

## Written evidence from Helen Vernon (PHS17)

### Public Administration and Constitutional Affairs Committee Parliamentary and Health Service Ombudsman Scrutiny 2021-22

Please consider this as NHS Resolution's written submission to the Public Administration and Constitutional Affairs Committee's inquiry into 'Parliamentary and Health Service Ombudsman scrutiny 2021-22'.

NHS Resolution is an Arm's Length Body of the Department of Health and Social Care. We have four key service areas:

- **Claims Management:** delivering expertise in handling both clinical and non-clinical claims to members of our Indemnity Schemes.
- **Practitioner Performance Advice:** providing advice, support and interventions in relation to concerns about the individual performance of Doctors, Dentists and Pharmacists.
- **Primary Care Appeals:** offering an impartial resolution service for the fair handling of Primary Care contracting services.
- **Safety and Learning:** supporting the NHS to better understand and learn from claims, concerns and disputes; to target safety activity while sharing learning across the NHS.

Good complaints handling is a crucial way of communicating with patients and their families or carers to provide answers and identify learning to improve future care. It can also help to prevent a concern escalating unnecessarily into a claim for compensation, where appropriate.

In our corporate strategy to 2025, [Advice, resolve and learn](#), we have committed to developing a closer and more supportive relationship with staff responsible for responding to incidents, concerns, complaints and claims to help them to respond more effectively when things go wrong. Prior to the launch of our current strategy we already worked closely with the PHSO and it is our ambition that we build on our existing relationship and shared strategic interest to help improve complaints handling in the NHS.

Our experience of working with the PHSO has been positive, meeting regularly to discuss collective objectives and how we can work collaboratively to achieve our shared aims; recognising that at times we have different positions due to our roles within the system.

In particular, the PHSO have worked with us in a collaborative and open way when developing the [NHS Complaints Standards](#) and supporting guidance. As a key stakeholder of this work, we have been regularly updated with regards to the development of these Standards. The PHSO also took this approach when developing their new Strategy and we welcomed the opportunity to contribute to be development.

The professional and open way in which PHSO operates is, in our view, commendable and we look forward to continuing our collaborative working in the future.

*October 2022*