

Via fax

GA 2/9

13 February 1996

Mrs Pauline Webb
Complaints Manager
Royal Group of Hospitals and Dental Hospital
Health & Social Services Trust
Royal Victoria Hospital
Grosvenor Road
BELFAST
BT12 6BA

Dear Pauline

I refer to our recent discussion concerning the forthcoming "Awareness" training for Clinicians and Clinical Managers in the handling of complaints. I know that we are to meet with Dr Carson later on in the week, however in the interim, I felt it would be helpful if I might sketch out in outline, some of the points, which have occurred in the past, and which are capable of creating difficulties in the future these I would list as follows:-

1. The ethos of the Trust in relation to the handling of complaints. Too often in the past, Clinicians seemed to entertain the notion, that the Complaints Procedure of itself was threatening, potentially hostile, and one where possibly too much information was given to Complainants. As I know, both your predecessor, and yourself, have endeavoured to assuage Clinicians' concerns in relation to this process, and have continually stressed, that to say "sorry" is not an admission of liability, but rather ought to be seen as a proper and sympathetic approach to matters which may have caused a patient or their family concern.
2. Wilson Report and Management Executive Interim Guidance. I think it has to be acknowledged, that many Clinicians have come this far without having read the Wilson Report, and it would appear to me to be essential that those who are involved in supplying information ought to be aware of the framework documents and guidance.
3. The way forward. When the new Guidance is published in April 1996, it will create an environment which will be even less forgiving than the fairly rigorous procedures which presently apply. Again it is important that these issues are stressed to Clinicians and that the Trust is in a position to respond to these new challenges.

If any other issues arise please do not hesitate to contact me before Wednesday.

Kind Regards.

Yours sincerely

Brangam Bagnall & Co

✓ Copy to - Dr G A Murnaghan, Director of Medical Administration,
Royal Group of Hospitals and Dental Hospital H&SS Trust

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