

Quarterly Bulletin

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

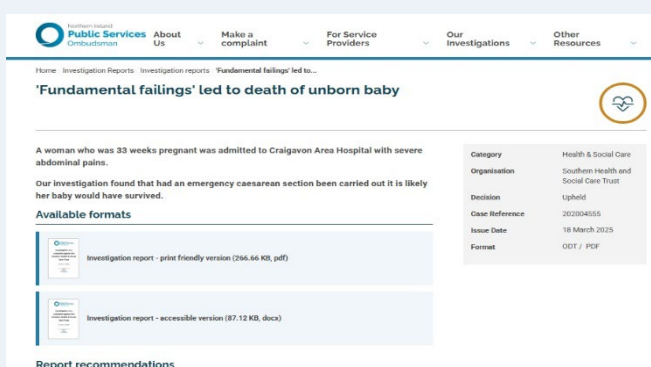
Please follow the highlighted links for more on each story.



How to investigate complaints: training resources for staff

We've produced a set of videos for staff in public bodies to help them deal with complaints. The videos explain why it's important to listen to complainants and show how learning from complaints can help improve public services.

'Fundamental failings' led to death of unborn baby



A woman who was 33 weeks pregnant was admitted to Craigavon Area Hospital with severe abdominal pains.

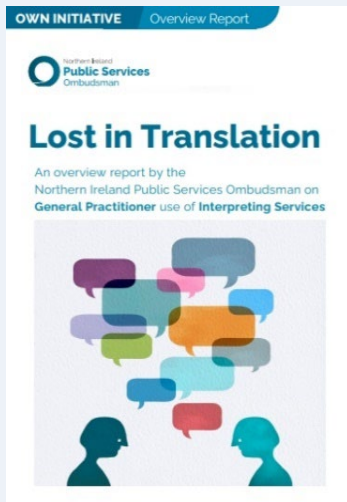
Our investigation found that had an emergency caesarean section been carried out it is likely her baby would have survived.

Seeking safety - supporting asylum seekers and refugees



In March we held a conference which examined the barriers asylum seekers face in using public services. We also discussed how Ombudsman schemes can deliver administrative justice for all. Our keynote speaker was Nashieli Ramirez Hernandez, President of the IOI and the Human Rights Commission of Mexico City.

Interpretation services in GP practices



This report looks at GP practices' use of interpretation services for patients who are not proficient in English.

It is the first in a series of Overview Reports which examine issues that are creating barriers to accessing healthcare.

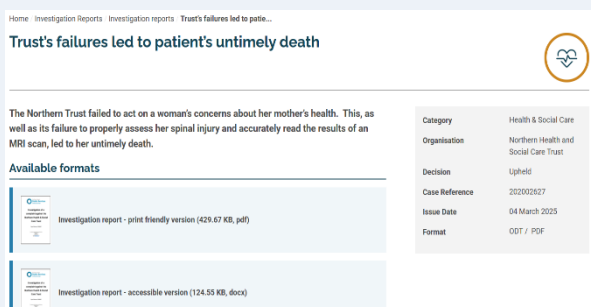
Women's Health Case Digest



Our most recent Case Digest looks at complaints brought to us in relation to women's health.

The summaries include recommendations from our reports, demonstrating how learning from complaints can help to improve services and health outcomes.

Failings led to patient's untimely death



The Northern Trust failed to act on a woman's concerns about her mother's health.

Our investigation found that this, as well as the Trust's failure to properly assess her spinal injury and accurately read the results of an MRI scan, led to her untimely death.

Proposed investigation into the Northern Ireland Housing Executive



Ombudsman Margaret Kelly has written to the Housing Executive under her 'own initiative' powers after noting an increasing number of complaints to her office relating to maintenance and repairs.