

Learning from complaints: themes January 2021

Care: Quality / Suitability of Care /
Treatment

Communication: Staff Attitude

Communication: Patient / Records /
Documentation

Access: Admission / Discharge /
Transfer Issue



You said "you hadn't received your appointment at the fracture clinic at PGH within 7 days as advised. You called PGH who said that they hadn't received the referral from RBH."

We did " The Fracture Clinic referral report was not pulling through all patient referrals as a member of staff was entering the incorrect information that was required to show all referrals on the report fully. This has now been rectified and all staff have had further training to ensure that this does not happen again. Thank you for bringing this to our attention."

You said "You received a follow up appointment for 2022 and believe that you should be followed up every 6 months."

We did "Apologised to patient for the extended wait for review, the current pandemic has unfortunately had an impact on outpatient services. The patient notes were reviewed by a Consultant to see if the appointment should be brought forward from the new date given."

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

You said "I had an Echocardiogram taken at the Royal Bournemouth Hospital on 12 October 2020 at 11:10. I don't know who requested this, my GP has no record of the request at all. Please can you advise my GP and myself of the results of the Echocardiogram, why the request has not been registered with my GP and why we have received no results. "

We did " Explained that this had occurred due to changes in requesting and reporting investigations within the department. A letter was sent to the patient and his General Practitioner explaining the reason for delay and the results of the echocardiogram. Solutions have been identified to address administration issues relating to the requesting and reporting of investigations."

You said "I am a vegan and I had difficulties in getting suitable food whilst I was an inpatient, at one point I was given a ham sandwich which was labelled as vegan"

We did "Apologised for the errors and unsuitable food provided. Manager will review meal deliveries and will ensure that changes are made and training provided to the staff."