

# Learning from complaints: themes November 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  
"Feedback  
received regarding  
the lack of pillows  
available for  
patients in the  
Emergency  
Department."

We did "The Senior  
Matron for ED has  
ordered additional  
stock to ensure an  
adequate supply"

You said "Concerns  
received regarding  
delays in transport to  
take discharged  
patients home"

We did "System to be  
introduced enabling  
ward staff to view  
transport bookings and  
up to date arrival times."

## We encourage all staff to attend Customer care training

You said  
"Concerns  
raised  
regarding the  
Parkinson's  
service and  
the impacts of  
reduced staff  
in the service"

We did " Further  
administration staff have  
been recruited to support  
the team and changes  
have been made to ways  
of working in order to  
improve the service,  
including the uploading of  
all correspondence to the  
electronic patient record  
so these are immediately  
accessible for GPs."

You said  
"Concerns raised  
regarding the level  
of communication  
between staff and  
families on one of  
our cancer care  
wards."

We did "A meeting was held  
between the matron and  
oncology consultants. to discuss  
what improvements could be  
made. Actions implemented as  
a result include changes in ward  
documentation, updates to the  
induction program for all new  
doctors to oncology, and  
improvements to the formal of  
the daily handovers with a focus  
on communication and  
updates."

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