

## 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.

### June 2016 – closed and upheld

Complaint received by Clinical Business Unit	Outcome and actions required
<p><b>Integrated Community Services</b></p> <p>Whilst receiving an injection of medication at home the tip of the needle broke off and the child required an overnight stay in hospital.</p>	<ul style="list-style-type: none"> <li>• Family advised to present at Emergency Department at Alder Hey immediately</li> <li>• Incident reported and recorded immediately</li> <li>• Community Nursing Team Manager contacted family and discussed the incident and offered her sincere apologies</li> <li>• Trust Medical Devices Safety Lead made aware</li> <li>• Manufacturing company contacted and reported a device failure issue</li> </ul>
<p><b>Neurology, Musculoskeletal and Specialist Surgery</b></p> <p>Partial loss of patient records</p>	<ul style="list-style-type: none"> <li>• Thorough search of records department to locate missing sections of records</li> <li>• Involvement of Information Governance team for their specialist knowledge in managing data</li> <li>• Consultants held a specific meeting to handover child's care effectively in the absence of some of the records</li> </ul>