

Learning from complaints: themes April 2022

Clinical Standards: Substandard of care; neglect

Communication: absent or incorrect

Listening: Dismissing patient or family

Clinical Standards – inadequate examination and monitoring



You said "On the patient information leaflet I had been given pre-admission it stated that I would need to bring an overnight bag and I would be connected to a cardiac monitor overnight but in fact I had been discharged home later in the day after my procedure."

We did "thanked them for highlighting this to us, not all patients do require an overnight stay and we always aim to discharge patients to their own home if consultant is happy. We have now amended our patient information leaflet for better clarity."

You said "Family were not supported sufficiently at the end of life of a patient"

We did "Staff underwent further end of life training supplied by the practice educator. This has resulted in increased awareness and provision as highlighted by increased positive Friends and family comments."

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

You said "– I needed to book an appointment. When I called the telephone number provided I was advised I could not be booked an appointment, but would be added to a waiting list. If the person is going to be placed on a waiting list why not reflect this in the letter sent without expecting patients to call in and wait on the phone. This is a waste of staff and patient time."

We did " We have taken these comments on board and amended the choose and book settings for this service to advise patients that due to current pressures patients will be added to the waiting list and an appointment will be sent out at a later date."

You said "I received a hospital appointment for a procedure with only 5 days' notice, I am unsure how the Trust expects people to accommodate appointments by letter within such a short time frame when they work full time and may need transport arrangements put in place."

We did "carried out a review of our procedures and new guidelines on timeframes used to contact patients have been introduced. We are also undertaking a review of the paperwork used within the endoscopy and colorectal teams."