

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.

May 2017– closed and upheld

Complaint received by Clinical Business Unit	Outcome and actions required
<p>Medicine Division</p> <p>1) Mum dissatisfied with the delay in a Neurology appointment for her son</p>	<p>The Trust offered apologies for the delay and ensured that the child was offered a suitable appointment with the Consultant he was most familiar with. The Trust is working hard to recruit to Neurology Consultant positions despite there being a recognised national shortage in this field of Medicine.</p>