

Learning from complaints: themes May 2021



Communication: absent



Respect: patient rights



Listening: Dismissing patient or
family



Communication: breakdown



You said "I wanted to self discharge after attending the Emergency Department with mental health problems and you stopped me from leaving."

We did "Implemented training for all Senior Nurses (Band 6 and 7) pertaining to capacity assessments by our psychiatric liaison team nurses. Improving our knowledge and skills in assessing capacity."

You said "I just felt like the doctor was not actually interested to help and was just forced to see me. I have never made a complaint to any staff in the Trust as most of the staff are very accommodating and very caring. After he saw me, it made me think that I don't matter to him. He never showed any sympathy or given me any reassurance."

We did "Moving forward the doctor will include this as part of his clinical reflections on the portfolio with points to change practice, highlighting the importance of allowing more time for patient communication, even during a busy on-call. Furthermore, he will discuss this with his clinical supervisor pertaining to his appraisal."

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

You said "Patient sent home from Endoscopy not having had the planned procedure as Covid-19 swab result unavailable. Patient questioned why they couldn't have swab re-taken at the Hospital before having the procedure."

We did "Explained cancellations are always made following clinical direction from the Endoscopist on the day and are often multi-factorial. The Endoscopy Unit have now introduced a process to capture cancellation reasons which are then fed back to the patient when a cancellation is unavoidable so they understand why."

You said "The phones are never answered on AMU."

We did "apologised, and explained the call volume on AMU has increased by 139% since Covid-19 and visiting restrictions were implemented. We have also added this to our Risk Register and commenced an improvement project."