

Practitioner performance advice service Assisted mediation



We provide independent expert advice to healthcare organisations on the effective management and resolution of concerns raised about the practice of doctors, dentists and pharmacists (practitioners).

We provide a wide range of specialist services to healthcare employers in England, Wales and Northern Ireland, as well as other partners working in the field of professional performance.

The services we offer are confidential and tailored to meet the needs of our users, who span across primary and secondary care in both the public and independent sector.

As part of the extensive experience we bring to supporting the effective performance management of practitioners in resolving concerns we recognise that in some circumstances, the issues may impact on professional relationships. We have identified that in over 50% of referrals, concerns are associated to some degree with conduct that may have a significant impact on the team and patient care.

In order to assist with the complex challenges that behavioural disruption can create, we have developed an assisted model of mediation.

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What is assisted mediation?

Assisted mediation is an independent, voluntary and confidential process in which our accredited mediators will work with the parties on an impartial basis to help resolve difficulties which are impacting on professional relationships at work.

In doing so we share our experience of what is realistically likely to work and we can also signpost the parties to other interventions which may help to resolve the difficulties.

How can assisted mediation help healthcare organisations?

We understand that resolving conflict is not easy and can have a significant impact on individuals and their teams which may also affect clinical practice, working relationships and patient safety.

An our assisted mediation can create a deeper mutual understanding of the issues and offers a protected opportunity for a frank and candid discussion about the matters underpinning the difficulty as perceived by each party. It does not seek to apportion blame to any party.

The outcome of assisted mediation will, where possible, focus on a mutually acceptable way forward which meets at least some of the needs of both parties. The benefit is likely to have a positive impact on the immediate team and patient safety.

When does assisted mediation work best?

As a guide, assisted mediation is likely to be more successful in situations where:

- both parties have an acceptance of a joint problem
- both parties are likely to agree to be mediated and genuinely want to move forward
- the issues do not relate to contractual/employment requirements
- mediation is not part of some other formal process
- the parties are not in a personal or external business relationship
- both parties are fit (health wise) to attend an assisted mediation

How can healthcare organisations access assisted mediation?

Organisations should, in the first instance call our advice line on: 020 7811 2600 or contact us via email on: assisted.mediations@resolution.nhs.uk

Our case support team will direct you to a Senior Adviser who can discuss the circumstances of your case in more detail and provide you with an indication of charges that will apply.



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