

Learning from complaints: themes October 2020



Care: Quality / Suitability of Care



Communication: Staff Attitude



Communication: Verbal



Access: Booking Issue



You said "We were unable to spend the last moments with our loved one as we were unable to access the ward out of hours"

We did "Met with the family to discuss their concerns in person. Explained that staff should have been expecting the family to arrive and offered sincerest apologies that this was not the situation. Confirmed that the Clinical Lead has discussed out of hours emergency access to the ward with the ward team and the importance of this and will be carrying out ward doorbell spot checks in the future."

You said "I was expecting a local anaesthetic prior to having a biopsy taken. The biopsy hurt and I would like to understand why I did not have the anaesthetic."

We did "As stated in the Patient information leaflet you were given prior to the procedure, you did have a local anaesthetic. You would have felt a sharp scratch and then felt nothing until the anaesthetic wore off. We will do all we can to communicate that the administration of a local anaesthetic may be uncomfortable but that it is much less uncomfortable than the biopsy itself."

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

You said "You were disappointed that you were told several times that your family member hadn't been admitted to the hospital, when in fact he had been admitted 2 hours prior to your first enquiry. This caused further anxiety to your family during an already very distressing situation"

We did " apologised for the distress this caused to the whole family and explained that the person that answer your call may not have had the relevant skills to fully investigate the electronic patient record which led to you being given the incorrect information. We will aim for all staff to receive the necessary training to ensure that this doesn't happen again and advise them that they should ask for help if they are unsure of how to interrogate the system."

You said "You were discharged with a DNAR order in place, you did not want it withdrawn but did not recall it being discussed wanted someone to phone you to reassure them of the process"

We did "Consultant telephoned you and discussed the process and patient reassured"