

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.

August 2017– closed and upheld

| Complaint received by Clinical Business Unit | Outcome and actions required |
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| <p>Medicine Division</p> <p>1) Mum raised concern about the management of her sons day surgery procedure and the poor discharge support and advice she received.</p> | <p>The main issue related to the after effects of the use of a specific treatment – the child required medical intervention from their nearest Emergency department.</p> <p>The Trust has been able to interrogate the use of this product within the Trust and new products are being explored that have less significant side effects. The Trust will also ensure they review their guidelines when using this product and that the application of this is consistently used.</p> <p>Issues relating to who Mum could contact to discuss any worries about her sons condition after discharge have been picked up by the ward that offers this after care telephone advice and will be included as part of further works that are being reviewed and implemented.</p> |