

## Useful contacts

**Patient Services:** for impartial and confidential advice or information on the services provided by Bridgewater or to receive this leaflet in an alternative format contact our Patient Services Team.

Telephone: 0800 587 0562

Email: [patient.services@bridgewater.nhs.uk](mailto:patient.services@bridgewater.nhs.uk)

Web: [www.bridgewater.nhs.uk](http://www.bridgewater.nhs.uk)

**Healthwatch:** the consumer champion for health and social care.

Telephone: 03000 68 3000

Email: [enquiries@healthwatch.co.uk](mailto:enquiries@healthwatch.co.uk)

Web: [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

**Cruse Bereavement Care:** a national charity offering advice, information and support.

Telephone: 0844 477 9400

Email: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

Web: [www.cruse.org.uk](http://www.cruse.org.uk)

Your staff contact is:

Name:

Role:

Telephone:

To view the Trust 'Being Open' policy please visit our website.

 [www.twitter.com/Bridgewater\\_NHS](https://www.twitter.com/Bridgewater_NHS)

 [www.facebook.com/BridgewaterNHS](https://www.facebook.com/BridgewaterNHS)

Visit our website at: [www.bridgewater.nhs.uk](http://www.bridgewater.nhs.uk)

Bridgewater Community Healthcare



NHS Foundation Trust

## 'Being Open'

Information for patients, carers  
and relatives



**Bridgewater**  
Healthcare at the heart  
of your community

## What is 'Being Open'?

Bridgewater Community Healthcare NHS Foundation Trust works hard to deliver the highest standards of healthcare to all of its patients. We provide safe and effective care to many thousands of people every year but sometimes, despite our best efforts, things can go wrong. This can result in a patient suffering unnecessary harm and whilst this happens rarely, we will tell you openly and honestly. We call this communication 'Being Open'.

'Being Open' means:

- We will acknowledge, apologise and explain when things go wrong
- An investigation will be undertaken to discover the cause
- Our staff will provide support to those involved in or affected by the incident
- We will share the outcome of the investigation and how we plan to improve to prevent the mistake happening again.

## What happens after an incident has occurred?

- A senior healthcare professional will arrange to meet you and inform you of the incident.
- You may have your family present with you.
- Alternatively we can telephone or write to you if you prefer.
- During our telephone conversation you will be asked what your concerns are.

- You will be given an apology and a full investigation will be undertaken.
- You will be kept fully informed of the progress.

You can nominate someone as a contact to help support you throughout the process. Alternatively the Patient Services Team can offer advice and provide details of independent advocacy services.

## What care will I receive after an incident?

We will continue to provide your care or treatment unless you tell us otherwise.

You do have the right to request an alternative member of staff, if available. Your access to healthcare will not be affected following an incident.

## What if I am unhappy with the information given?

If you are unhappy with the information you have been given and would like to discuss your concerns, you can contact our Patient Services Team, who will discuss your options with you (please see contact details on the back of this leaflet).

## What happens if the incident results in a fatality?

The senior healthcare professional will arrange to meet the next of kin to ensure they are aware of the incident and the next steps.

A meeting will be arranged with the next of kin and they will be fully involved in the process. There will be an additional involvement of a coroner, who will produce a report of the events that led up to the patient's death.