

Clinical negligence

Guiding you through the maze

Do you have a healthcare concern? Are you worried about the care a loved one is receiving? Here are a few tips to guide you and help you avoid further difficulties later...



Points to consider

1

Consider keeping a diary

Record relevant events. If the events occurred in the past, note down what you can recall. Speak to family and friends about what they remember.

2

Pull together any evidence

You may have kept photographs, newspaper clippings or articles which might be supportive of a general culture of failings at the institution or organisation in question.

3

Keep a record of financial expenses

If you incurred costs because of the negligence, keep safe any relevant receipts.

4

Complain to the Patient Advice and Liaison Service or Complaints Manager

They'll listen to your concerns, so contact the relevant department and try to get them addressed.

5

Explore all avenues

Complaints to the Patients Advice and Liaison Service (PALS) and discussions with a solicitor can happen at the same time, so making a complaint to PALS does not then preclude you from a legal claim later.

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