


# Learning from complaints: themes July 2022




Communication: Absent or incorrect



Organisation process – bureaucracy,  
waiting times, accessing care



Quality – clinical standards



Listening – not acknowledging  
information



You said "Visitor to one of the wards at Poole Hospital noted a lack of bedside tables/lockers, resulting in belongings being placed on the floor/under beds"

We did "Importance of adhering to infection control practices reiterated to staff and new lockers have been ordered for the ward."

You said "Wife of patient with dementia highlighted what she found to be a lack of dementia awareness on one of the cardiology wards."

We did "Matron and clinical need contacted the complainant to apologise and listen to her story. It was acknowledged that the dementia team should have been utilised more during the admission. One of the ward nurses to be trained as dementia and DOLS champion and the whole team will receive additional dementia awareness training"

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

You said "Concerns raised about the lack of stoma care equipment in the Emergency Department at RBH."

We did " 'Stoma Care grab bag' with equipment now installed so always readily available.."

You said "Concerns raised about lack of mask wearing by other patients in ED at RBH as well as a lack of seating available outside the department"

We did Additional laminated signs regarding the importance of mask-wearing to be hung in the department. Enquiries made with matron regarding bench seating outside.