

*providing the excellent care we
would expect for our own families*

Learning from complaints: themes in April 2018

Quality / suitability of care

Communication: staff attitude

**Access: Admission / Discharge /
transfer issue**

Patient records and documentation



You said “I arrived for an appointment and was told that it was cancelled and the hospital did not have my telephone number to contact me. I recall giving my contact information on several occasions at previous appointments”

We did “All admin staff have been reminded of the importance of updating patient records, staff will now check at the appointment with the patient that the correct details are on the hospital system”

You said “I came for a blood test and the member of staff had broken gloves on”

We did “staff spoken with and training provided to relevant member of staff”

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

You said “I made every effort to get to my appointment including catching 2 buses and 1 taxi and on arrival my appointment was cancelled with no contact made to me”

We did “Provided reimbursement for the travel costs. Apologised to patient and spoke with the staff involved”

You said “My surgery was cancelled after I was prepped for it as the implant was not available”

We did “We apologised to the patient, the Trust only keeps one of this type of implant in stock and it was not recorded that the last one was used. Staff have been made aware and processes revised to ensure that this doesn't happen again”

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The Royal Bournemouth and
Christchurch Hospitals



NHS Foundation Trust