

Learning from complaints: themes October 2019



Care: Quality / Suitability of Care



Access: Admission / Discharge /
Transfer Issue



Communication: Staff Attitude



Access: Booking Issue



You said "My relative had difficulties accessing dialysis when they were unexpectedly admitted to this hospital whilst on holiday."

We did "There had been internal concern raised that about the dialysis and renal service capacity on site at RBH that is operated by another Trust and about the pathways into this service, and this complaint unfortunately highlighted the problems that this could cause. The Trust is therefore going to renegotiate the arrangements and the clinical pathways reviewed & redesigned by Consultants in the Medical Directorate."

You said "I want to have an x-ray to show that my gastric band is still in the right place, I had this before so why can't I have one again?"

We did "We explained that exposing a patient to unnecessary radiation is not always in their best interests. We have to base the need for an x-ray on clinical symptoms and only when it is indicated, will we go ahead with this."

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

You said "GP requested an Ultrasound following an inconclusive X-ray in May 2019. Having chased several times by telephone I was eventually told a Radiographer had taken her off the system without a reason and that she would now have to wait to get an appoint in August 2019. Why and on whose authority was I removed from the list."

We did "Clerical Staff reminded of the need to escalate clinical concerns to the appropriate Manager. Created an escalation policy for Clerical Staff."

You said "Fast Track CHC Funding application was completed by Ward Doctor. but not enough evidence provided on the patient decline in health. There was a delay of 6 days in resending the paperwork, meaning that the patient did not get to spend as much time at home with her family before she died."

We did "apologised for the delay and absence of communication and assured the family that the patient experience regarding this would be anonymously shared the importance of details in the CHC Funding application with the medical teams for future learning and to avoid any unnecessary delays."