



South Western Ambulance Service
NHS Trust



Patient charter

Staff work hard to deliver the highest standards of healthcare to all patients at the South Western Ambulance Service NHS Trust

We provide safe and effective care to many thousands of people every year but sometimes, despite our best efforts, things can and do go wrong.

If a patient is harmed as a result of a mistake or error in their care, we believe that they, their family or those who care for them, should receive an apology, be kept fully informed as to what has happened, have their questions answered and know what is being done in response. This is something that we call *Being open* and we make a commitment to our patients to:

- apologise for the harm caused;
- explain, openly and honestly, what has gone wrong;
- describe what we are doing in response to the mistake;
- offer support and counselling services that might be able to help;
- provide the name of a person to speak to;
- give updates on the results of any investigation.

Chief Executive
South Western Ambulance Service NHS Trust



National Patient Safety Agency