

Information Sheet 1 – for raising general awareness



What is Putting Things Right?

Putting Things Right is a new way of dealing with things that go wrong in the NHS in Wales and, from 1 April 2011, puts in place arrangements for dealing with complaints, claims and incidents (collectively known as *concerns*). The new arrangements are set out in the NHS (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011 and they apply to all “responsible bodies”, which are:

- Local Health Boards,
- NHS Trusts,
- primary care providers and
- independent providers providing NHS funded care.

The new arrangements will not only be for patients but will also allow staff to raise concerns about patient safety incidents. The aim is to provide a single, more integrated and supportive process for raising concerns which:

- Is easier for people to access;
- People can trust to deliver a fair outcome;
- Recognises a persons individual needs (language, support, etc.);
- Is fair in the way it treats people and staff;
- Makes the best use of time and resources;
- Pitches investigations at the right level of detail for the issue being looked at; and
- Can show that lessons are learnt.

Redress

This part of the new arrangements only applies to “Welsh NHS bodies” which are:

- Local Health Boards and
- NHS Trusts

Redress is where the investigation of the concern reveals the organisation has failed in its duty of care to a patient, and in doing so has caused the patient to suffer harm. The Welsh NHS body has a duty to consider whether Redress might apply in a case where there has been an allegation of harm. Redress can include providing:

- an explanation;
- a written apology;
- a report on actions taken to prevent similar situations occurring;
- remedial care or treatment;
- financial compensation (limit of £25,000), or
- a combination of both remedial treatment and financial compensation.

Guidance on dealing with concerns and The National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011 can be accessed via the Putting Things Right Intranet Site <http://nww.puttingthingsright.wales.nhs.uk>