

THE EVELINA RESOLUTION PROJECT: THE STORY OF A UK CHILDREN'S HOSPITAL'S PROGRAMME TO RESOLVE CONFLICTS WITH FAMILIES

Sarah Barclay^{1*}, Esse Menson²

1* Corresponding author: The Medical Mediation Foundation, London, UK
sarah.barclay@medicalmediation.org.uk

2 Evelina London Children's Hospital, London, UK

When a consultant paediatrician at the Evelina London Children's Hospital made a phone call to a mediator one Friday afternoon in 2012 asking for help to manage an escalating conflict between a family and the health professionals treating their daughter, neither knew that their meeting would lead to the development of the first conflict resolution and mediation training programme in a National Health Service children's hospital.

The Evelina Resolution Project has gained international recognition for training health professionals to recognise and manage conflicts between families and health professionals. In this presentation, the doctor and the mediator describe how one case led to a programme of change which is now being trialled in 4 specialist UK children's hospitals with the aim of supporting families and health professionals to have conversations without conflict. ■