

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.

November 2016 – closed and upheld

Complaint received by Clinical Business Unit	Outcome and actions required
<p>Surgery CBU Parent and child overheard conversation between professionals that should have taken place in a private setting and not in the Out patients department</p>	<p>Sincere apologies given to the parent and child Action :- staff member made aware of the complaint and how inappropriate it was to have a conversation with such content in an Out patient setting</p>
<p>Community CBU(including assessment by Urgent Care 24 within Emergency Department)</p> <p>1) Parent dissatisfied with the treatment when she brought her son to the ED on two occasions</p> <p>2) Parents dissatisfaction with delay in referring to ASD pathway</p>	<p>Apologies have been shared by the Consultants responsible for the child's care in ED. Urgent Care 24 a group of General Practitioners who work within the ED where also involved in the child's care and assessment and have been included in the investigation into this complain. Action:- 1) the pathway for identifying children who are suitable for an assessment by the GP in the ED will be looked at and revised Action:- 2) the GPs who work within the ED will have the protocol of the assessment for febrile infants circulated to them for reference</p> <p>Apologies given to Dad for delay by a Locum in referring his child onto the ASD pathway Action:- discussions with Clinicians regarding the process for</p>

	formally referring children to the ASD pathway Issues regarding delays with ASD pathway discussed with Commissioners
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