

# Learning from complaints: themes December 2020



Communication: Staff Attitude



Access: Booking Issue



Care: Quality / Suitability of Care /  
Treatment



Access: Admission / Discharge /  
Transfer Issue



You said "My underlying condition wasn't acknowledged or treated during your admissions"

We did "arranged for your CMHT care plan to be uploaded onto hospital systems, symphony and e-camis, so the information is there for any future attendances"

You said "you received poor communication surrounding your uncle's discharge home and did not find out that he was at home until after he was discharged."

We did "Apologised for breakdown in communication. Ward Sister has implemented new discharge checklist to ensure that essential measures are in place. Additional training in discharge planning processes and embedding of new ways of working to ensure a consistent safer practice are being rolled out with the ward staff."

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

You said "I attended for an echocardiogram which was taking place in a room in the Orthodontics Department. The person doing the echocardiogram was a male and asked me to take my clothes and underwear off to the waist. There was no cubicle to change in, no gown to wear or curtain behind, there was no privacy. I felt very exposed and a bit vulnerable."

We did "Unfortunately we are making use of alternative clinic spaces due to the Covid-19 pandemic and there were no curtained areas available in the clinic rooms. We communicated with our team and asked them to step outside of the room while patients are getting undressed/dressed for their exams. We are trying to optimise our services as best we can, so all feedback is extremely useful."

You said "My wife was discharged with a cannula in place"

We did "Apologised and reminded all staff to check all patients for cannula's prior to them leaving the hospital"