


Learning from complaints: themes May 2022



Communication: absent or incorrect



Respect, Caring & Patient rights



Organisation process: Bureaucracy,
waiting times, accessing care



Environment: facilities, services,
clinical equipment



You said "Patient was frustrated by the parking facilities at Christchurch Hospital as the meters are cash only payments"

We did "The Trust has recently purchased new payment machines for Christchurch Hospital which enable patients and visitors to pay with both cash and card. ."

You said "Since the beginning of the Covid Pandemic there has understandably been an increase in expectant mother's requiring additional mental health support."

We did "A new perinatal Health specialist midwife has been appointed to further support patients and their families."

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

You said "– A patient who attended for a biopsy in the Dorset Breast Screening Unit was unhappy with her experience."

We did " Education and further training provided to the team and a review of policy."

You said "Patient found a sticker with another individual's details underneath their own on some medication issued by the Trust

We did "A review and change in policy/process surrounding the reissuing of medications that have been returned. Duty of candour letter sent to individual and reporting of incident to Trust Information Governance Team