

# Learning from complaints: themes July 2020



Care: Quality / Suitability of Care



Communication: Staff attitude



Access: Booking Issue



Communication: Verbal



You said "I called the ward and the staff member did not introduce themselves. I asked about my mum and was told she was off oxygen, stable and well enough to be discharged to the Care Home. I contacted my family with this good news as we thought they only had days to live. I was then contacted by the Doctor who apologised for miscommunication and confirmed that the oxygen had been removed but, my mother was extremely ill and not expected to live much longer. I had to contact my family with this news. She died soon after"

We did "Apologised and gave condolences. Concerns discussed with all staff members involved. Ward Sister has discussed the importance of clear, concise communication and documentation. Ward Doctor has reflected on events and will ensure that he personally contacts End of Life relatives to clarify information provided and to answer and questions they may have.."

You said "You were discharged without support"

We did "Reassure you that a full physical assessment was completed as part of the discharge process."

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

You said "I was unable to make urgent endoscopy appointment."

We did " We arranged appointment straight away once it was escalated to us"

You said "I have been waiting for my procedure for a long time, I am in a lot of pain and my life is being compromised by the wait for my operation. Dorset didn't have a high prevalence of Covid-19 so why can't I be rescheduled imminently? Isn't the hospital back to 'normal'"

We did "We are following Government and GMC and our focus is ensuring your safety. Owing to safety measures, we are not yet able to treat as many patients per day as we once did. If you are struggling, please contact your GP practice who may advise us of clinical changes and offer medication to help control your symptoms. You will not have to start your treatment programme again. We are working hard to offer you your treatment as soon as we safely can. PALS cannot expedite your treatment, they will liaise with the Orthopaedic Admissions team"