

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

Learning from complaints: themes in March

Communication

Patient records and documentation

Implementation of care

Quality / suitability of care



You said "On arrival for my surgery I was told that it was cancelled, I had received confirmation the day before that it was all going ahead"

We did "Due to the unprecedented amount of urgent admissions needing surgery the department had cancelled this the day before but the information had not been effectively communicated between teams. All teams reminded of how important communication is"

You said "My mum needed a cannula inserted for her to have fluids but there was no-one trained on the ward to insert this."

We did "reviewed the staff skill mix to ensure that there is always at least one member of staff on shift that can perform this task."

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

You said "there was conflicting information given regarding the Power of Attorney that I hold for my relative"

We did "Arranged training for staff on the ward for them to have a better understanding of the Power of Attorney rights and documents"

You said "Incorrect information is on my electronic records"

We did "Removed the information and reminded staff to be vigilant with ensuring the patient's records are correct"

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The Royal Bournemouth and
Christchurch Hospitals

NHS Foundation Trust

