

CHCP safeguarding statement in response to the outcome of the Lucy Letby trial

While such appalling crimes are incredibly rare, wider issues are emerging from this case about how all healthcare organisations spot and act on warning signs and listen and respond to concerns. CHCP, along with all NHS organisations, needs to reflect on what lessons we can learn, not only so that something as dreadful as this could never happen in our healthcare services, but to ensure that safe and high quality care more broadly is everyone's priority.

We are really proud of the care we provide but, even with the best intentions, we won't always get things right and we can always improve. It's vital that we report and review safety incidents and pick up and act on concerns, whether they are raised by staff, patients, families, or anyone else.

Encouraging and supporting staff to raise concerns

Our chief executive has communicated with our staff to highlight that our organisational structure is designed to support strong clinical leadership and effective oversight and so their team, service and management teams are the best places to start if they are ever worried about any aspects of our care. He reminded them that if they feel they can't use those routes, or don't think their concerns are being properly addressed, they can contact our Freedom to Speak Up Guardian. This is a member of staff who has dedicated time to provide confidential, expert support to any colleague who wants to raise concerns. Our chief executive also makes it clear within his regular blog that he always wants to hear if anyone thinks we're not providing safe care anywhere in our organisation.

Encouraging and supporting patients and the public to raise concerns

Likewise, we urge any patient – carer, friend, or family member - visitor or local resident who has concerns about any aspect of our care to let us know. In fact, all feedback, is hugely welcomed.

Again, it's best to start with a senior member of staff for the service used, or unit, but if you're not comfortable doing that, or don't feel you're getting the response you need, please:

- contact our Customer Care Service by completing our Concerns and Complaints online form available by clicking on this link [City Health Care Partnership \(chcpcic.org.uk\)](https://chcpcic.org.uk), emailing chcp.customercare@nhs.net or calling 01482 347 627.
- make a formal complaint following the process in our Patient Guide to Concerns and Complaints available on the link above.

More details – including of independent, external organisations that provide advice and support to help you raise concerns or who can investigate concerns themselves – are included on our website, click here. [City Health Care Partnership \(chcpcic.org.uk\)](https://chcpcic.org.uk).

Undoubtedly, there is much more to uncover about the actions of Lucy Letby and how she was able to act as she did for so long. As well as further police investigations, a public inquiry, led by Lady Justice Thirlwall, is being established and many national organisations are considering more immediate changes or guidance. Our thoughts are with the children and families who have suffered so terribly in this unspeakable tragedy and to the many staff who tried to do their best. We will play our full part in making sure we learn all we can for our patients, local communities and colleagues.