

BEING OPEN WITH OUR PATIENTS WHEN THINGS GO WRONG

We provide safe, high quality care to many thousands of patients every year but sometimes, despite our best efforts, things can go wrong.

If patients are harmed as a result of a mistake or error, we make a commitment to:

- Apologise for any harm and acknowledge any distress an incident may have caused
- Explain exactly what went wrong and, where possible, why
- Invite patients and relatives to tell us about their experience and ask questions
- Discuss what we are doing to ensure that such a mistake or error does not happen again in future
- Agree with patients or relatives the name of a member of staff who they can contact at any time in regard to a mistake or error relating to their care
- Give patients and relatives regular updates on the results of any investigation
- Respect patients' privacy and confidentiality

Patients

We understand that you may prefer not to talk about your experience with the staff who have been treating you, especially if you need further treatment. We can assure you that this will not affect your future care.

If you do not feel comfortable discussing your experience with the staff involved with your care you can contact our Membership and Patient Advice and Liaison Service (M-PALS) based at Chelsea and Westminster Hospital on 020 3315 6727 or via email at m-pals@chelwest.nhs.uk.