

Learning from complaints: themes January 2020



Care: Quality / Suitability of Care



Access: Admission / Discharge /
Transfer Issue



Communication: Written



Communication: Verbal



You said "I requested to have surgery for a long standing debilitating illness in the hopes that this would improve their symptoms and make their condition more manageable."

We did "The appropriateness of surgery was discussed with Surgeons and Gastroenterologists involved in the care of the patient on a number of occasions. Surgery is not undertaken unless it will improve the condition and in this case it was decided that a medication change would be a more appropriate form of treatment."

You said "reports of lost property are increasing"

We did "we have implemented a new process for searching for property to provide a more timely response. This requires the NIC to allocate a HCA of the day to search for any reported missing property the day it is reported."

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

You said "patients were being discharged to Care Providers without medications."

We did Reviewed the Trust Policy on Discharging Patients without TTAs (drugs to take away), re-circulated this to all Ward Sister's to remind all staff of the correct escalation procedure when discharging patients without medications. Apologised for absence of communication."

You said "I felt uncomfortable when I got dressed and undressed as the consultant was present all the time and there was no other female present."

We did "Currently female patients are not advised of their options; however we are now in the process of adjusting the letters to patients to include more information. We should be ready to present to Patient Information Group within the next month or two."