

# Learning from complaints: themes February 2021



Care: Quality / Suitability of Care /  
Treatment



Communication: Staff Attitude



Communication: Patient / Records /  
Documentation



Access: Admission / Discharge /  
Transfer Issue



You said "Why was mum's temperature routinely taken by the nurses without removing her hearing aids?"

We did "This matter has been addressed with nursing staff to ensure they are aware that patient's hearing aids should be removed when taking a tympanic temperature."

You said "I was advised that my husband was ready for discharge at 10:00am, however arrived home at 18:00. The only reason my husband was still in hospital was to wait for his medication. Surely this is not a good use of a hospital bed."

We did "Ward Sister apologised for delay and absence of communication surrounding patients discharge. Ward Sister confirmed that she was in the process of reinstating Pharmacist and Nursing leads on Ward Rounds, to support fluid communication to prevent medication delays."

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

You said "My daughter is autistic and was not seen as a matter of priority in minors and this caused her distress"

We did " Educated reception staff about the importance of escalating these issues to the nurse in charge of the area/department as a matter of urgency to facilitate more timely care."

You said "Patient was unable to self-isolate before a procedure due to having to use public transport to attend their appointment."

We did "Referral is to be triaged by a Consultant to review urgency of procedure and we will provide a fast swab on the day if required."