

# Learning from complaints: themes August 2021

Communication: breakdown

Organisational: discharge

Listening: dismissing patient or family

Organisation: outcomes and side effects



You said "My mother had no support, no one was there to help us through the End of Life process for my father"

We did "Sincerest apologies offered. Advised that Ward Sister has arranged to take part in an End of Life education pilot with the End of Life Specialist Nurse. This is a new service, giving the ward access and support to educate, review and offer feedback to help support patients through the End of Life journey."

You said "I did not receive any information about the request I had made for a letter regarding my ICD."

We did "Patient has been issued with a letter from his consultant regarding considerations to his care if he further presents to ED. This has also been added to the patient records as an alert for the staff awareness"

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

You said "I was referred some time ago but haven't yet been notified of an appointment, when will I receive one?"

We did " Explained the steps the department is taking to reduce our waiting lists, reassured the patient that appointments were being booked in priority and date order following Consultant review and gave an indication of when they could expect to receive an appointment "

You said "There was a lack of follow up when I was transferred from another NHS Trust back to University Hospitals Dorset."

We did "We identified that referrals had been made but had not been received by Poole Hospital and therefore unfortunately, there was a lack of follow up. We are working hard to improve this and have a system in place to ensure that children are not "lost" within the referral system"