

Learning from complaints: themes in June 2018



Quality / suitability of care



Care: Complication of Treatment



**Access: Admission / Discharge /
Transfer issue**



**Communication: Patient / Records /
Documentation**



You said "Patient was discharged without a discharge summary so was unaware of the DVT safety information provided"

We did "created a separate leaflet about DVT safety information that is given to patient's when discharged"

You said "Patient had a fall on the ward"

We did "Learning from falls action plan updated and information communicated to all nursing staff. All staff required to do immediate assessment of any fallen patient and complete neuro observations as per policy."

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

You said "I received my discharge summary and it says that I have a history of psychoactive substance abuse, I was an ex-smoker not drug abuser"

We did "Discussed with the clinical coding team who advised that this is a change in the national codes that are provided by the World Health Organisation and have to be used, after this was raised the coding team have been able to change the discharge summaries to state "ex-smoker"."

You said "patient had his surgery cancelled on the day because he advised that he was unable to administer his own eye drops."

We did "This was a day case procedure so was not anticipated and no pre-assessment attended, department have started to telephone day case patients to check if there are any expected issues."