

Learning from complaints: themes February 2020



Care: Quality / Suitability of Care



Access: Admission / Discharge /
Transfer Issue



Communication: Written



Communication: Verbal



You said "He needs his medication, he can't say if he is in pain. Why was this not given to take home?"

We did "apologise and explained an adverse incident form has been raised, investigated and discussed with the staff nurse, additionally this learning was fed back to the AMU nursing team."

You said "Post discharge my mother was bleeding and in a lot of pain, and I rang the ward as I had been told to by the doctor. A member of staff said that my mother had to go to A&E. We attended and 4 hours later we were seen, the doctor said we should have gone straight to the ward. Why were we told by the member of staff to go to A&E?"

We did "*Matron has highlighted this issue to the Cardiac wards to ensure that all patients are given discharge information with the telephone numbers to call In Hours (08:00 to 17:00) and Out of Hours clearly highlighted to ensure the correct help in the correct setting is given to patients, especially after discharge.*"

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

You said "Daughter concerned re care for her father whilst inpatient, nurse not sure how to attach nebuliser to the wall."

We did" Apologised and spoke to family to advise that not every member of staff has respiratory experience, ward are working hard on training all staff in each of specialties looked after on the ward."

You said "My daughter was incorrectly diagnosed with a soft tissue injury when she had a fractured bone"

We did "the fracture was picked up very quickly by the safety net process in place and the patient was re-called to the department for the correct treatment. The clinician treating the patient has since sought further x-ray training with a Radiologist to improve their ability to interrupt x-rays correctly."