



MISSION STATEMENT

Campaigning for the introduction of a fully Independent NHS Complaints Service (INCS)

The mission of "Keeping the NHS Honest" is to campaign for essential changes to the NHS that will bring about significant improvements to patient safety and outcomes. This goal is to be achieved through the introduction of a fully Independent NHS Complaints Service - ensuring accountability, honesty and transparency within the NHS.

The INCS will be a new national body, with regional non-NHS based offices employing specialist staff dedicated solely to the service of recording, investigating and analysing the complaints of patients and their families. It will, in addition, provide an adjacent service for NHS staff, in order to empower them into raising their concerns in a safe and supportive environment.

The combination of independent investigations into complaints and staff concerns, will lead to a far greater knowledge base to ensure every possible lesson is captured and learnt from. Any recommendations for individual cases can be direct to the Trust in question, with dedicated timelines for implementation. The data gathered through both information streams will allow a detailed analysis of concerns, that can be categorized against a variety of criteria, such as specific time-periods (i.e. winter months), geographic areas (i.e. Greater Manchester or one or more ICB's) and/ or disciplines (i.e. mental health or pediatrics) for example. With national oversight, key patterns and problems can be swiftly identified and updated processes rolled out to all Trusts, to ensure best practice at all times.