

Request for an  
**INDEPENDENT REVIEW PANEL**  
Explained

Portsmouth Hospitals NHS Trust follows the NHS Executive's recommended practice in respect of the implementation of the NHS Complaints Procedure.

The Independent Review process is provided for complainants who remain dissatisfied with the Trust's response at the local resolution stage of the complaint procedure.

You, the complainant, must make your request for an Independent Review within twenty-eight days from the completion of the Local Resolution process. This request should preferably be in writing and addressed to the Chief Executive of the Trust.

The procedure works as follows:

- Following an acknowledgement of your letter a Non-Executive member of the Trust Board qualified to act as a 'Convenor' will be immediately assigned to undertake a review of your complaint.
- The Complaints Manager contacts the Regional Health Authority to request an Independent 'Chairman' to be assigned to the case. The Regional Health Authority holds a list of people entirely independent of the NHS who have been trained to act in this capacity.
- The Convenor must obtain a signed statement from you setting out your remaining grievances and why you are dissatisfied with the outcome of Local Resolution. It is important that you prepare this statement quickly and in as much detail as possible so that the Convenor can deal with your request within the twenty working day time limit.

The Independent Chairman and the Convenor will discuss your request and decide whether or not to grant an Independent Review Panel. The NHS Executive provides some very specific criteria which the Convenor and the Independent Chairman must apply:

"In deciding whether to convene a panel, the Convenor will consider, in consultation with an Independent lay chairman from the regional list, whether:

- The Trust can take any further action short of establishing a panel to satisfy the complainant.
- The Trust has already taken all practical action and therefore establishing a panel would add no further value to the process.

If either of the circumstances referred to above apply, the Convenor should not convene a panel.

A panel should only be convened if the Convenor considers that it may be able to resolve the complaint and nothing short of setting up a panel will do so"

Following their joint discussion the Convenor will write to you personally giving you the decision and explaining how that decision was reached.

If you have any further questions about the Independent Review Procedure please do contact the Complaints Manager at St Mary's Hospital Tel: **Code A**

**Code A**

**Complaints Manager**