

Learning from complaints: themes August 2020



Care: Quality / Suitability of Care



Communication: Staff attitude



Access: Booking Issue



Access: Admission / Discharge Issue



You said "Discharge guidance is not clear when discharged from Nuffield Hospital where I was under the care of Royal Bournemouth hospital and the follow up care has not been entirely smooth"

We did "The Matron for Ambulatory Care and Ward Manager for Nuffield are working closely to ensure the correct information is given to patients following surgery. They will endeavour to make sure that safety netting advice is clear and accurate."

You said "I did not receive holistic care that was responsive to my mental health history and needs and the side rooms on the ward were unpleasant"

We did ". Ward in the process of advertising for a dual trained adult/mental health nurse. Funding requested for staff to complete mental health specific university modules Review with estates to see if possible to add mural to wall of side rooms"

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

You said "I attend with a problem with my hip and was told there wasn't a fracture, then received a call from my GP saying there was a fracture."

We did " All x-rays reports are checked by a Consultant in ED as a safety net. A new IT system in Radiology was implemented and the x-rays reports were not being printed as normal and this caused this x-ray to be missed in the safety netting. Once the department were aware they arranged for the patient to be seen in Poole Fracture Clinic, where CT scan was performed and thankfully showed no fracture. The error within the new IT system has been amended and all reports are now being printed again for checking."

You said "I am unhappy with the care and treatment that was provided to my mother during her last days of her life"

We did "Offered our heartfelt condolences. Explained that as your mother had a poor prognosis and did not want any further treatment and investigations, her final wishes were respected. Apologised that it was felt that there was no compassion. Confirmed that the ward has now appointed a link nurse for End of Life Care, who will be carrying out additional education and training with the team."