

## 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.

### April 2017– closed and upheld

| Complaint received by Clinical Business Unit  | Outcome and actions required  |
|---|---|
| Surgery CBU -   |   |
| <p>Medicine CBU –</p> <p>1) <b>Parents dissatisfied with the care their child received in the Emergency department.</b></p> <p>2) <b>Mum dissatisfied there was a significant delay in undertaking a review of her child's care</b></p> | <p>The Trust offered apologies because of the care and treatment initially offered in the ED. The parents were satisfied with the care delivered by a different Consultant and were reassured care was effective and appropriate.</p> <p>The Trust apologised for the extreme delay in providing an independent case review into their child's care</p> |
| Community CBU –   |   |