



The Evelina Mediation Service

A confidential service that supports families, patients and healthcare professionals to recognise and resolve conflict.



What is the Evelina Mediation Service?

Sometimes families, patients and healthcare professionals disagree. For example:

- communication between family members and the healthcare team may be difficult or may have broken down
- families may want a treatment for their child that the healthcare professionals do not believe will help
- family members may have beliefs which prevent them from agreeing to a plan of medical care
- a young person may have different views from their family about their medical care.

These situations are difficult for everyone involved. Most of the time, they are resolved through careful discussion and allowing time to talk and think things through. But sometimes agreement cannot be reached.

This is where the Evelina Mediation Service can help.

What is mediation?

Mediation is a confidential, voluntary process which gives those involved in a disagreement a chance to talk things through with the support of a trained mediator.

The mediator will have separate discussions with all those involved.

Then, if everyone agrees to it, the mediator will invite the parties to meet together to see if an overall agreement can be reached.

Mediators do not take sides or make decisions. Their role is to make sure that everyone has a chance to express their concerns and have their point of view heard.

Who are the mediators?

The mediators are either independent of the hospital, or work at the hospital but not in the speciality or ward where your child receives their care.

The Evelina Mediation Service is overseen by the Medical Mediation Foundation, an independent organisation which provides mediation services to the NHS.

Is the service confidential?

Yes. Everything that is said during mediation is confidential. Only the terms of any agreement reached will be put in the medical notes.

The only times when a mediator will pass on what is said, is if:

- they believe there is a significant risk of harm to any person involved in the disagreement
- they are concerned that either side is breaking the law
- they are ordered to do so by a court.

In such circumstances, the mediator is under a duty to inform the appropriate authorities, and will let the parties know they will be doing so.

Who can use the mediation service and how can we access it?

The Evelina Mediation Service is available to parents, young people and staff at Evelina London Children's Hospital and Children's Community Services. Referral requests can be made by:

- patients
- parents/carers
- staff
- the Patient Advice and Liaison Service.

Referrals can be made by email, phone or text – see the 'Contact us' box over the page.

Referral requests will be responded to within two working days.

Where are the mediation meetings held?

The mediator will discuss this with you. Usually, mediation meetings will take place at Evelina London Children's Hospital or at a community location. However, if this is difficult, alternative arrangements may be made. Some conversations may also take place by phone if this is easier.

Is the mediation service free of charge?

Yes, it's free.

What do I need to bring with me?

Just yourself, and someone to support you, if you wish.

Useful sources of information

The Medical Mediation Foundation

An organisation that offers mediation and decision-support to health professionals and families to help resolve conflicts about the medical care of a child.

w: www.medicalmediation.org.uk

Contact us

If you would like to know more about the Evelina Mediation Service, please contact us:

e: evelina@medicalmediation.org.uk

t: 0780 278 3184

You can also ask a ward sister, or speak to a member of the PALS team – contact details below.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit

w: www.evelinalondon.nhs.uk/leaflets

Evelina London Medicines Helpline

If you have any questions or concerns about your child's medicines, please speak to the staff caring for them or contact our helpline.

t: 020 7188 3003, Monday to Friday, 10am-5pm

e: letstalkmedicines@gstt.nhs.uk

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS).

To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS)

e: pals@gstt.nhs.uk

t: 020 7188 3514 (complaints)

e: complaints2@gstt.nhs.uk

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