

Learning from complaints: themes May 2019



Care: Quality / suitability of care



Communication: Staff attitude



Care: Complication in treatment



Access: Booking issue



You said “My relatives hearing aids have gone missing whilst on AMU”
You also said “My relatives dentures have gone missing whilst on AMU”

We did “These items were subsequently found in the draws of the bedside lockers, AMU have now had all draws removed. This has already received great feedback from staff who say that when transferring a patient it is much easier to see if anything is being stored in that part of the locker and will undoubtedly help ensure patients property remains with them when they are moved”

You said “My wife has Parkinson’s and we are experienced with managing this and feel we should be able to manage my wife’s medications”

We did “A risk assessment should be completed, and once done, if the patient is able to manage, the patient is then able to manage their own medication. Ward staff have been reminded of this.”

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

You said “I needed to have an enema prior to a procedure and telephoned to request this was done by the department on the day of the procedure, this was agreed by the staff but on arrival no one knew about it”

We did “Endoscopy Users Group to feedback to all staff in the department and remind them of the importance of passing on messages ”

You said “My father was having end of life care and the ward staff did not offer us blankets or hot drinks”

We did “Reminded the staff of the importance of offering refreshments to relatives during end of life”