

Quality & Patient Safety

Saying Sorry

Sometimes things go wrong. When they do we say... Sorry

At University Hospitals Coventry and Warwickshire (UHCW) NHS Trust we want to promote a culture of openness and honesty.

When things go wrong, we are committed to saying sorry, investigating and learning from it to ensure it doesn't happen again.

Did something go wrong?

UHCW NHS Trust is committed to putting patient care at the centre of all we do, through our focus on patient safety and outcomes. Unfortunately, despite this, sometimes things go wrong.

We are sorry

At UHCW we believe that letting you know we are sorry is very important. It acknowledges that something may have gone better and is the first step to learning what happened. So if something has gone wrong, we are very sorry.

We expect a member of staff to speak to you and say sorry when this happens. The staff will ensure you receive any immediate care and support that you need.

We will explain

One of our Trust values is openness. We aim to act with openness, honesty and integrity in all that we do. So, when things go wrong, we aim to give you an explanation of what we know so far, as soon as possible.



Patient Information

How do we learn when things go wrong?

When things go wrong that cause harm to our patients, there will be a review to understand what has happened.

The aim of the review will be to learn why it went wrong, and what we can do to reduce the chance of it happening again.

Who can you talk to?

If you need more information, you can ask the member of staff looking after you or the manager of the department at any time.

The Patient Advice and Liaison Service

(PALS) at UHCW provide advice and support for patients and relatives.

Telephone: 0800 028 4203

Email: feedback@uhcw.nhs.uk

Or write to: PALS, UHCW NHS Trust,
Clifford Bridge Road, Coventry, CV2 2DX

If you are still unsatisfied, you can make a complaint

Write to: Complaints Service

UHCW NHS Trust,

3rd Floor Central, Quality Department

Clifford Bridge Road, Coventry, CV2 2DX

Email: Feedback@uhcw.nhs.uk – start your subject line with COMPLAINT

For more serious incidents

Depending on the level of harm that has been caused, we may conduct a more in-depth investigation. If this is the case, the trust will formally inform you and explain the investigation process.

The investigation will involve:

- Reviewing your health records

Patient Information

- Talking to staff who have been involved in your care
- Identifying the causes of the incident more widely across the hospital.
- Sharing learning and improvements

We will follow-up with the findings in writing on completion of our investigation and give you the opportunity to receive and offer feedback.

If you do not wish us to contact you, or you would like us to contact a relative or carer on your behalf, please let us know.

Useful Contact Details

Action against Medical Accidents (AVMA)

Telephone: 0845 123 2352

www.avma.org.uk

The Independent Complaints Advocacy Service (ICAS) provides, free independent advice and support to people wishing to make an NHS complaint:

ICAS for Coventry is provided by Healthwatch Coventry

Telephone: 024 7625 2011

Email: info@healthwatchcoventry.co.uk

www.healthwatchcoventry.co.uk

ICAS for Warwickshire is provided by VoiceAbility

Telephone: 0300 2225947

Email CWAdvocacy@voiceability.org

The Parliamentary and Health Service Ombudsman (PHSO)

Millbank Tower, Millbank, London SW1P 4QP

Telephone helpline: 0345015 4033

Email: phso.enquiries@ombudsman.org.uk or visit

www.ombudsman.org.uk

Patient Information

*This information leaflet had been written in line with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 20, **Duty of Candour.***

The Trust has access to interpreting and translation services. If you need this Information in another language or format please 0800 028 4203 and we will do our best to meet your needs.

The Trust operates a smoke free policy

Document History

Department	Quality
Contact Tel	0800 028 4203
Updated	June 2019
Review	June 2023
Version	7.1
Reference No	HIC/LFT/485/07