

# Learning from complaints: themes in May 2018



**Quality / suitability of care**



**Care: Complication of Treatment**



**Communication: Requests for  
Information**



**Communication: Staff attitude**



You said “I do not feel that there is sufficient support for patient’s with dementia at the hospital”

We did “met with the complainant with the dementia team, recognising that there is always more that can be done the complainant is now part of a focus group to improve the service further”

You said “I had to wait weeks for any information about a biopsy that had been done”

We did “The Clinical Nurse Specialists will now dictate a letter to the patient on the day of the biopsy advising of the next steps in the process.”

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

You said “I had asked to be the point of contact for the hospital regarding my relative but I was not contacted about the planned discharge”

We did “Raised staff awareness regarding documentation of contacts for patients.”

You said “Staff were fantastic but on discharge I felt it was all rushed”

We did “Reminded staff of the importance of giving clear information and allowing patient’s to ask any questions they have ”