Objectives and Approach
The main objective of the Electronic Medical Dispute will be testing of a medical eDispute(m-eDispute) environment.[2]. The work package focuses on the functionality of a developed medical eDispute service to be integrated within the e-Dispute environment and also the operational modalities of this platform in terms of cost and potential health care improvement. Through this work package the medical application will be assessed within a clinical NHS environment in the UK.

Legal Issues
Conciliation, Mediation and Arbitration in the NHS context
Conciliation – voluntary and confidential – the reports are not part of the complaints file, could be applicable to informs the conciliation process [1]
Mediation- in the NHS is concerned with the management of claims, is not an applicable term to the management of complaints
Arbitration – usually a non-voluntary process in which an arbitrator makes a judgement an impose a settlement.

Key benefits of the Project
Possible Beneficiaries within the NHS:
The Patient, or Patient Representative, NHS Foundation Trust (Secondary Care), Health Care Commission, Health Service Ombudsman. Patient or Patient Representative will have access to an online and user-friendly system which, in a short period of time, resolves complain, with impartiality at fair cost.
To provide an interactive and efficient net base complaints procedure to the relevant NHS authorities.

References