

Learning from complaints: themes April 2020



Care: Quality / Suitability of Care



Communication: Verbal



Communication: Staff Attitude



Access: Booking issue



You said "I was expecting to go to theatre fairly soon after my arrival at the hospital. I had been assured I would be the first on the list."

We did "We apologised that the position on the list had changed. The patients moved ahead were more complex patients. The surgeon made the decision on the order of patients operated on. This is based on clinical priority and other factors including length of anaesthesia and expected time in recovery. We will aim to communicate any change of plan with our patients and explain that the order in which patients are operated on can change at any time."

You said "I was seen in outpatients and the nurses did not wear masks, I am anxious about coming back in to the hospital and was not happy with the particular nurse that saw me."

We did "Nurses advised to wear mask at all times when seeing patients. We have arranged for this patients follow up to be seen in either an attend anywhere clinic or we will visit at home. An alternative nurse will see the patient."

We encourage all staff to attend Customer care training and Conflict resolution

You said "My wife was in the corridor for a long time, during this time there was no communication and the person who came to take her blood pressure didn't say a word. Again no communication once she was transferred to a chair in the assessment unit, she decided to leave without assessment."

We did " We undertook a project to improve care of patients in the corridor, this included looking at communication with patients and relatives and documentation of the patients illness/injuries. All self-discharge forms must now be signed by the nurse in charge so that they have sight of any patient wishing to leave before being seen by a clinician.."

You said "Physiotherapy treatment given left me with nausea and pain, which I feel was due to the exercises given during the session"

We did "We explained that these were appropriate treatments/exercises for the reported levels of physical activity. We reassured patient that this was a flare up of their symptoms and arranged an immediate appointment with a specialist physiotherapist."