

Shared Insights: Improving communication with patients and families when responding to incidents, complaints and claims

12 October 2023

In this special Shared Insights session, jointly hosted by Browne Jacobson and Irwin Mitchell, we explored what good communication looks like with practical tips to support improvements in this area.

We were delighted to welcome:

- Tania Harrison, Partner at Irwin Mitchell solicitors, who shared her experiences as a Claimant lawyer and brings the patient's perspective.
- Cameron Kennedy, Training and Liaison Manager at the Parliamentary and Health Service Ombudsman (PHSO), who talked about the PHSO report "Broken trust: making patient safety more than just a promise" and the complaints standards framework and how this can aid the early resolution of complaints
- Karen Urbicki, Associate Safety and Learning Lead from NHS Resolution, who talked about the importance of culture and shared some of the work done by NHS Resolution to support Trusts in engaging with patients and their families in a timely and sensitive way.

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