

## 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.

### January 2017– closed and upheld

Complaint received by Clinical Business Unit	Outcome and actions required
Surgery CBU - no upheld complaints	
<p><b>Medicine CBU</b></p> <p><b>1) Dad is unhappy with the Doctor's behaviour and that he did not appear to carry out a thorough examination. This resulted in the family having to bring their son back to Emergency Department.</b></p> <p><b>2) Mum was unhappy that her son was not seen by a Gastroenterology Consultant for a prolonged period of time during his admission. There were also some additional issues relating to nursing care.</b></p> <p><b>3) Dad unhappy with the process used when his child presented at the department</b></p>	<p>Child was observed to be moving and using all limbs as normal on the first visit however on return limb was further assessed and clinical diagnosis was made.</p> <p>After investigation child was seen and reviewed several times a day by the Consultant or the Gastroenterology Registrar. This met the child's in patient requirements</p> <p>The care the child received sat outside of the recommended treatment timescales and the trust apologised for this delay. Staff awareness sessions have taken place to ensure all staff</p>

<p><b>4) Parents unhappy with communication when child was an in-patient</b></p> <p><b>5) Mum dissatisfied with treatment her child received in the Emergency department</b></p>	<p>know of the importance of the treatment being delivered in a timely way</p> <p>Concerns dealt with at the time on the ward by Ward Manager. Apologies offered then and in the response letter from the Chief Executive. Staff all made aware of the importance of ensuring parents are kept update with all elements of a child's care and any changes that are made to plans of care and discharge arrangements</p> <p>Reassurance given that the child received the appropriate care and treatment for the condition she presented to the department with. Apologies offered that Mum was not provided with an interpreter during the time her child was in the department.</p>
<p><b>Community CBU – no upheld complaints</b></p>	