

Leeds Independent Health Complaints Advocacy Local Resolution Meeting

A LOCAL RESOLUTION MEETING

A face to face meeting may be offered by the NHS organisation concerned as part of the NHS Complaints Process. The aim of a meeting is to resolve the concerns you have raised and it is known as a **Local Resolution Meeting (LRM)**. You can also request a local resolution meeting, although the decision about whether to have a meeting or not will be made by the NHS organisation.

A Local Resolution Meeting gives you the opportunity to talk through your concerns with senior members of the teams who have been involved in what happened. Many people find it helpful to have a face to face meeting however if you would prefer not to have a meeting you can decline if one is offered.

Below is a guide to LRMs. Your LIHCA Advocate will be able to clarify anything you are unsure about in more detail.

WHERE WILL IT BE HELD?

LRMs are usually held at the location of the organisation complained about. For example if your complaint is about the standard of care and treatment received at a particular hospital, then the meeting would take place at that hospital. However in some circumstances you can request that the meeting is held elsewhere, although there is no guarantee that this will be agreed.

WHO WILL BE PRESENT?

At large NHS organisations the LRM should be chaired by an NHS staff member. If there are clinical/medical issues involved then a doctor or consultant from the relevant department should be present. There may also be supervisory staff such as a ward sister or matron present or heads of department. It is unlikely that less senior members of staff will attend the meeting even if they were directly involved in what happened.

At smaller NHS organisations such as a GP Practice or a Dental surgery the practice manager will usually chair the meeting and a senior GP or dentist will usually be there too. Other staff may be asked to attend if it is relevant to your complaint.

You can request that a particular member of staff is at the meeting although this will not always be possible. Similarly, if you do not want a particular member of staff to be present, you can inform the person arranging the meeting.

A relative or a friend can attend with you and a LIHCA Advocate can also come along to support you.

Please see overleaf for how to prepare for an LRM and what to expect at the meeting

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PREPARING FOR A LOCAL RESOLUTION MEETING

It is helpful to draw up an agenda of the issues you would like to discuss at the LRM. This ensures that all the points that you would like to cover will be raised and discussed by the end of the meeting. An agenda also helps the NHS organisation to make sure that the most appropriate staff attend the meeting and that they have the answers to all your questions. The NHS organisation should confirm who will be attending the LRM in advance.

If your complaint relates to your clinical care and treatment you can ask that your medical notes are available at the meeting.

Things to consider when drawing up your agenda:

- Read through your complaint letter and any responses received and check if the concerns that you raised have been addressed
- Make a numbered list of all the concerns you would like to raise at the LRM.
- Consider what you would like to achieve as an outcome of raising your concerns. This might include an apology, an explanation and / or a service improvement.

If you would like assistance in drafting your agenda points, your LIHCA advocate can help you with this.

AT THE LOCAL RESOLUTION MEETING

A member of staff will chair the meeting and make sure that you have the opportunity to discuss your concerns and have these addressed. Someone from the NHS organisation should make notes of the main points raised and any actions agreed

LIHCA support at the meeting

The role of a LIHCA advocate at the meeting is to support you, not to take over the complaint:

- Your LIHCA Advocate will make sure that you have the opportunity to raise your concerns and have these addressed.
- Your LIHCA advocate will make sure that all the issues mentioned on the agenda are covered during the meeting.
- Your LIHCA advocate can speak on your behalf, asking previously agreed questions from your agenda, however it is usually better for you to ask your own questions because you will be able to explain how things affected you at the time and since.
- Your LIHCA Advocate can request a break if this is required during the LRM.
- Your LIHCA Advocate will not take notes at the LRM although they may make a note of action points.
- Your LIHCA Advocate will have a brief discussion about the LRM with you immediately after the meeting.

AFTER THE LOCAL RESOLUTION MEETING

The NHS organisation will send the notes from the LRM to you, they may be in note form or part of a final written response to your complaint. If you disagree with anything in the notes you can ask to have this amended.

A LIHCA advocate can go through the meeting notes and the final response with you and discuss the options available to you should you remain dissatisfied.