

Learning from complaints: themes November 2020



Care: Quality / Suitability of Care



Access: Admission / Discharge /
Transfer Issue



Communication: Verbal



Communication: Patient / Records /
Documentation



You said "There was no spacing between the chairs in the waiting room so people can sit where they like, the chairs are not being cleaned after patient use and patients had relatives with them"

We did "Reviewed the waiting areas and spaced chairs appropriately. Advice was taken for infection control and a cleaning rota has begun to ensure seats are cleaned. New signage has been put with guidance for patients and visitors, desk staff have been reminded that no visitors are allowed in the waiting area"

You said "My Mother who has dementia was discharged at 5am and unable to get into her house as she couldn't remember the code to get in. I was told I would receive a phone call when my mother was ready for discharge, I didn't receive a call"

We did "Apologies were given to the patient and her daughter and awareness has been raised with substantive and bank/agency staff to ensure that all patients are safely discharged"

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

You said "On Wednesday 23rd September I received a letter from Bournemouth Hospital, informing me I had a telephone consultation with a Consultant from cardiology at 10am on Monday 28th September. On Monday 28th, no phone call came, so I rang the hospital, only to be informed that the consultation had been cancelled and that a letter had been sent out on Friday 25th September. The letter did not arrive until Tuesday 29th September, a day after the appointment."

We did "The Health Records Appointments Team Leader has discussed this with the appointments clerk involved and learning has been shared and clerks reminded that when an appointment is cancelled at short notice, the clerk must telephone the patient to advise them of the cancellation."

You said "I was left feeling very upset following a telephone clinic appointment with a Consultant, I don't not think it is appropriate to tell a patient over the phone a diagnosis, especially as they have never met with me."

We did "Consultant gave a personal apology for any upset caused, explained that it is difficult to assess cognition over the phone. Due to the pandemic face to face appointments were not available. Explained moving forward they would try their best not to have such difficult conversations over the phone."