

Learning from complaints: themes November 2019



Care: Quality / Suitability of Care



Communication: Staff Attitude



Communication: Verbal



Access: Admission / Discharge /
Transfer Issue



You said "We spoke to so many doctors over 3 weeks, all either didn't really know what was happening or gave all sorts of excuses. It seemed however we asked –enquiring patiently by phone, left messages, or came in personally to speak to someone –there was no time and we were an inconvenience."

We did "Apologised that the communication they received was not to the highest standard. We explained that the Ward now has a full time Nurse Practitioner and a Nurse Consultant, who are consistent and available to discuss care/treatment concerns with families. The Ward Sister will ensure that all staff are reminded to communicate to patients/families their services are also available, should they wish to discuss any care concern or have any questions regarding their families management plan."

You said "we lost your medications when you were an inpatient"

We did "Apologised and fed back to all staff to ensure correct policy is followed with medication documentation and storage"

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

You said "Patient contracted compartment syndrome during a procedure and it was felt that his care was not escalated appropriately."

We did "We now have better handovers and clear documentation from lab staff to ward staff. We have changed the World Health Organisation (WHO) check list to reflect this."

You said "Why did it take most of the day to have my investigations and results at the Surgical AEC department when I attended for a 09:30 appointment?"

We did "We explained that Surgical Ambulatory Emergency Care (AEC) aim is to improve patient experience and quality of care by offering access to a one-stop service for ambulatory patients which can include scans, blood test and investigations with results the same day. These tests can take some time to complete and the aim is to have a complete picture to help form a diagnosis and treatment plan. The service helps to avoid unnecessary inpatient admissions or the patient having to return for multiple appointments."