

Appendix F

Sources of Help For Those Involved in an Adverse Event (Staff and Patients/Carers)

Internal	
Line Manager	Support for staff involved in an adverse event. On a 1:1 basis or arranging debriefs etc.
Chaplaincy Team	Support for patients/staff
Head of Risk Management	Advice regarding Clinical Review/SII process Advice for staff regarding providing written statements for investigations
Head of Customer Care	Advise and give preparatory support to staff in respect of writing written statements in response to complaints Support in preparation of a face-to-face meeting with the complainant
Head of Legal Services	Provide support and advice to staff involved in a claim, if called as a witness to any court proceedings including Coroners' inquests, and medico-legal issues arising at work
Occupational Health	Advise on coping strategies for staff experiencing difficulties at work Advice following a staff accident (including inoculation injuries – refer to Policy)
Counselling Service	Self-referral service for staff through Occupational Health Department or direct line telephone -
Human Resources Managers	Support managers in identifying staff support needs and finding appropriate sources of support once identified Providing support where appropriate
Local Security Management Specialist	Advice and support for staff following violence or security incidents at work. Will refer to NHS Security Management Services where necessary and support staff through any resulting prosecution against an aggressor
Clinical Psychology Department	Referral service for patients/staff who have been affected by an adverse event
Customer Care Service	Arrangement of translation services Contact numbers for external organisations which can provide support to those involved in an adverse event.

Staff Side/Trade Union Representative	Advice and support staff
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External	
GP	A resource for the support of staff and patients/carers. Staff would need to self refer.
South Wiltshire Advocacy Network (SWAN) www.swanadvocacy.org.uk/ Tel: 01722 341851	Independent advocacy charity providing advocacy services to adults in Wiltshire including Independent Mental Capacity Advocates (IMCAs).
Professional bodies / Medical Defence Organisations	Advise staff on being a witness/providing statements
British Association for Counseling and Psychotherapy www.bacup.co.uk	The 'Seeking a Therapist' section of the website gives lists of qualified counsellors and therapists by area.
Action Against Medical Accidents AvMA www.avma.org.uk	Independent charity which promotes patient safety and justice for people affected by medical accidents.
The Child Bereavement Trust. www.childbereavement.org.uk	National UK charity providing resources and information for bereaved children and families as well as staff.
Cruse Bereavement Care. www.crusebereavementcare.org	National charity providing information to anyone affected by a death.