

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 2017– closed and upheld**

Complaint received by Clinical Business Unit	Outcome and actions required
<p><b>Medicine Division</b></p> <p><b>1) Mum and young person very unhappy with their transition of care to another Trust as now 17 yrs old</b></p> <p><b>Concerns regarding inconsistent coordination of care From Gastroenterology</b></p> <p><b>2) Mums concern regarding her sons presentation to the Emergency Department, management of pain and application of a plaster cast.</b></p>	<p>The Trust apologised for the poor experience of transition to adult services. The Trust has invested in the Transition service to ensure that poor experiences such as this are not repeated for patients in the future.</p> <p>Apologies were offered for the lack of a consistent Consultant during the last 12 months at Alder Hey. The Gastroenterology service has experienced significant issues covering Consultant posts due to sickness in the team and also staff members who have left the Trust. The Trust has recently recruited into these positions.</p> <p>The Trust has offered Mum and her son their sincere apologies for the poor treatment they received in the Emergency department.</p> <p>Pain relief should have been offered more frequently during this attendance and staff now discuss pain scores and pain</p>

<p><b>3) Dad unhappy that there was a delay with the referral of his son to an adult service</b></p>	<p>relief requirements during their safety huddles several times each day.</p> <p>Regarding the application of the plaster cast. The ED Manager has spoken with the nurse clinician involved and also shared the complaint with the nurse. Individual training updates have been arranged for this nurse to ensure this does not recur.</p> <p>Consultant involved offered his personal apologies for the delay in writing the letter – this was down to human error</p>
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