

## 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.

### October 2016 – closed and upheld

Complaint received by Clinical Business Unit	Outcome and actions required
Parents were dissatisfied with the immediate post-operative nursing care and lack of hygiene support There was also a lack of aftercare on discharge from the Community nursing team	<ul style="list-style-type: none"> <li>• Apologies given form Ward Manager that the child did not receive adequate standards of assistance with her acute hygiene needs</li> <li>• Issue identified with the discharge process and onward referral to community team in St Helens – the team there do not utilise the same process and there was a breakdown in communication</li> </ul> <p><b>Action : - ward staff made aware of the different processes for future children discharged to that area</b></p>