

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.

March 2017– closed and upheld

Complaint received by Clinical Business Unit	Outcome and actions required
Surgery CBU -	
<p>Medicine CBU –</p> <p>1) Parents dissatisfied that they were not informed an outpatient appointment had been cancelled</p> <p>2) Mum dissatisfied there was a significant delay in processing her child's clinic letter</p>	<p>The Trust offered apologies that the letter was not received by the family as it had been posted out to them in sufficient time to advice of the cancelled clinic appointment.</p> <p>Apologies offered regarding the delay. Mum was informed of the positive recruitment to vacant positions and how changes are planned to ensure this service improves. Temporary solutions have been implemented in the short term.</p>
<p>Community CBU –</p> <p>1) Parents unhappy with the clinical review their child received</p>	<p>Clinical team have agreed to make some changes to the process of the clinical assessments taking into consideration the parent's complaint.</p>