

Quarterly Bulletin

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

For more information on each story, please follow the highlighted links.

[Good records, good decisions](#)



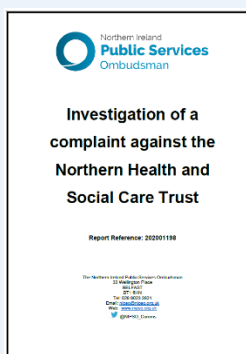
Public bodies should be transparent, should record the criteria for their decision making, and give reasons for their decisions, Ombudsman Margaret Kelly explained at a recent talk given to a recent event hosted by the Public Records Office Northern Ireland (PRONI).

[A Patient Safety Strategy](#)



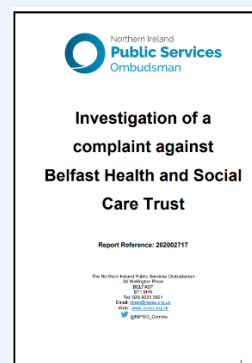
Ombudsman Margaret Kelly has called for patients to be given a central role in shaping safety protocols within Northern Ireland's health service. Speaking at a conference on patient safety, Ms Kelly called for patient perspectives to be actively incorporated into the fabric of healthcare policies and practices.

[Complaint about the care and treatment of a patient with Covid-19](#)



We upheld a complaint about the care given to a patient who passed away in Antrim Area Hospital. We found that the Trust failed to act in accordance with guidance on Covid visiting, patient personal care, and on treating patients with delirium.

[Belfast Trust made reasonable efforts to obtain unlicensed medicine](#)



A man questioned why medicine ordered from Scotland to treat his sick wife took two weeks to arrive. We found that the Belfast Trust's efforts to procure and transport the medicine were reasonable and appropriate.

Public Awareness Survey

Public Awareness Survey for Northern Ireland Public Service Ombudsman (NIPSO)



Report of Findings

Fieldwork for our second Public Awareness Survey is now being carried out. The information we obtain from the survey will help us decide how to improve our service going forward.

Northern Ireland Assembly Audit Committee



The Assembly’s Audit Committee plays an essential role in scrutinising the work of the Office. View our evidence to the most recent session of the Committee via the link above.

User Feedback

- I would like to thank you for your all your hard work in producing the report and for your professional and courteous manner during our telephone conversations.*
- I am particularly grateful for the patience, empathy and discernment shown by [your staff] earlier today.*
- I would like to express my gratitude and thanks for a flawless end-to-end service.*
- Thank you to the whole team that were involved in this. I feel seen and represented and I feel so glad that what I went through is being brought to light like this.*
- Always professional and well-informed, [the staff member] really made this difficult process more manageable and was a lifeline for my family in a time of crisis. She went above and beyond in her interaction with me and I cannot recommend her highly enough.*
- Keep doing what you are doing as you provide an excellent service.*

We often receive compliments from users of our service (as above). We use these, and comments made via our Service Standard Complaints procedure to understand what we are doing well and what we may need to do better.

Ombudsman Reports



Our annual Ombudsman Reports provide statistical information on complaints, cases summaries, and evidence of how our work has improved public services. Click on the link above to see the latest report.

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