

# Learning from complaints: themes September 2020



Care: Quality / Suitability of Care



Communication: Verbal



Care: Complication of Treatment



Access: Admission / Discharge Issue



You said “My 93 year old father was refused an echocardiogram because he did not meet the criteria for this investigation during the pandemic, why was he was not listed for an this as current incidence of Covid-19 is only 2 patients out of 100,000 in this area”

We did “The refusal was in line with national guidance during the pandemic and this gentleman’s age group were also recommended to be shielding. However, as we entered the planned recovery phase, in line with national guidance, the patient’s referral was reassessed and he was referred for an urgent echo.”

You said I was that my father in law wasn’t a patient in ED, when later it was found the he had been in ED for over 2 hours. This caused a lot of distress as he had been missing for a number of hours.”

We did “We will ensure all our staff our aware of the importance of giving out correct information to relatives when taking a phone call whilst maintaining patient confidentiality and data protection”

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

You said I was not satisfied with a telephone physiotherapy follow-up consultation and felt it showed no ‘duty of care’ towards me.”

We did ” Reassured that there was no clinical need for a face to face appointment and exercises given can be reviewed remotely with telephone coaching. Due to Covid-19, steps have been put in place to ensure the well-being of patients, which includes changing physiotherapy face-to-face consultations to virtual consultations, unless a clinical need for face-to-face treatment is required.”

You said “I wasn’t offered food or fluids”

We did “apologise that a meal was not requested once you were awake and this has been fed back to the nursing team”