

# Learning from complaints: themes in July 2018



**Quality / suitability of care**



**Care: Complication of Treatment**



**Care: Delay attending to patient**



**Communication: Staff attitude**



You said “My husband was brought to the hospital as an emergency but when I arrived the receptionist was not helpful and was rude ”

We did “Sent all receptionist in the Emergency Department onto customer care training”

You said “I waited 7 hours for surgery and was then told that it was cancelled as the equipment was not sterile”

We did “Improvement plan put into place for the sterile supplies department. ”

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

You said “I was unhappy with the manual handling techniques that I witnessed in the Emergency Department ”

We did “Identified training needed in manual handling and incident reporting and ensured the staff attended ”

You said “I had a x-ray done and 3 months later I was contacted and informed I needed further treatment and an MRI”

We did “We changed our process for contacting patients. There is now a dedicated Emergency Nurse Practitioner to ensure that all patients are contacted 3 times and if not able to make contact the Consultant will sent a letter to the patient and GP advising of further treatment needed. ”

# Supporting information

The action plan in place with Sterile Services includes the following:

- Trays are now wrapped as they are put together to reduce the length of time that the tray is exposed to the atmosphere in the clean room.
- The number and regularity of visual quality assurance checks in the clean room has been increased.
- It has been acknowledged that the lighting in the clean room is not as high in lux level as it is in the operating theatres. Some of the debris is so small, resembling a grain of sand in some instances, that the lighting is being upgraded in the clean room to improve the lighting conditions for inspection.
- A process of quality assurance checks are carried out before the delivery of trays to theatre. The quality assurance process used is randomised sampling. The selected samples are unwrapped before they are delivered to theatre and checked for conformity against the quality standards required for the process

Emergency department training:

Customer care – 100% of reception staff, total of 26 staff, have been booked onto training with completion of training due March 2019

Manual handling - 89% of the nursing staff have completed their on line manual handling training