

Learning from complaints: themes July 2019



Communication: verbal



Care: Quality / suitability of care /
treatment



Access: Booking issue



Assessment: Diagnosis incorrect



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

You said “I had a cannula inserted to take bloods from my arm. I expressed a lot of discomfort and the nurse said that they had hit a nerve. It was very painful and I believe that I sustained nerve damage”

We did “The common complications of venepuncture and cannulation are discussed within the Trust training program. However, there is no specific guidance in the training and policy about exactly what to do in the event of a suspected nerve injury.

We are currently reviewing and updating the training guidance and policy to ensure that practitioners are aware of what to do in the event of a suspected nerve injury.