



HEALTHCARE SAFETY  
INVESTIGATION BRANCH

# Tripartite meetings Standard Operating Procedure

July 2022

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## 1. Purpose

A tripartite meeting is offered at the conclusion of all HSIB maternity investigations and is usually the last activity conducted by HSIB investigators. Recent feedback has shown that these meetings are not conducted consistently across HSIB teams and that HSIB and Trust staff would welcome more clarity on the purpose and arrangements for such meetings.

This meeting is key to finalising the HSIB role and ensuring that families have the relevant ongoing contacts within Trusts for any further questions or updates beyond that of the investigation report.

The purpose of this Standard Operating Procedure (SOP) is to describe the practices to be followed by HSIB staff for the arrangement and conduct of these meetings so that a consistent process is followed.

It is recognised that Trusts may have or wish to develop their own internal guidance but it is hoped that in communicating this SOP with local Trusts, any inconsistencies can be identified and discussed. This SOP will be reviewed as a result of any such feedback.

## Definitions

A tripartite meeting is a meeting involving HSIB investigators who were involved in the completed maternity investigation, the family who were central to that investigation and staff representing the Trust or Trusts concerned.

## 2. Scope

This SOP gives details surrounding

- Offering the tripartite meeting to families
- Planning for the meeting
- Running of the meeting
- Reviewing and collecting feedback following the meeting

## 3. Responsibilities

- The **HSIB lead or support investigator** will have the main responsibility for introducing the tripartite meeting to families and to describe its purpose.
- The **HSIB team leader or senior team member** will be asked to support the process if required, for example for complex cases.
- The **Trust** will have overall responsibility for the booking and running of the meeting and will be asked to provide the venue and any required support for the meeting (e.g., language services). They will also be responsible for ensuring relevant Trust staff are invited.

## 4. Aims

The aims of this multi professional meeting are different for HSIB and Trusts.

### HSIB Aims

- To recap on the findings, recommendations and methodology of the investigation
- To ensure the family understands that the HSIB involvement has now concluded
- To identify or reconfirm for families the contact points in the Trust
- To revisit signposting information if required
- To support families at the meeting to ask any questions they may have for the Trust regarding the investigation findings, recommendations or actions planned/undertaken by the Trust.

### HSIB consider the aims of the Trust would include:

- Providing the opportunity to discuss any further questions the family may have about the findings and recommendations in the investigation report
- Sharing any Trust actions undertaken to date or planned as a result of any recommendations or findings of the HSIB investigation.
- Identifying or reviewing any signposting information or support required by the family.

## 5. Procedure

- The HSIB investigator will explain to families in their early conversations that a tripartite meeting will be offered once an investigation report has been finalised.
- When an investigation report is in its final stages, the HSIB investigator will re-introduce the offer of a tripartite meeting and ask families if they would like to take this opportunity to discuss the investigation with the Trust. A family information sheet is available to assist with this conversation. (Appendix 1)
- The HSIB investigator will seek to manage family expectations about the purpose of the meeting. The meeting is not a legal meeting, nor is it a clinical debrief.

- The family will be asked to decide within 4 weeks of the closure of an investigation if they would like a meeting to be arranged. Once a family has indicated they wish a meeting to take place, this meeting takes place within a further 8 weeks. (Total 12-week period)
- If the family do not reply, decide against, or are not available to attend a meeting within this period, they will be given contact details for a named person within the Trust who can discuss any future meetings with them. The family should also be advised that HSIB staff are unlikely to attend the meeting if outside of this time frame.
- If a family wish to attend a meeting but no dates are agreeable between them, the Trust and HSIB within a 12-week period the family and Trust should be advised that HSIB staff are unlikely to attend the meeting.
- HSIB investigators will not produce an agenda for these meetings, nor will they record or minute the meeting. It is recognised that families or Trusts may wish to have an agenda and keep their own record of what is discussed. HSIB staff will record on HIMS, including dates, that a tripartite meeting has been offered and if one has taken place.
- HSIB staff attending this meeting should be familiar with the investigation report and have met the family at least once before the meeting takes place.
- The venue for this meeting will be discussed with the Trust and the family. Consideration should be given to the location available and any particular sensitivities which may indicate it is inappropriate. For example, the same department/area which has been subject to the investigation.
- Which Trust staff attend this meeting will be decided by the Trust, however, any specific requests by the family will be communicated to the Trust and recorded within HIMS. The Trust will be responsible for explaining to the family who is and who is not present and why.
- HSIB staff will attend all of the meeting unless there are exceptional circumstances which means there would be a requirement to leave before the conclusion of the meeting.

- It is recommended that all parties attend the meeting via the same means (i.e., all attend in person or all virtually). This is so that no one party is disadvantaged by the chosen venue or communication method. This will be discussed on a case-by-case basis and will consider families wishes.
- It is recognised that there are occasions where Trusts are not in agreement with recommendations that have been made in an investigation report. In these cases, discussion about the purpose of the meeting requires extra consideration and planning.
- Preparation is key to the success of a productive meeting. HSIB will advise the Trust of any specific questions/issues shared by the family in advance of the meeting. This will assist the Trust to identify the most appropriate staff members to represent the Trust and to identify any required support by either families or staff during or following the meeting.
- HSIB staff will also advise the Trust of any specific needs that the family have identified and shared to assist their ongoing involvement. For example, the requirement of an interpreter or other communication assistance. The task of arranging any assistance for the meeting and beyond will be the responsibility of the Trust.

