

Learning from complaints: themes December 2019



Care: Quality / Suitability of Care



Access: Admission / Discharge /
Transfer Issue



Communication: Verbal



Care: Delay Attending to Patient



You said "My elective operation has been cancelled and I had organised childcare and made arrangements for my recovery after surgery."

We did "Explained sometimes owing to circumstances outside of our control and to ensure safety and wellbeing, we may have to postpone operations. Operational pressures such as availability of beds can be a factor and patients requiring emergency surgery, who take a priority over patients having elective procedures. We aim to improve communication with patients having elective surgery to align their expectations and fully inform them of this."

You said "We gave you a dressing containing latex which you have an allergy to (patient declined to wait to see a doctor and asked an HCA for a plaster before leaving) "

We did "Reviewed stores to ensure there were no products containing latex. An alternative latex dressing has been procured. Safe, locked storage is being sourced for any products that contain latex"

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

You said "Patient was reviewed out of hours by SHO, patient had acidotic ABG but it was not escalated to Registrar. "

We did "Feedback has been given to all SHOs to remind them that this should be escalated. This learning has also been circulated to all educational supervisors. "

You said "I have selective mutism and have trouble talking to professionals. At a recent physiotherapy assessment the physiotherapist showed no compassion and throughout and addressed my mother, not me. I left the consultation room feeling humiliated, ignored and not valued as a patient"

We did "Offered sincerest apologies. Following this feedback, the concerns were shared anonymously with the team to increase awareness of selective mutism. The team are looking to identify an expert in adult communication skills within a broad spectrum of patients and arrange training and awareness for all staff within the department. This patient was offered a further consultation."