

Learning from complaints: themes March 2021

Care: Quality / Suitability of Care /
Treatment

Communication: Staff Attitude

Communication: Patient / Records /
Documentation

Access: Admission / Discharge /
Transfer Issue



You said "My wife was told she could not accompany me to an outpatient appointment as visiting restrictions meant only the patient could attend. I am deaf and my wife is my interpreter"

We did "Confirmed that visitor guidance has been updated with specific reference to carers accompanying patients for appointments. All staff have been reminded of this and a note has been added to the patient's electronic patient record to highlight that he is deaf and requires a hearing assistant. We apologised for his experience."

You said "" It felt like there was a real lack of communication, dignity and compassion during my grandmother's final hours"

We did "Ward Sister identified training gaps in junior member of staff who was asked to undertake additional End of Life training and to complete a formalised reflection statement. Ward Sister has reiterated to all staff the Trust Values around Dignity and Compassion"

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

You said "I received a phone call at the end of December 2020 saying I would be having an investigation at Poole hospital on 7 January 2021; and I would need to go for Covid test on 1 January 2021. I attended on 1 January 2021 and was told that they did not have me booked in. I was informed that there had been an administration error and I had not been booked, and was advised to contact PALS to make the Trust aware of the ongoing situation and seek the support of PALS"

We did " Training need identified and implemented: Process for arrangement of COVID-19 swab appointment"

You said "My appointment in December 2020 was cancelled with 2 further offered in May and August 2021. This is too long to wait."

We did "Offered weekend gynaecological appointments and telephone consultations."