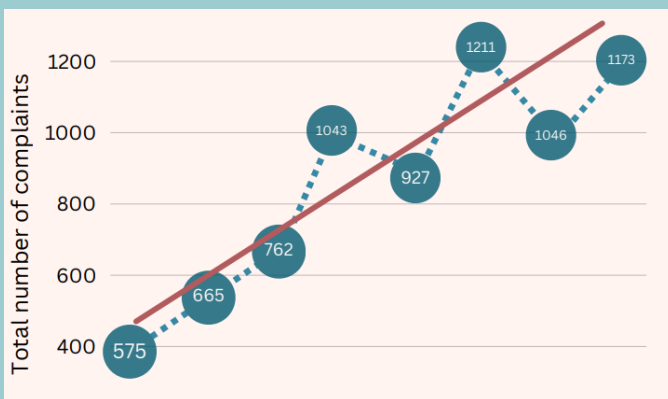


Quarterly Bulletin

This Bulletin highlights some of our most recent investigation reports and provides other updates on our work.

Please follow the highlighted links for more on each story.



Further rise in unresolved complaints to the Ombudsman

Our recently released Ombudsman's Report for 2023-24 shows a 12% increase in complaints from the previous year. We are now receiving more than twice the number of complaints about public bodies than in 2016, the year NIPSO was established. Further details on these complaints, including breakdowns by sectors, can be found in the report.

Towards a Patient Safety Framework for Northern Ireland



We've published a range of resources from the Patient Safety Conference we held in March. These include a conference report, presenter's slides, and a short video shown on the day.

Best practice in complaints about care homes



Our latest Case Digest features a number of investigations into complaints about care homes. It highlights the importance of good complaints handling and provides some key messages for the families of those in care.

“The investigation report brought me some peace”

“The report I received took a long time to absorb, but I felt relieved.

I felt as though I had got part of my life back.”

“On a personal note, you have been fantastic so far, [and] your delivery of bad news was handled to the point of perfection.”

“I want to thank you for the caring and professional manner in which you dealt with me, and kept me updated on the progress in the case.”

“A quick note to thank you for a thorough and professional investigation of my complaint.”

Our investigations are confidential and handled with sensitivity. Read some of the feedback we’ve received from complainants and watch as they share their experiences of using our service.

Improving healthcare through better patient engagement



We’re often told by patients and their families they think they should have had a bigger say in their care. Click on the link above to read about some of our investigation reports into these cases.

Trust’s investigation was ‘flawed and lacked empathy’



A woman raised concerns with the Western Trust about how her late mother was treated in a care home. We found significant failings in the way the Trust investigated her complaint.

Decision to discharge patient from Belfast Trust’s Eating Disorder



Our investigation found that a complainant was offered good support by the Belfast Trust during her treatment for Anorexia Nervosa.