



OUR STAFF WORK HARD TO DELIVER THE HIGHEST STANDARDS OF HEALTHCARE AND TO DELIVER OUR VISION OF 'EXCELLENT INTEGRATED CARE FOR YOU AND YOUR FAMILY, WHEN AND WHERE YOU NEED IT' AND OUR PROMISES TO THE PEOPLE OF CROYDON.

Being open with our patients

We promise that:

- You will feel in safe hands with highly professional staff who work well together in clean clinics and hospitals
- You will feel confident in your treatment from our skilled teams of compassionate clinicians who listen to you and keep you informed

We provide safe and effective care to many thousands of people every year but sometimes, despite our best efforts, things can go wrong. By 'being open' we make a commitment to our patients, their families and carers to:

- Respect your privacy and confidentiality.
- Explain exactly what went wrong, and where possible, why things went wrong
- Let you tell us about your experience and ask questions
- Acknowledge any distress the incident may have caused and offer a sincere and compassionate apology for what has happened
- Discuss what is going to happen next and tell you what we will be implementing to prevent it from happening again
- Offer support and counselling services that may be able to help.

You may feel anxious about talking through your experience with the people who have been treating you, especially if you need further treatment. We assure you that this will not have a negative impact on your future care and you will continue to be treated with respect and compassion.

We believe that the evidence shows that we can all cope better in dealing with what has gone wrong if we talk through the issues and understand why it went wrong in the first place.

If you do not feel comfortable discussing your concern with the staff involved with your care you can contact our Patient Advice and Liaison Service (PALS) based at the main reception of Croydon University Hospital on 020 8401 3210 or email: pals@croydonhealth.nhs.uk

John Goulston
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Croydon Health Services