

Learning from complaints: themes June 2022

Communication: Absent or incorrect

Respect: Caring & compassion

Listening: Dismissing patient or family

Respect: Patient rights



You said "Patient raised concerns regarding staff attitudes when she attended for a blood test"

We did "Communication skills to be arranged for the team."

You said "Patient received conflicting information regarding fasting and anaesthesia prior to a day case procedure."

We did "General Anaesthetic Patient Advice Sheets to be reviewed and updated"

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

You said "Patient complained about the lack of updates from staff when they had been waiting for a long time in the Emergency Department."

We did " Staffing levels for the waiting areas have been increased and waiting times screens are installed in all areas where patients are asked to wait. Regular audits are being carried out to ensure patients waiting are check on regularly and in accordance with our internal care standards.."

You said "Patient raised concerns that whilst awaiting an appointment her symptoms worsened, causing her concern"

We did "Patient referred to an appropriate specialist team for support whilst awaiting her appointment"