

# Learning from complaints: themes January 2023

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

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

You said "Patient information leaflets regarding post surgery discharge care and given to patients on their discharge lacked detail and could be more clear"

We did "Surgical matron has reviewed the leaflets and these have been updated, with clearer and more specific advice. The 'Information Following General Anaesthesia' leaflet has also been updated.

You said "Concerns raised regarding lack of updates from ward when father in law was an inpatient at Bournemouth Hospital"

We did "Complaint has been shared with staff anonymously for learning and staff training has been revisited with regard to communication ."

We encourage all staff to attend Customer care training

You said "Mother of child with Asperger's reported that she felt the conduct of the doctor they saw could have been more patient centred and reflective of her child's individual needs"

We did "Educational Supervisor discussed with doctor involved. Junior Doctor training to emphasise the importance of nursing and play support for potentially painful procedures in order to alleviate distress, particularly in paediatric patients with needle phobia or neurodiversity."

You said "Concerns raised regarding cleanliness in kitchen on ward, particularly regarding the dishwasher."

We did "On receipt of concerns, the dishwasher was immediately put out of service and deep cleaning was arranged. The dishwasher was serviced and drainage compartment renewed."