

Information for patients

Saying Sorry When Things Go Wrong



Each day more than a million people are treated safely in the NHS. But, occasionally, something goes wrong and a patient is harmed.

The Robert Jones & Agnes Hunt Orthopaedic Hospital expects its staff to be open with people when mistakes are made. If a mistake seriously harms you, a family member or someone you care for, you can expect one of the doctors or nurses treating you to apologise and explain what went wrong. They will also tell you what they will do to stop the problem happening again.

A Chance to Talk

Being open will mean that someone involved in your treatment should ask to arrange a meeting with you to talk about what went wrong.

You will be able to choose who comes to this meeting. It will usually be the doctor or nurse treating you, but you can choose someone else if you'd prefer. You may want to bring a friend or relative along. You can also choose where you want the meeting to be. You may prefer to talk away from the hospital.

At the meeting, someone from the team treating you should:

- Say sorry for what happened
- Explain exactly what went wrong and, where possible, why things went wrong
- Ask you what you think went wrong and why
- Tell you what they'll do to stop the problem happening again
- Let you ask any questions.

It can sometimes take weeks or months to investigate a problem. So it might be that at the first meeting no one can tell you exactly what went wrong. However, someone will keep you up-to-date with how the investigation is going.

After the meeting you will get a letter of apology. This letter will explain how and, if possible, why things went wrong with your treatment. If this information isn't available, you will be told how your case will be investigated and when you can expect more details. The letter may also say what the hospital will do to stop the problem happening again. You will also be offered support from a counsellor.

The NHS can learn from people who have been harmed whilst in their care. Sharing your experience may help stop the same mistake happening to someone else.

You may feel anxious about talking through your experience with the people who have been treating you, especially if you need further treatment. But people who have been harmed by treatment that has gone wrong often say that they cope much better once they get an apology and understand what went wrong.

More Information

If you would like to know more about how our hospital deals with mistakes, please ask one of the people treating you or contact the Patient Advice and Liaison Service (PALS) who can also help answer any queries you may have and direct them to the relevant member of staff PALS phone **01691 404606** or email rjah.pals.office@nhs.net

Further Help and Advice

Complaints/Governance Team

If you are unhappy with the treatment or service you have received from this hospital you are entitled to make a complaint, have it considered and receive a response from the Trust. Please contact the PALS team on **01691 404606** or email rjah.pals.office@nhs.net for help and advice on making a complaint.

You may also wish to write direct to the Chief Executive at the hospital using the following details: Chief Executive, The Robert Jones & Agnes Hunt Orthopaedic Hospital NHS Foundation Trust, Oswestry, Shropshire SY10 7AG.

Alternatively, please use the following contact details:

Tel: **01691 404358**

Email rjah.complaints@nhs.net

Fax: **01691 404239**

For more information on how the government handles the issue of patient safety contact the National Patient Safety Agency (NPSA) by visiting www.npsa.nhs.uk

Healthwatch Shropshire

Independent NHS Complaints Advocacy Service

Tel: **01743 237884**

Email: enquiries@healthwatchshropshire.co.uk

Web: www.healthwatchshropshire.co.uk/nhs-complaints-advocacy

The Health Service Ombudsman

Helpline: **0345 015 4033**

Email: phso.enquiries@ombudsman.org.uk

Web: www.ombudsman.org.uk

The NPSA cannot investigate individual cases or complaints; however the Trust has a formal Complaints Procedure and information on the procedure can be obtained from the leaflet, which is available on all wards and departments. Alternatively, you can phone the Patient Advice and Liaison Department on **01691 404606**.

Organisations that can help if you or someone you know has been involved in a case where someone has been harmed:

Action against Medical Accidents (AvMA)

AvMA is an independent charity, which promotes better patient safety and justice for people who have been affected by a medical incident.

Helpline: **0845 123 2352**

Website: www.avma.org.uk

Care Quality Commission

If your issue is not resolved locally you can contact the Care Quality Commission **03000 616161** or visit enquiries@cqc.org.uk

Notes:

If you require a special edition of this leaflet

This leaflet is available in large print. Arrangements can also be made on request for it to be explained in your preferred language. Please contact the Patient Advice and Liaison Service (PALS) email: rjah.pals.office@nhs.net

Feedback

Tell us what you think of our patient information leaflet. Please send your comments to the Patient Advice and Liaison Service (PALS) email: rjah.pals.office@nhs.net

Date of publication: December 2021

Date of review: December 2023

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