

Learning from complaints: themes July 2021

Communication: absent

Clinical: inadequate examination & monitoring

Clinical: clinical skills and conduct

Organisation: delay – procedure or referral



You said "My husband arrived home on Hospital transport following discharge still in a Hospital gown"

We did "We explained that we are often unaware of the time Hospital transport is going to arrive and there is not always time for them to wait for the patient to change, so in future we would give patients the option to change as soon as transport was booked"

You said "you raised concerns about the arrangements for transport home from hospital."

We did "Apologised and recognise there was a breakdown in communication between staff which led to a delay in booking transport home. The new ward sister has introduced new guidance and training for junior staff to prevent this happening again."

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

You said "There was a lack of facilities for me to feed my son when I attended for tests"

We did " Whilst staff tried to provide support, unfortunately there are currently no designated breastfeeding facilities. Plans are in place to build a designated area for breast feeding as part of the new Childrens Unit"

You said "I received a letter to say that I had not attended my appointment for a CT scan, however I did attend and have not missed an appointment."

We did "An investigation found that the letter was sent in error. There was no indication on the electronic system that the patient did not attend the CT scan. The letter that was sent in error has now been removed from the system with an apology provided to the patient."