

Learning from complaints: themes August 2022

Communication: Absent or incorrect

Organisation process – bureaucracy,
waiting times, accessing care

Quality – clinical standards

Listening – not acknowledging
information



You said "A patient was discharged from the Emergency Department at Poole with a cannula still in place."

We did "The Department are reviewing their discharge checklist with a view to including 'remove cannula' as a prompt to staff"

You said "Patient and his father were upset by the manner of the doctor when they saw him in clinic. They were also unhappy that they had not yet receive the results of a recent MRI."

We did "Consultant reviewed the MRI results and wrote to the patient and the GP with the findings. A further appointment with an alternative consultant was offered."
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We encourage all staff to attend Customer care training and Conflict resolution

You said "A local GP raised concerns that there were delays in the pathway when trying to admit patients their patients to the Royal Bournemouth Hospital in emergency situations."

We did " There is now a dedicated Emergency Admissions Team which answers calls across the whole Trust and continuous work is undertaken to improve the service further. Feedback from GPs have already noted improvements and quicker responses."

You said "Concerns were raised about patient's being discharged from hospital in gowns and nightclothes as they did not have suitable clothes with them during their admissions"

We did In conjunction with our physiotherapy and occupational therapy teams, we are in the early stages of trialling a charity funded project. Patients will be provided with new clothing and shoes free of charge to help patients to be discharged in more appropriate clothing and footwear.