

Learning from complaints: themes December 2021

Communication: breakdown

Organisational: discharge

Listening: dismissing patient or family

Organisation: outcomes and side effects



You said "When my leg was put in plaster with a back slab why wasn't my foot pointing downwards. I was not immediately put on blood thinners or advised to contact my GP in order to get this sorted."

We did "We are in the process of implementing a UHD wide training programme for the application of plaster and splints to ensure that we are utilising best practice across both emergency departments. The DVT pathway has been merged across both sites and the protocol has been updated which includes achilles ruptures as a criteria for the use of low molecular weight heparin.

You said "I've been waiting a long time for my outpatients appointment, how much longer will I have to wait

We did "We changed the wording to: 'you will be contacted between 9.00-12.00' or 'you will be contacted between 14.00-17.00"

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

You said "Our generic letter issued from the gastroenterology team was incorrect and not fit for purpose."

We did " We are in the process of completing a full review of our standard letter templates to ensure they cover relevant scenarios."

You said "My mother's Do Not Attempt Resuscitation (DNAR) form that was completed, was not discussed with us and put in place without family consent."

We did "Apologised for the distress and upset that this caused. Explained that the DNAR form was discussed and agreed with the patient. Expressed that best practice would be for this also to be discussed with relatives, with patients consent. Confirmed that the importance of clear, concise communication around DNAR decisions, will be discussed in the next Trust Risk and Governance meeting for wider learning."