

# Learning from complaints: themes March 2020



Care: Quality / Suitability of Care



Communication: Verbal



Access: Admission / Discharge /  
Transfer Issue



Care: Delay Attending to Patient



You said "You have cancelled a change in my ureteric stent and I am concerned that these will need to be done in the community and there is a risk of infection."

We did "We offered an explanation that the Urology Consultant had reviewed your case and felt that it was appropriate to extend the time in between your stent changes. This would not affect the location in which they were changed. This was a clinical decision based on the risk of bringing you in to hospital at a time when all elective procedures are being reviewed owing to the global Covid-19 pandemic."

You said "There is always a delay in the blood I need arriving on the ward"

We did "Explained that the patient needs special blood that needs to be ordered into the Trust, reminded staff of the cut off times for ordering these items"

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

You said "Why was there delay of over 2 hours to transfer me to Southampton hospital?"

We did " we have developed new protocols to avoid delays due to involving transfer anaesthetists. We are currently working on involving the same anaesthetists and same anaesthesia assistants (ODA) to help with transfer of patients if needs to transfer to surgical centres."

You said "I was under the impression that all emergency treatment was free and that I wouldn't be charged. The Overseas Officer was rude and aggressive towards us."

We did "We are amending the overseas form to ensure it is very clear to patients that they will be charged once they are admitted to a ward If there they are not resident in the UK. The Overseas Officer will be attending a course to assist with their communication skills in these circumstances."