## **6. Conduct of the meeting**

- HSIB and the Trust will discuss and agree beforehand who will chair the meeting. This will be discussed on a case-by-case basis but in most situations the meetings will be chaired by the Trust. It is recognised that these meetings may involve heightened emotions and that the meeting needs to remain productive and professional at all times.
- 5 principles for meeting etiquette will be followed by HSIB staff. (Appendix 2)

## **7. Review and feedback**

- Current feedback mechanisms such as family feedback and Trust surveys will be reviewed to identify any learning regarding the process of a tripartite meeting. This will ensure learning can be captured and actioned.
- Anecdotal feedback received from families or Trusts will, with appropriate consent, be retained and shared with the Family Engagement Team to enable the comments to be reviewed.

## 8. Appendices

### Appendix 1 Family information leaflet

(Side 1)



#### What is a Tripartite meeting and what is its purpose?

Your HSIB investigator will offer a Tripartite meeting which will take place when the final HSIB report has been completed and shared with both you and the Trust(s). This is a meeting held at the Trust with the HSIB investigators, Trust representatives, and yourselves.

The meeting provides an opportunity to revisit the findings and recommendations contained within the report, understand what the next steps intended to be taken by the Trust may be and ensure that you have an identified contact within the Trust. It is an opportunity to ensure that you understand what the Trust has already done or intends to do as a result of the findings or recommendations contained within the HSIB investigation report.

We understand that there may be further and ongoing questions that you may have and the Trust will be asked to ensure you have a named individual for your ongoing contact with them.

Following the meeting or your decision not to attend a meeting, this is likely to be your last contact with the HSIB investigator as the investigation will have ended. Should you have any questions for HSIB after this time, please direct them to [enquiries@hsib.org.uk](mailto:enquiries@hsib.org.uk)

[WWW.HSIB.ORG.UK](http://WWW.HSIB.ORG.UK)  
[@hsib\\_org](https://twitter.com/hsib_org)

(Side 2)

The image shows the HSIB logo at the top left, with 'HEALTHCARE SAFETY INVESTIGATION BRANCH' below it. The background is dark blue with white text and icons. The title 'Principles for good meetings' is in green. There are five icons: two hands shaking, an ear, two people, a heart with a pulse line, and a speech bubble with a thumbs up. The text describes the principles of Respect, Listening, Presence, Inclusive, and Constructive. At the bottom right is the website and social media information, and at the bottom left is the reference number 0722LV1.

**HSIB**  
HEALTHCARE SAFETY  
INVESTIGATION BRANCH

#### Principles for good meetings

HSIB staff will continue to demonstrate the following principles during the tripartite meeting.

- Respect**  
We value the diverse experience and skills of the people in the room and recognise that different perspectives will enrich the conversation
- Listening**  
We let each person speak with patience, without interrupting and without judgement so that each person feels respected, supported and appreciated for their contribution.
- Presence**  
We will all be fully attentive at the meeting without external distractions
- Inclusive**  
We will adjust meeting arrangements when necessary to ensure that everybody can meaningfully participate including using translation services and other communication assistance as required.
- Constructive**  
We will keep the conversation constructive and kind when sharing differing views and feedback.

[WWW.HSIB.ORG.UK](http://WWW.HSIB.ORG.UK)  
[@hsib\\_org](https://twitter.com/hsib_org)

0722LV1

## Appendix 2

### Principles for good meetings



1 Respect



2 Listening



3 Presence



4 Inclusive



5 Constructive

#### **Respect**

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#### **Listening**

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#### **Presence**

We will all be fully attentive at the meeting without external distractions

#### **Inclusive**

We will adjust meeting arrangements when necessary to ensure that everybody can meaningfully participate including using translation services and other communication assistance as required.

#### **Constructive**

We will keep the conversation constructive and kind when sharing differing views and feedback.



## Trust Approved Documents (policies, clinical guidelines and procedures)

### Approval Form

Please complete the following information and attach to your document when submitting a policy, clinical guideline or procedure for approval.

<b>Document type (policy, clinical guideline or procedure)</b> <b>Detail any section headings that have been removed from the template and the reason for this</b>	Procedure  This is an external document and therefore not in the TAD document
<b>Document title</b>	Tripartite Meeting SOP
<b>Document author</b> (Job title and team)	HSIB
<b>New or reviewed document</b>	New
<b>List staff groups/departments consulted with during document development (including BFS, &amp; any other stakeholders)</b>	HSIB
<b>If this document deviates from published national guidance please state the reasons for this and the impact this may have on patient safety (include relevant risk ID).</b>	
<b>Approval recommended by (meeting and dates):</b>	WB&G 16/12/22 CBU3 B&G 21/12/22
<b>Date of next review (maximum 3 years)</b>	21/12/25
<b>Key words for search criteria on intranet</b>	HSIB
<b>Key messages for staff (consider changes from previous versions and any impact on patient safety)</b>	
<b>I confirm that this is the <u>FINAL</u> version of this document</b>	<b>Name: Molly Claydon</b> <b>Designation: Governance Support Co-ordinator</b>

FOR COMPLETION BY THE CLINICAL GOVERNANCE TEAM

<b>Approved by (group/committee):</b> CBU3 business and governance  <b>Date approved:</b> 21/12/2022  <b>Date Clinical Governance Administrator informed of approval:</b> 22/12/2022  <b>Date uploaded to Trust Approved Documents page:</b> 22/12/2022
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