

# Learning from complaints: themes September 2019



Care: Quality / suitability of care



Communication: Staff attitude



Communication: Verbal



Access: Booking Issue



You said "I am waiting to see a Colorectal Specialist and have had my appointment cancelled many times."

We did "We recognise this is a problem and apologise for the wait. This is a systemic problem and there is strategic work being done to address it. In the meantime, we will aim to prevent the same patients being postponed multiple times. We advise patients to tell their GP if their symptoms have changed or worsened."

You said "I was unhappy with the way my husband was cared for and how the ward staff communicated with me. I also want reassurance that the staff attend training regarding: Communication and legal parameters ""

We did "Apologised for experience. Explained the rationale for the care and investigations provided. Provided reassurance that the relevant training is provided to all patient facing staff"

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

You said "My mother, who has dementia attended an appointment and was seen by one of the Doctors. I do not think that they had any dementia understanding"

We did "met with the complainant and the Doctor apologised for the experience. The department is now ensuring that dementia awareness training is completed by all staff"

You said "Patient has been put onto the wait list for surgery and informed that the current wait is approximately 6 months. Patient questioned "is there anything I can do to speed up the process, I thought there was a legal right to surgery within 18 weeks"

We did "Explained the NHS 18 week guidelines and that the patient's pathway had been reviewed by a Consultant and the patient was considered "routine". Explained the steps that the Trust is taking to reduce the waiting times "