



NHS Management Executive
St. Andrew's House
Edinburgh EH1 3DG
25 July 1996

Dear Colleague

**IMPLEMENTATION OF NHS COMPLAINTS PROCEDURE:
TRAINING FOR INDEPENDENT REVIEW: BRIEFING
PACK FOR CONVENERS AND LAY PANEL MEMBERS**

Summary

1. The Final Guidance on the new NHS complaints procedure, which issued under cover of MEL(1996)24, described the work being undertaken nationally to develop training materials as an aid to the training of those involved in the new procedures. MEL(96)61 enclosed a training pack for clinical assessors and indicated that a briefing pack for conveners and lay panel members who will participate in the Independent Review procedures would be made available. I now attach copies of this pack which describes the role each member of the panel will play in the process.

Action

2. Board General Managers are asked to distribute the pack to conveners and lay panel members and NHS Trust Chief Executives are asked to distribute it to all conveners.

Other Information

3. Sufficient copies of a short briefing note entitled 'Introduction to the NHS' is also attached for Board General Managers to distribute to lay panel members on the Health Board list.

Yours sincerely

KEVIN J WOODS
Director of Purchasing

**ISD LIBRARY B044
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Addressees

For action:
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General Manager,
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General Manager,
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Chief Officers/Secretaries, Local
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