

Learning from complaints: themes October 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
regarding the
Labourline and the
difficulties in
accessing staff.”

We did “Labourline
now has a call waiting
system so that staff
can see when they
have missed calls and
can call people back.
More staff are also
being recruited to the
team with an aim to
provide a continuous
24 hour Labourline”

You said “Concerns
raised by a patient
with regards to the
wait to be seen in the
macula clinic”

We did “The macula
emergency pathway is
currently undergoing
review so improvements
can be made.”

We encourage all staff to attend Customer care training

You said “Concerns
raised regarding
uneven steps by
Longfleet Road
entrance of Poole
Hospital”

We did ” Estates
Department have
conducted a Health &
Safety Review and are
considering the
addition of further
painted signage on the
concrete to advise
caution.”

You said “It was
highlighted that a lot
of the paper blood
request forms stated
an incorrect closing
time for the patient.”

We did “The Matron is
making arrangements to
recall all of these forms
so that they can be
amended.”

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