

COMPLAINTS

As a Trust, we are committed to continuously improving and learning from the complaints made by our patients and their families/carers. We are sorry when things go wrong or when the patient did not receive the standard of care we expect to deliver. All complaints are fully investigated and the lessons learned are shared amongst the teams involved and across the Trust to avoid similar situations arising.

For all of the complaints that we uphold we are happy to share with you a synopsis of what lessons we need to learn and/or specific actions we need to take.

July 2017– closed and upheld

Complaint received by Clinical Business Unit	Outcome and actions required
<p>Medicine Division</p> <p>1) Patient made complaint himself that an error had been made with his hospital number that had caused issues when booking further appointments and requesting investigations for him.</p>	<p>The Trust apologised that this error had occurred. The root cause of the issue was that the clinic the patient was seen in was a satellite clinic held at a different hospital close to the patient's home but that meant the Consultant was unable to use any electronic systems to request investigations and book another clinic. This information had to be brought back to Alder Hey by the Consultant and transferred into the system used at Alder Hey. A human error occurred when inputting the unique hospital number and the Trust apologised for this.</p>