

# Tips for Local Resolution Meetings

FACTSHEET #7

## There is no right or wrong way to approach a meeting with the NHS to discuss a complaint.

The following tips/pointers may help you to prepare and to get a better outcome

- Local Resolution Meetings are not designed to be confrontational.
- Try to approach the meeting with an open mind.
- It helps to prepare a list of questions that you want to ask. You can use that list at the meeting to ensure you have covered them all.
- It can help to take all related letters and paperwork with you to the meeting.
- Try and stick to the agenda for the meeting and tackle each point in turn. All issues can then be discussed.
- The meeting is an opportunity to have your say. It is also an opportunity to listen to and take stock of the NHS responses.
- Agree to disagree. A large portion of a Local Resolution Meeting is to hear what the NHS has to say in response to your complaint. If you disagree with the NHS explanations during the meeting, remember you are likely to have the opportunity to ask further questions at a later stage.



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