

AvMA's Written Advice & Information Service Core Criteria

We have a very small team of expert advisors at AvMA and we are asked to help out with many more cases than we have the capacity to manage. To ensure that we are able to provide the most effective support, we must therefore ensure that cases meet the following criteria before we are able to offer assistance:

Core criteria

- We have the capacity to take on your case: This is based on staff capacity and logistics, such as other commitments
- There appear to be issues concerning avoidable harm in health care which need to be addressed – AvMA considers avoidable harm in health care to be “incidents where unintended/unexpected harm appears to have occurred as a result of errors or omissions in any kind of healthcare”
- The applicant's intended outcomes are potentially achievable. We reserve the right not to provide ongoing advice/support if in our opinion all realistic options have been exhausted / the applicant's intended outcomes are not achievable.
- We expect you to have familiarised yourself with AvMA website and information leaflets: Anything you may be unsure of or don't understand in the leaflets should be dealt with by approaching our helpline volunteers. Wherever possible we expect people to help themselves so that we can direct our service to those most in need / where we can add value.

Other factors we consider when prioritising cases

- In accordance with AvMA's Equality and Diversity policy, we will prioritise cases where in addition to the core criteria being met the applicant is considered less able to cope without our help due to a disability, lack of intellectual capacity, literacy, or understanding of English.
- We will consider whether there is an issue regarding avoidable harm in healthcare when considering how to prioritise the case.

AvMA is the charity for patient safety and justice. We provide free specialist advice and support to people when things go wrong in healthcare and campaign to improve patient safety and justice.

For advice and information visit
www.avma.org.uk

Or call our helpline
(10am-3.30pm Monday-Friday)
0345 123 2352

 82 Tanner Street,
London SE1 3GN

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