

Medical Mediation

A guide for professionals



Why mediation?

Sometimes families, patients and health and care professionals disagree, for example:

- Communication between family members and the health or care team may be difficult or have broken down.
- A person or their family may want care that the health or care professionals do not believe will help.
- A family may have beliefs which prevent them from agreeing to a plan of care.

“The case reached the point where the clinical team were almost at burn out. Both my consultant and I had one to one time with the mediator during the time of highest conflict as well as debriefing afterwards. This support was invaluable.”

– Clinical nurse specialist



Mediation is:

- Confidential
- Voluntary
- Future-focused

In difficult cases, there may also be disagreement between the members of the team about what the best course of action is. Most of the time, they are resolved through careful discussion and allowing time to talk and think things through. But sometimes agreement cannot be reached and this is when mediation can help.

What is mediation?

Mediation is a confidential, voluntary process which gives those involved in a disagreement a chance to talk things through with the support of a trained and independent mediator.

The mediator will have separate discussions with all those involved. Once everyone is willing to proceed, the mediator will invite the parties to meet together to see if an overall agreement can be reached.

Mediators do not take sides or make decisions. Their role is to make sure that everyone has a chance to express their concerns and have their point of view heard.

How long does mediation last?

Mediation is a flexible process so the number and length of meetings will vary. Individual conversations will usually last no longer than one to two hours. A mediation meeting between all parties will usually take three to four hours.

Who are the mediators?

The Medical Mediation Foundation is an independent organisation which provides mediation services to the NHS and social care services. The mediators are independent of any health and care organisation and are not involved in providing care.

Is the service confidential?

Yes. Everything that is said during mediation is confidential. Only the terms of any agreement reached will be put in the medical notes.

The only times when a mediator will pass on what is said, is if:

- they believe there is a significant risk of harm to any person involved
- either side is breaking the law
- they are ordered to do so by a court

The Medical Mediation Foundation
Email: admin@medicalmediation.org.uk
Tel: 07802783184

Contact us to discuss how we can help you move forward