


Learning from complaints: themes January 2022



Inadequate examination and
monitoring



Communication: breakdown



Communication: absent



Outcomes and side effects



You said "I was not informed that I had been discharged from the care of the Consultant."

We did "Apologised to for the lack of communication, a letter had been sent to the GP and not to them. This is being reviewed to ensure that communication is shared with the patient."

You said "My husband attended the Hospital for a colonoscopy only to be told that, as he had already had one earlier in the year, he did not need to have the procedure done again"

We did "The Endoscopy Bookings Team are working with our IT Teams on a project to make all of their referrals electronic which is expected to be completed next year; 2022 and it is hoped with these systems in place they can avoid a similar incident happening again"

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

You said "I am finding it very difficult to come to terms with the death of my father and struggling to grieve as a result. I was away when my father passed away at your hospital and I was unable to speak with him in the days that lead up to his death"

We did " Arranged for the family to meet with the Consultant who was caring for the patient to go through the patients notes, so the family could have an understanding of what the patients final days looked like"

You said "My diagnosis of AL amyloidosis could have been made in 2019 but you cancelled an appointment and did not reschedule it."

We did "The process has been changed in the Outpatients Department (OPD) where they are not able to cancel clinics unless the OPD team have been given rebook advice by the relevant speciality."