

Learning from complaints: themes May 2020



Care: Quality / Suitability of Care



Communication: Patient / Records /
Documentation



Communication: Staff Attitude



Communication: Confidentiality Issue



You said "My appointment was cancelled in error by Health Records, I now have to wait until September to be seen again."

We did "Contacted consultant and he has agreed to bring patient appointment forward."

You said "Why was I left in pain for over 6 hours when the triage nurse said I needed a bladder scan?"

We did "We will ensure we improve the communication between the triage nurse and doctors to ensure that patients that require urgent treatment are seen as quickly as possible. We will disseminate this through training sessions, daily huddles and 1:1 supervisions."

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

You said "I was not prepared for the wait for my procedure; I was not expecting the level of pain that I felt and my pain should have been better managed."

We did " We learnt that communication was the key. We should have let you know that there was a delay but that the team caring for you were trying hard to work through a contingency plan to avoid cancelling the procedure. We recognise that our patient information could be improved to align expectation and as such we are developing a new leaflet to talk patients through what to expect so they can feel better informed going forward."

You said "I am unhappy the doctor put a do not resuscitate form in my notes without my consent"

We did "Apologised and reassured the patient that the DNAR had been removed from the medical records."