



# Resolution

8th Floor,  
10 South Colonnade  
Canary Wharf  
London  
E14 4PU  
**Telephone:** 020 7811 2700

February 2022  
FOI\_5305

The following information was requested on 19 January 2022:

*In her evidence to PACAC on the scrutiny meeting of the PHSO, Helen Vernon stated:*

*"NHS Resolution has undertaken various pieces of collaborative work with the PHSO by virtue of our shared strategic interest in improving complaints handling within the NHS."*

<https://committees.parliament.uk/writtenevidence/40556/pdf/>

*Please provide details of all collaborative work between NHS Resolution and the PHSO since 1 January 2019.*

## Our Response

A summary of NHS Resolution's collaborative work which it has undertaken with the the Parliamentary and Health Service Ombudsman (PHSO) since 1 January 2019 is outlined below.

Joint publications:

- NHS Resolution and the PHSO collaborated to produce a joint document titled '[Information for NHS trusts on the respective roles of the Parliamentary and Health Service Ombudsman and NHS Resolution](#)' (published 1 February 2019). It outlines the roles of the Parliamentary and Health Service Ombudsman (PHSO) and NHS Resolution and how their services interact.

Complaints Standards Framework:

- NHS Resolution has been a member of the NHS Complaint Standards working group, which is run by the PHSO, since April 2019 to support the development of the Complaint Standards Framework.

- NHS Resolution and PHSO wrote a joint letter to Health Education England to seek involvement in the development of a proposed patient safety syllabus, and the inclusion of the Complaints Standards Framework in December 2019. Learning from and managing complaints was referenced in the syllabus with a note that it was likely to be included in future version of the syllabus.
- NHS Resolution provided a response to the PHSO consultation on the Complaint Standards Framework in September 2020. Following this, NHS Resolution worked with PHSO to embed key messages into the NHS Complaints Standards. NHS Resolution continue to support PHSO as they refine and embed the Complaints Standards Framework into NHS organisations and evaluate the pilot programme.
- Helen Vernon, NHS Resolution's Chief Executive took part in a virtual, PHSO-led event on 10 September 2020 to inform and engage with the public on the NHS Complaint Standards Framework. Helen Vernon was part of a panel taking questions.
- NHS Resolution are engaged in research around the readability of NHS complaint response letters to patients. The PHSO have supported the request to embed any relevant findings or recommendations with the Complaint Standards Framework.

#### Claims and complaints:

- NHS Resolution and PHSO is collaborating on a pilot project called the Alternative Legal Resolution Scheme Protocol, which commenced on 5 September 2019 and is ongoing. The Protocol allows the referral of cases from the PHSO to NHS Resolution where a complainant is seeking a nominal compensation payment and is unable to secure the services of a lawyer.
- NHS Resolution continue to collaborate operationally on individual complaints and claims where appropriate.

#### Consultation responses:

- NHS Resolution submitted a response to the annual hearing by the Public Administration and Constitutional Affairs Committee (PACAC) which scrutinises PHSO. NHS Resolution's response can be found here: <https://committees.parliament.uk/writtenevidence/40556/html/>

**This concludes our response to your request.**

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Head of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

<https://ico.org.uk/>