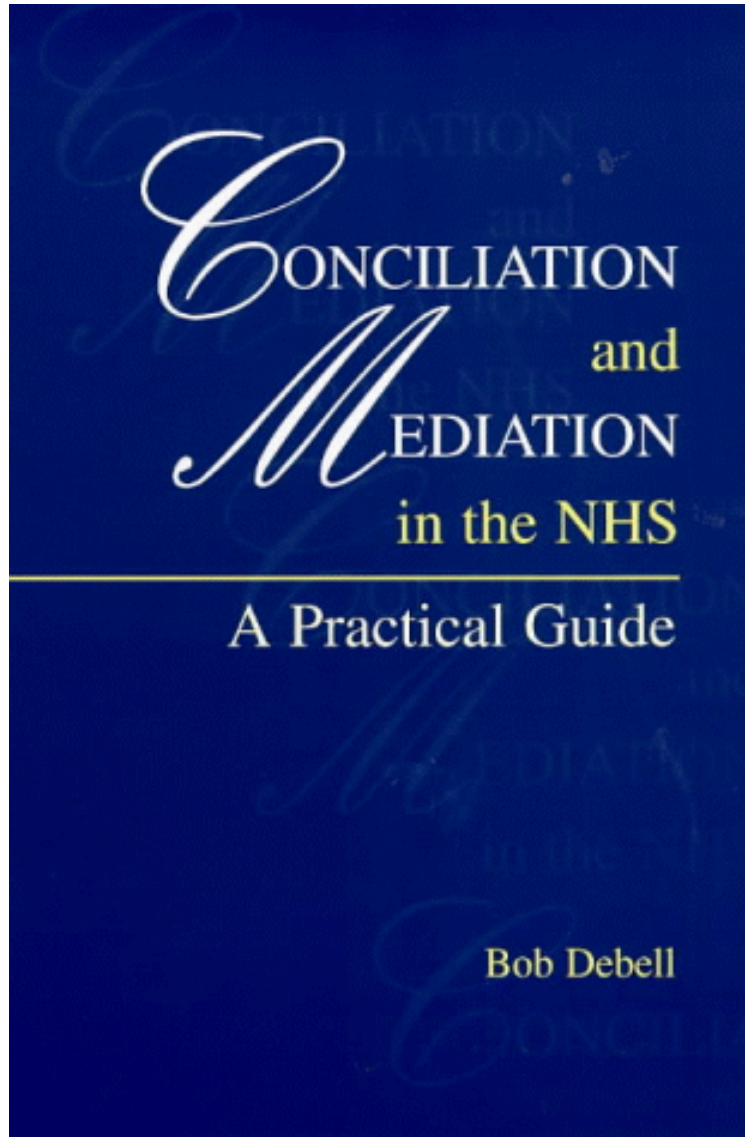


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Conciliation and Mediation in the NHS: A Practical Guide

Robert Debell

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Designed to help those in the NHS who become involved in resolving complaints. Conciliation is widely used in everyday life, but it is a technique only recently used in the NHS. This text describes conciliation as a process, and

provides a practical method to resolve disagreements between NHS providers and their patients. Mediation employs many of the same skills as conciliation, but requires a more directive, expert approach. Techniques, skills and knowledge required to resolve complaints, or mediation to resolve disagreements regarding the treatment of a patient, are described in detail. Short cases show how the techniques should be applied.