

**PSYCHOLOGICAL SAFETY:** Respectful conversations, free to raise concerns and be heard and acknowledged

## Flow chart for Conflict of Clinical Opinion

**Difference in  
Clinical opinion  
occurs**

S	Situation
B	Background
A	Assessment
R	Recommendations

Discussion with the professional who has the different clinical opinion:

- ✓ Clarify what the issue is, be objective
- ✓ Listen
- ✓ Ask questions to help understanding
- ✓ Use professional judgement and knowledge of patient preferences
- ✓ Be open to different point of view and compromise if safe to do so

**FOCUS ON SAFE CARE FOR THE PATIENT**

**AGREE PLAN OF  
CARE**

*Document in  
patients' records*

**Issue is not resolved  
ESCALATE**

MDT discussion

- What are the risks?
- What is happening now?
- What has changed?
- What do we want to achieve?

Support available from: (not exclusive list)

- Senior Midwife present in the clinical area
- Senior clinician present in the clinical area
- 223 Bleep holder/Delivery suite co-ordinator
- Matron of the day (Day time)
- Consultant on call
- Other members of the multi-disciplinary team involved in the patients care
- Manager on call (Nighttime)

**PATIENT SAFETY:** Remember the ongoing clinical care needs of the patient while discussions take place