

Completed Complaints July 2023

Date	Complaint	Summary	Category	Team involved	Learning Outcome	Learning Shared/Location
25/04/2023	Care Planning	Patient complaint regarding pharmacy consultation	B	7	Clinician reminded of the data security awareness obligations she must fulfil. An apology was given and assurance provided that they will comply with standards going forwards.	Discussed at Governance meeting, 1-1 discussion and reflection
01/06/2023	Care Planning	unhappy with outcome of GP consultation and delayed holiday due to ineffective appointment with EA GP	B	1	Apology given to patient. Dermatoscope process refined to make it clearer all clinicians involved and circulated to staff to prevent recurrence.	Discussed at Governance meeting, 1-1 discussion and reflection
07/06/2023	Communications	Pt expectations and unhappy with GP guidance provided	B	1	Investigation identified that the clinical advice provided to the parent was correct.	N/A
24/06/2023	Care Planning	Pt expectations and unhappy with GP guidance provided	B	1	Investigation highlighted that the correct clinical management was given. Pt was asked to leave consultation after becoming aggressive.	SDR Forum
03/07/2023	Clinical Treatment (inc Errors)	PT reaction to abs whilst abroad	B	1	Investigation highlighted correct treatment for patient, however on reflection, could have given clearer instructions of risk of skin photosensitivity. Will ensure this happens going forwards.	SDR Forum
27/06/2023	Prescription Issues	Medication review not completed	H	7	Investigation identified that repeat medications were issued in line with	Discussed at Governance

					practice protocol. Apology given that this was not explained clearly during the consult.	meeting, 1-1 discussion and reflection
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A= Same name, Wrong patient
B = Communication via Clinician and patient
C= Communication via wider team and patient
D= Communication via Clinician/staff member and wider team
E= COVID
F= I.T/Estates
G= Rotas
H= Other

1= GP's/ ANP's
2= Admin/OTL Confed team
3= Nursing
4= MSK
5= Healthy Minds
6= HCA's
7= Pharmacists'
8=Admin/Reception