

NHS Resolution and learning from claims

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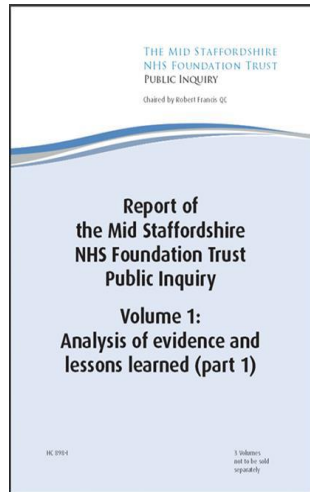
Deputy Director of Safety and Learning

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Why we need to learn from harm

“To err is human, to cover up is unforgivable, and to fail to learn is inexcusable”

Sir Liam Donaldson



“It requires insight into personal and organisational deficiencies and the welcoming of constructive criticism. Above all, it requires a determination to put right what has gone wrong, not only for any who have suffered as a result, but to protect future patients from a repetition of wrongdoing. It requires a willingness to learn and be challenged.”

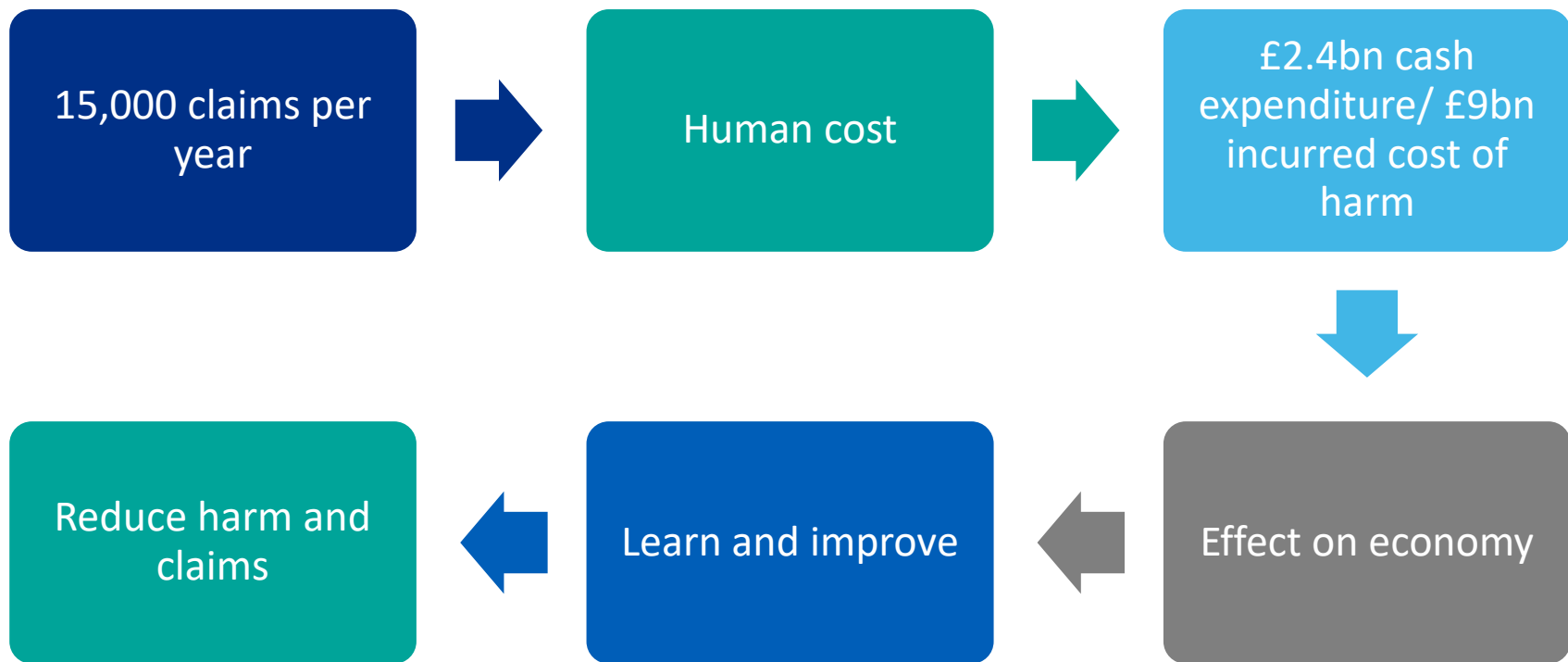
Francis (2013) Vol 3, p1488

‘The cost of clinical negligence claims is rising at a faster rate year-on-year, than NHS funding’

National Audit Office (NAO) 2017

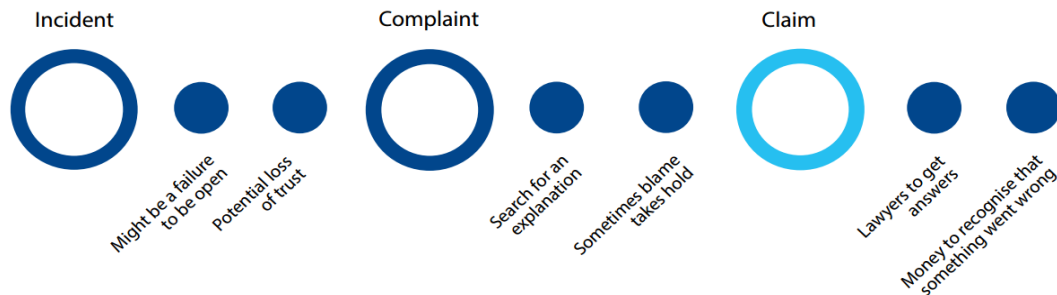
- **£83.4** billion provision (up £6.4 billion on 2017/18)

Why learn from claims?



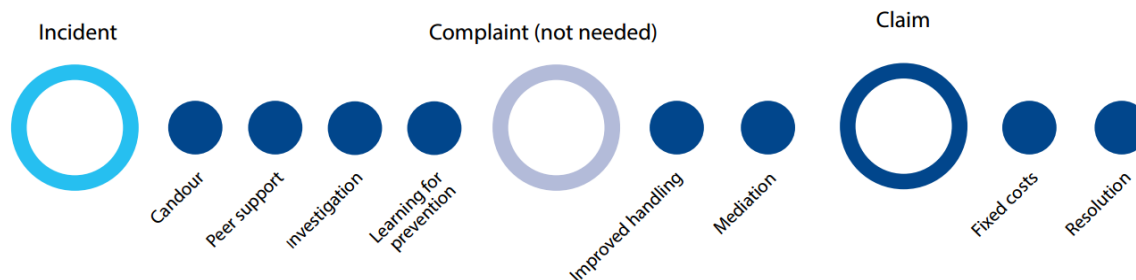
Our role – moving upstream

Current (worst case scenario)



.....> Learning fragmented

Future (best case scenario)



—————> Learning throughout