

What is your health board's policy on how often a patient or their relatives should be updated during their investigation of their serious incidents

Due to the widely varying nature of individual serious incidents, the circumstances surrounding them, and the differing wishes of patients or relatives with regards receiving updates, the Health Board's Serious Incident policy focuses more on guiding principles around communicating with patients and relatives throughout the serious incident investigative process rather than prescribing set time scales.

An individual will be assigned as a family liaison link at the first serious incident meeting. Following the first meeting, the individual should contact the patient or relatives, share the terms of reference for the investigation, enquire whether the patient or relatives have any concerns not covered in the terms of reference, and establish how often and by which method the patient or relatives wish to be updated.

In the absence of any clear instruction from a patient or relative, there is an expectation that as a minimum patients or relatives will be updated following each of the three (3) meetings that form part of the investigative process, if there have been any significant changes or developments or if delays in the process have occurred or are anticipated.