

# Learning from complaints: themes June 2020



Care: Quality / Suitability of Care



Communication: Staff attitude



Communication: Confidentiality Issue



Access: Admission / Discharge /  
Transfer Issue



You said "Patient was sent home with a cannula in her arm. Daughter said she was not allowed to stay with her mother even though she had POA for health and welfare. Very distressing for a 91 year old patient with dementia"

We did "Remind staff to sign cannula has been removed. Communicate to staff that carers of patients living with dementia can escort in ED to ensure accurate history taking is enabled. Relative contacted and we apologised they were asked to leave the department and assured this is not our policy. Advised to give Matron's name in the event of needing to re-attend and being asked to leave again."

You said "AAND form was completed during admission – Patient states she did not authorise this and no one discussed the form with her

We did "Consultant telephoned patient and agreed to reverse the AAND form. Consultant wrote a letter to patient and form was removed from patients records."

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

You said "You did not have the correct patient details for my father when he required emergency vascular surgery and intensive care."

We did " Unfortunately the patient's details were incorrect when he was handed over by the ambulance crew. We were not able to amend these details immediately as the patient required blood transfusions and this could have delayed his treatment. We apologised for the distress that this will have caused to the family. We are reviewing our processes in order to minimise the risk of this error reoccurring"

You said "I spoke with a member of staff who I do not think was listening to me and she was rude to me"

We did "Apologised and explained it was not the member of staff intention to cause upset"