

Learning from complaints: themes December 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 raised that a taxi organised by the hospital did not take the patient directly to his door, and left him at the end of a long driveway”

We did “The Transport Manager contacted the Taxi company with whom UHD holds a contract, which includes safely delivering patients to their front door. The taxi company have spoken to the driver involved and will also remind all drivers of their responsibility towards patients when they hold their driver awareness and feedback meetings. Sincere apologies were made to the patient.”

You said “The Postal strike caused a patient to miss an outpatient appointment as they had not received their letter.”

We did “The Dorset Breast Screening Unit are exploring the possibility of using a text message reminder service to enhance communication with patients.”

We encourage all staff to attend Customer care training

You said
“Concerns raised as mother of patient found a needle and syringe left in a cubicle in the Emergency Department, and the way in which it was handled.”

We did “Staff members were identified and additional training has been given regarding sharps safety and their disposal. Apologies given to patient and her mother.”

You said
“Feedback received that written advice for patient’s being discharged following a stroke may be useful.”

We did “Stroke Team to consider providing written information to patient’s on discharge.”

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