

Learning from complaints: themes June 2021

Communication: absent

Clinical: inadequate examination & monitoring

Clinical: clinical skills and conduct

Organisation: delay – procedure or referral



You said "You were upset and concerned about the visiting restrictions on the maternity Unit. Your partner wasn't there to provide the support you needed; particularly so for new mums who have additional needs."

We did "explained the requirement for restrictions to reduce the risk of spread of Covid-19, recognised the impact this has had. We have introduced a new system of visiting for new mums identified as needing additional help with physical or mental health needs"

You said "My wife was admitted to hospital with reduced Capacity. My wife has a Health and Welfare Lasting Power of Attorney with myself and two other attorney's. During admission a DNAR was applied, without the discussion with the LPOA. This was also included in the Care Plan on her discharge."

We did "Explanation that although the decision for a AAND form to be completed was appropriate, this should have not gone against the LPOA wishes and sincerest apologies given. Reassurances given that AAND form has been removed from patients medical records and further apologies given for the stress and upset caused"

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

You said "I asked to see my medical notes and blood results as an inpatient but was advised that I had to write to the hospital at a later date for access."

We did " We explained that the hospital records belong to the hospital and not the patient. Patient's do have a right to access their medical records, however they must do this by written request to the medico-legal department who will send the patient their own copy of their records."

You said "I have not received results of the capsule endoscopy and do not know when I will"

We did "Reviewed information provided to patients on what happens after they have had their procedure and when they can expect to receive their results"