

# How AvMA can help when things go wrong in healthcare

Healthcare in Britain is usually safe and it is rare for anything to go badly wrong, but the worst can happen.

If something has gone wrong with healthcare and it has caused harm to you or a loved one, we are here to listen to you, explain the options available to you and help you find the support and information you need.

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Call Penningtons Manches Cooper on 0800 328 9545 for a free, confidential, no obligation chat with a specialist medical negligence solicitor or contact us here.

Visit <https://www.penningtonslaw.com/expertise/solicitors-for-individuals-clinical-negligence> to see how we've helped other people.

If you need legal advice about making a clinical negligence claim, you can find a wide selection of solicitors accredited for AvMA's specialist clinical negligence panel at [www.avma.org.uk/find-a-solicitor](http://www.avma.org.uk/find-a-solicitor) or call our helpline.



The **charity** for  
**patient safety and justice**

AvMA is the charity for patient safety and justice. We provide 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](http://www.avma.org.uk)**

Or call our helpline  
*10am-3.30pm Monday-Friday  
(03 calls cost no more than calls to  
geographic numbers (01 or 02) and  
must be included in inclusive minutes  
or there can be a cost per minute)*

**0345 123 2352**



82 Tanner Street  
London SE1 3GN



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[bit.ly/AvMAYouTube](https://bit.ly/AvMAYouTube)

Registered charity in England & Wales  
(299123) and Scotland (SCO39683)

We can give advice on:

- making a complaint to the NHS or private healthcare
- coping with an inquest
- taking legal action

As the leading patient safety charity in the UK we offer a range of services to suit your needs. We are completely independent and rely on volunteers, fundraising and generous donations from supporters to enable us to help patients and bring about change.

Find out more at [www.avma.org.uk](http://www.avma.org.uk)

### Chloe's story

**Kate and Chris know only too well how important it is to get independent advice and support when something goes badly wrong.**

When their daughter Chloe fell ill, they rushed her to A&E but were sent home. Hospital staff failed to recognise meningitis and by the time Chloe got the vital diagnosis it was too late. She died on 28 September, aged just two years and nine months.

Determined to find out what had gone wrong, and to make sure it didn't happen to another family, Kate and Chris turned to AvMA for support. With AvMA's help, they eventually got the hospital to admit its mistakes and give them a full explanation and, most importantly, a proper apology.

Kate and Chris feel that even with their considerable determination, they would have got nowhere without AvMA's expert support.

**Read Chloe's full story and others on our website.**

[www.avma.org.uk/patient-stories](http://www.avma.org.uk/patient-stories)



### Our self-help guides

Our online self-help guides contain clear and straightforward guidance on making a complaint, coping with an inquest, raising a concern with a regulator or making a legal claim for compensation.

Written by legal and medical experts, they will guide you step by step through the information you need.

[www.avma.org.uk/guides](http://www.avma.org.uk/guides)

### Our helpline

Our helpline offers a sympathetic ear and specialist advice from our trained volunteers. They will listen to you, advise you of your options and help to guide you through the process. If appropriate, we can refer you to our inquest or written advice services, or to an accredited clinical negligence solicitor.

Call **0345 123 2352**

Monday to Friday 10am-3.30pm.

*03 calls cost no more than calls to geographic numbers (01 or 02) and must be included in inclusive minutes or there can be a cost per minute. Please note that demand for our helpline is very high and you may not get through first time. We recommend you check out our self-help guides first which may have the answers you require.*

### Our written advice service

If you need more in-depth support, our written advice service may be able to help. A dedicated advisor can work through your case with you, offering expert advice and support.

This can include advice on taking part in an investigation into the incident; on the potential for a clinical negligence claim and what this involves; and help on professional regulatory matters, such as referring cases to the General Medical Council, Nursing and Midwifery Council and other bodies.

As with our inquest service, our small team cannot take on every case, but we will always offer you relevant guidance and advice. To contact the service, please complete a new client form.

[www.avma.org.uk/new-client-form](http://www.avma.org.uk/new-client-form)

### Our inquest service

Our inquest team may be able to support you through an inquest into a loved one's death. It is a small team and we are not able to accept every case but even if we can't offer you our full service, we will try to offer helpful advice and information to guide you through the process.

[www.avma.org.uk/inquests](http://www.avma.org.uk/inquests)

### Find a solicitor

Our free online resource helps you to find an accredited specialist clinical negligence solicitor to help you if you decide to pursue legal action. Search by region, location or specialist interest and you can be confident that all the solicitors listed are approved and accredited as members of AvMA's specialist clinical negligence panel.

[www.avma.org.uk/find-a-solicitor](http://www.avma.org.uk/find-a-solicitor)

### Policy and campaigns

We campaign to improve patient safety, access to justice and the way patients and their families are dealt with after something goes wrong.

We led the campaign for a statutory duty of candour and we continue to be the leading patient voice on patient safety and justice issues.

If you have an issue you think we should be campaigning about, please contact us.

[campaigns@avma.org.uk](mailto:campaigns@avma.org.uk)

### Get involved!

Sign up for our newsletter: [www.avma.org.uk/our-newsletter](http://www.avma.org.uk/our-newsletter)

Follow us on Twitter [@AvMAuk](https://twitter.com/AvMAuk)

Like us on Facebook [www.facebook.com/AvMAuk](http://www.facebook.com/AvMAuk)

Or subscribe to our YouTube channel [bit.ly/AvMAYouTube](http://bit.ly/AvMAYouTube)

### We need your support

With your support we could help more families avoidably harmed by healthcare



**£32** can pay for one person to receive vital support and advice on our helpline



**£300** can keep the helpline running for one day



Or sign up as a Friend of AvMA and support our work through a monthly donation

Please donate to AvMA today. Thank you.

[www.avma.org.uk/donate](http://www.avma.org.uk/donate)

### Share your story

We would like to hear from you if you would be interested in sharing your story with us.

Your experience can help raise awareness of the issues faced by people affected by avoidable harm in healthcare and add weight to our calls for improvements in patient safety.

If AvMA has helped you and you would like to share your story, we would love to hear from you. All stories will be treated with sensitivity and we will not publish anything without your approval.

You can see examples of previous patient stories in Chloe's story in this leaflet or on our website.

To share your story, please email us at [communications@avma.org.uk](mailto:communications@avma.org.uk).

Be part of the movement for better  
patient safety and justice

Support  
**AvMA's work**  
today



## You can help make healthcare safer and fairer for all

Our vision is a simple: **People who suffer avoidable medical harm get the support and the outcomes they need.**

This vision is underpinned by four objectives, we believe, will transform trust in the NHS and healthcare generally and significantly cut the cost – financial and human – which is incurred annually in settling legal claims as well as dealing with the human costs associated with traumatic medical injuries and death. Our four key objectives are:

- To expand the range of communities we serve and so enabling more people experiencing avoidable harm to access services from us that meet their needs
- To empower more people to secure the outcomes they need following an incident of medical harm, whilst providing caring and compassionate support
- To eliminate compounded harm following avoidable medical harm
- To have the necessary diversity of sustainable resources and capacities to deliver

## Ongoing donation from as little as £5 a month could go a long way:

**£5/month** could provide vital advice to patients and families via our helpline

**£10/month** could help train a volunteer helpline advisor

**£50/month** could help support a family through an inquest hearing

## Your help could make a real difference to patient safety in the UK

Please donate today at [www.avma.org.uk/donate](http://www.avma.org.uk/donate)

**avma**  
action *against* medical accidents

The **charity** for  
patient safety and justice

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