

Dame Julie Mellor

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London, SW1P 4QP

Thursday 12 March 2015

Re: A service charter for the Parliamentary and health service ombudsman

The RCN is very supportive of the PHSO's move to simplify and improve the complaints system for those using the NHS services.

We played an active part last year in the development of PHSO's 'My expectations for raising concerns and complaints' guidance, as well as publishing our own guidance aimed specifically at nurses and other front line staff, 'Good practice for handling feedback: RCN guidance on handling and learning from comments, concerns and complaints'.

On that basis we would like to offer our support for the proposed 'Service Charter', on which you are currently consulting. In addition to the focus given in the consultation to members of the public, we would like to propose that in drafting the document consideration be given to ensuring that staff are similarly considered.

Nurses may be investigated or interviewed in the course of investigating an incident, and PHSO has the power to refer nurses to the NMC if it feels there is a risk to the safety of patients. In these instance they are themselves customers of the PHSO, and as such we would like the Charter to ensure that they are treated in the same manner as members of the general public in respect of timeliness of response and involvement. This will most obviously be all the more important if PHSO decided to refer a nurse to the NMC.

I trust that this proposal is in keeping with your intentions in creating the Charter, and would be very happy to discuss the issue further should that be of help.

With regards,



Howard Catton

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nursing, promotes excellence in
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