



**Optical Consumer
Complaints Service**

Quarterly Newsletter - Q2 2024



June marked the annual OCCS update to the General Optical Council and is an opportune moment to reflect on the first half of 2024.

Nockolds Remains the Chosen Provider

No doubt the most significant update in recent months is the news that Nockolds Solicitors has been retained as the chosen provider of the Optical Consumer Complaints Service (OCCS) following a competitive tender process.

Having provided the GOC funded mediation service to resolve consumer complaints in the optical sector since 2014, the renewal represents a new three-year contract with an optional one-year extension thanks to Nockolds' unrivalled experience in the optical sector and its 'outstanding' track record in complaint resolution.

Annual Report Published

The OCCS 2023-24 Report - Agile and Effective Complaint Resolution can be read in full here.

Key points from the report:



Summary of Complaint Mediation Insight

- Complaints relating to domiciliary services more than doubled this year from 42 to 98.
- GOC Fitness to Practice triage collaboration continues to be an effective conduit to get complaints resolved at an appropriate channel. This year the GOC referred 81 complaints over to OCCS with a total of 405 going in to FtP.
- Increase in resolution rates in complaints relating to refractive eye surgery (reaching 80% in 2023-24).

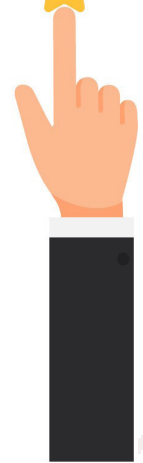
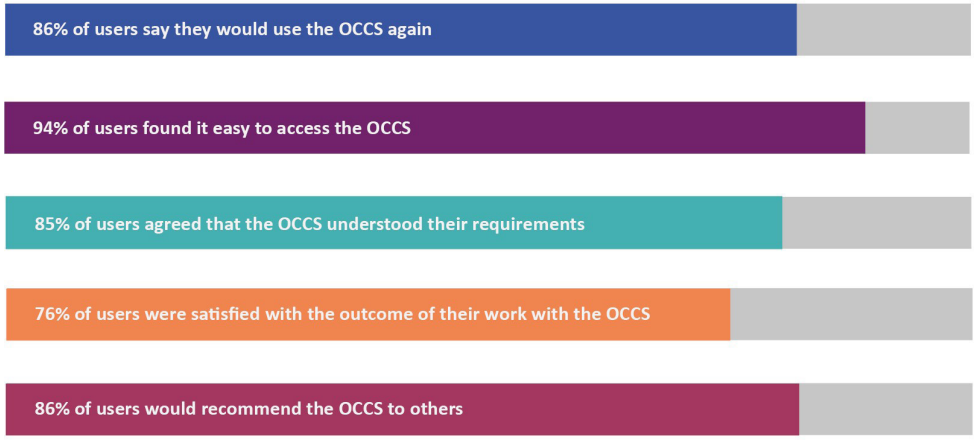
Highlights:

 <p>During 2023-24, the OCCS concluded more complaints, than were opened in the 12 month period.</p>	 <p>Strong resolution rates mean the OCCS saw a 21% in reduction complaints concluding without a resolution.</p>
 <p>Complaints where allegation of misdiagnosis is the substantive concern continue to fall - now almost half the level of 2021/2022.</p>	 <p>Record level of CPD delivery with 62 sessions and 3 articles in journals during the year.</p>





FEEDBACK



Training Opportunities

Presenting a fantastic opportunity for professionals in the optical sector, Nockolds are offering 4 hour workshops as well as full day masterclasses on complaint management.

Specially designed for senior professionals in the sector, the training program is based on extensive experience of course leaders who have helped complaints professionals mediate complaints locally before they escalate.

Highly interactive, the courses and masterclasses provide participants with the opportunity to develop their skills in workshops structured around industry-standard models. Namely, the course employs the AERO model which has been trusted to increase the efficacy of complaint resolution at a local level.

To find out more, be sure to visit our website.

CPD Training

Richard Edwards, a Clinical Consultant for the OCCS, is providing GOC registrants an opportunity to acquire points with a series of classes taking place in the coming months. These include:

Learning from Complaints

The ideal introduction to the work of the OCCS, this session covers three OCCS case studies covering a range of scenarios the help delegates build their confidence in dealing with tricky situations and create a more systematic approach to complaint resolution.

Safe not Sorry

This session is currently receiving great feedback from LOCs. In this session Richard walks delegates through three redacted GOC/OCCS cases. This helps delegates understand what situations would result in regulatory interest or action and those that won't.





Great Conversations in Myopia Management

Building on the success of Great Expectations in myopia management last year this session updates delegates on the latest insights & research in this rapidly developing area of clinical practice.

Learning from Clinical Complaints

In this quick fire peer review Richard presents four very topical clinical complaints from the OCCS archive and challenges delegates to consider how they would manage the situation but also what are the key learnings to take away from each of the four cases.

Contact Richard Edwards OCCS Clinical Consultant for details about how to book a CPD event for your LOC or employer on richard.edwards@optomiseconsulting.co.uk or 07743382552.

Be sure to follow the OCCS social media accounts to keep up to the minute with the latest news from the service.

