

## Being Open

### Saying sorry when things go wrong

Bedford Hospital aims to achieve the highest standards of clinical care. We like to think that we do usually achieve this.

However on occasions, things can go wrong. We could for example, give the wrong drug, interpret a test result incorrectly or not achieve the expected result from surgery.

When this does happen, and harm results, we will **be open**, by:

- Telling you clearly what went wrong
- Apologising
- Telling you what we are doing to stop it happening again
- Telling you the implications for your care and well-being
- Offering to transfer your care to another team
- Agreeing with you who will talk to you and whether you want your family or friends to be involved

**Being open means that we will then arrange a meeting with you to:**

- Say sorry for what happened
- Explain exactly what went wrong, and, if we can, why
- Ask for your views
- Tell you what we are doing to stop the problem happening again
- Discuss your future care
- Try to answer your questions
- Offer you any help you might need

**You can tell us:**

- Where you want to meet
- Who you want there with you
- If there is anyone from the hospital you particularly want there, or don't want there.

Often it takes time to find out what happened, and so we may not be able to tell you at the first meeting. If so, we will arrange for someone to keep you up to date. They are there to help you, so do get in touch if you have any new questions or problems.

When we have completed our investigations, we will discuss with you how you want us to let you know our finding, such as in another meeting; with a visit from one or two people; via a written report.

After that, we will write to apologise, and to confirm:

- What happened
- What we are doing about it
- What support is available for you
- How you could take the matter further

If, at any stage, you have concerns, please do contact our Patient Advice and Liaison Service on 01234 795814 or [pals@bedfordhospital.nhs.uk](mailto:pals@bedfordhospital.nhs.uk)