**Abstract**

*The session entitled ‘Complaints Resolution & Learning from Claims’ will describe the role of NHS Resolution, share data relating to claims received and discuss how the work of the safety and learning team supports health care providers in sharing learning from claims, and supports safety improvement. The session will discuss how best to support  patients / carers  and staff following serious incidents, the importance of candour and apologies and supportive approaches to safety investigations based on the NHS Resolution ‘Being fair’ guidance.*

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NHS Resolution