

## What can I expect from the NHS body?

In most Local Resolution Meetings, a member of the complaints department will attend. Their role will differ depending on the NHS bodies process, and you or your advocate should check what they will be doing when the meeting starts.

They may:

- Take verbatim minutes - although this is very rare, and it can take time for these to be typed into a transcript.
- Take a summary of the complaint - this is more common and simply provides brief details of what was discussed and any action points agreed on.
- The meeting may be recorded - in this instance you might be provided with a copy of this.
- Someone from the NHS body should chair the meeting and ensure that it runs smoothly.

Points to remember:

- An advocate will **not** take any notes or minutes, their role is simply to act as a support for you.
- Give the individuals time to answer.
- Try not to recap the information you sent in your initial complaint letter.
- Elect a spokes person in your family who will raise your issues.

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# What to expect from a Local Resolution Meeting



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A Local Resolution Meeting (LRM) is often offered as part of the complaint process, to provide an opportunity to answer any questions or provide further discussions or explanations face to face. Some clients can find these a daunting prospect, so the points opposite are intended to provide you with a short guide for what to expect from your meeting, which can be discussed further with your advocate.



Meetings can be distressing, so should you get upset or get frustrated, the advocate will ask for a break.

## Should I Prepare an Agenda?

Most complaints teams will ask for an agenda or a list of points which you would like to discuss. This can seem like an enormous task, especially if your complaint is very complicated, or involves multiple clinicians or departments. However, there are some benefits to drafting an agenda:

- The complaints team can make sure the right people attend the meeting.
- Detailed answers or explanations can be given, and medical records referred to as there has been time to prepare.
- An agenda can be used to keep the meeting focused.

Your advocate can help you to draft an agenda for any meetings which might be arranged.

- You may find it helpful to meet with them in the weeks before this to go through your file and the letters you have sent and received.
- You can use this time to look at the answers or explanations you already have, and identify the issues that you remain unhappy with.
- If you feel unable to produce a list of specific points or questions, you could simply list any topics you wish to

discuss or themes, as well as any specific incidents, or episodes of care.

- This would also be helpful to the NHS service provider, so they have some idea of your outstanding issues.

Consider though that without an agenda or some idea of the issues you wish to discuss, any detailed questions or points may not be answered in the time available. Quite some time may have passed since the care or treatment was provided, and as memories fade clinicians may need to consult the medical records.