

News | October 2023

16 NOVEMBER 2023



SPSO CONFERENCE

Just over four weeks to go until our SPSO Conference 2023, taking place on Thursday 16 November 2023! The full programme agenda of the day and details on each session is available on [our website](#).

Spaces for the conference are filling up fast - be sure to secure your spot!

[Buy your tickets now.](#)



SPSO website survey

We want to know what people think of our website! What do you like? What could we do better? Your feedback will help us improve and create a website accessible for all. Our survey should only take five minutes to complete and we very much welcome your feedback.

[Take the survey.](#)

Public service complaints

This month the Ombudsman published 12 decision reports. The findings highlight the importance of following good complaints handling procedures and having mechanisms in place to learn from complaints.

[Read more about the themes and trends from our findings.](#)

Scottish Welfare Fund reviews

This month we made 46 decisions. In one case study we partially changed the council's decision on a community care grant as the item awarded did not meet the applicant's need.

[Read our Scottish Welfare Fund update.](#)

Speak Up Week 2023: Learning from concerns

On 2—6 October 2023 our Independent National Whistleblowing Officer (INWO) and Standards teams ran NHS Scotland's second Speak Up Week. We were absolutely delighted with the engagement from Boards and other NHS providers.

Key highlights included:

- [Interview: Encouraging a good speak up culture](#) – a recorded interview with Rosemary Agnew, INWO, by Tracey Gillies, Executive Medical Director at NHS Lothian
- blogs on [the benefits of sharing learning while maintaining confidentiality](#) and [why is reporting on improvements important](#)

- [Live online panel discussion: Learning from concerns](#) - an engaging webinar hosted by Niki Maclean, our Director, with Dr Scott Jamieson (a General Practitioner in the NHS Tayside area), Kirstie MacDonald (Whistleblowing Champion at NHS Fife) and Laura Skaife-Knight (Chief Executive of NHS Orkney).

You can catch up on Speak Up Week 2023 by visiting the [INWO website](#) or searching the hashtag #SpeakUpWeek on X (formerly Twitter).



Want to brush up on your investigation skills? Our online trainer-led Complaints Investigation Skills course is aimed at staff who investigate complaints at stage 2 of the [Model Complaints Handling Procedure](#).

We have spaces available on Tuesday 28 and Wednesday 29 November 2023 – [reserve your spot now!](#)

For further information contact:

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