

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.

July 2016 – closed and upheld

Complaint received by Clinical Business Unit	Outcome and actions required
<p>Neurology, Musculoskeletal and Specialist Surgery</p> <p>Parent expressed concern regarding in-patient issues</p>	<ul style="list-style-type: none"> • Issues with environmental issues on the ward – clarification provided regarding precautions to be taken with certain conditions. Monthly ward audits to be continued and shared with staff • Plans for provision of one: one care – reassurance given to Mum regarding process of assessing and arranging one:one nursing care whilst child is an in-patient.
<p>Neurology, Musculoskeletal and Specialist Surgery</p> <p>Mum dissatisfied with the care her daughter received whilst an in-patient</p>	<ul style="list-style-type: none"> • Environmental issues – Ward Manager provide explanation of why processes happened as they did. This information should have been given to the family during the time they were in –patients. ACTION Ward Manager is devising a patient information booklet that will contain this information for all families to access. • Mixed sex accommodation issues – Mum was unhappy that her child was nursed in a mixed sex bay. Advised that during certain timeframes of care there are exceptions to the guidelines, this includes in a post-operative period of closer observations for higher dependency care required. This information will also be included in the ward information booklet. • Issue highlighted with discrepancy between medication label and discharge prescription. ACTION information has been shared with dispensing team to ensure the correct information is included on the discharge prescription.