

Learning from complaints: themes September 2022

- Communication: Absent or incorrect
- Respect, Caring & patient rights
- Organisation process – Waiting times, accessing care
- Quality – clinical standards

We are
caring
one team
listening to understand
open and honest
always improving
inclusive

You said
“Concerns by family member of patient that information on the discharge summary was too clinical and hard to understand”

We did “Stroke unit to review discharge summaries to ensure that information is patient and carer friendly”

You said “Concerns were raised that a leaflet on the UHD website containing sleep advice for children was outdated

We did “The leaflet was removed and will be updated. Therapy Services have also implemented a new system to ensure all patient information is reviewed at set intervals.”

We encourage all staff to attend Customer care training

You said “Patient reported that communication during her labour and delivery was poor, and that she was often unaware of what was going on with her care

We did “ These concerns were taken seriously by the Senior Matron. The importance of clear communication with regards to all aspects of care will be discussed with all midwifery staff. . ”

You said “Concerns were raised by a patient which highlighted that medical staff had not followed the correct referral process for booking patients into the Early Pregnancy Unit.”

We did “All new doctors to Early Pregnancy and Emergency Gynaecology to be informed of the correct referral process via the induction presentation. Current medical staff will also be reminded of the importance of utilising the internal referral system.”

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