



medical mediation  
foundation

resolving conflicts in health and social care

## **FAQs – MMF Clinical Conflict Support Service**

### **1. Who's it for?**

Any senior health or social care provider, manager or leader who's stuck in a tricky conflict — whether with families, colleagues or across teams.

### **2. What kinds of situations do you help with?**

Pretty much anything: from those first hints of tension and conflict (which easily escalate if unrecognised or unaddressed), to high-pressure disagreements about treatment, all the way to long-running fallouts that feel impossible to shift.

### **3. What actually happens in a session?**

You get a private space (online or in person) to talk things through with a medical mediator who understands both the clinical world and how conflict works. They help you formulate your next steps in a way that feels relevant and possible to you, and they are available for you to check in with as progress as needed.

### **4. Is this the same as formal mediation?**

Not really, it's just more like a wise and calm sounding board, but it can be as structured as you need it to be. We'll shape it around what you need.

### **5. Will what I say be kept private?**

Yes — everything stays confidential. This is a supportive space, not something that gets fed back into management processes.

### **6. How quickly can I get help?**

If it's urgent, we'll move fast. If it's less time-critical, we can set up sessions at a pace that works for you.

### **7. What tools do you use?**

We use a variety of frameworks based on mediation practices that helps us get under the skin of the conflict — spotting patterns, blind spots and ways forward. But most of all, we listen and help you uncover the solutions you need.

### **8. How do we pay for it?**

You can buy support by the hour or in blocks of time, depending on what fits your service.

### **9. What's the end goal?**

To help you step back from the heat of conflict, see things more clearly, and find a way forward that works better for everyone — families, children, staff and teams.