

Completed Complaints DEC 2022

Date	Complaint	Summary	Category	Team involved	Learning Outcome	Learning Shared/Location
18/11/2022	Failure to Diagnose	Patient complaint based around Physio management advice given, following a tele consultation.	B	4	Face to face appointment may have resulted in a different outcome for the patient, on reflection the physio recognised a F2F exam would have been appropriate.	Learning shared with wider team in safety briefing/newsletter and engagement sessions
21/11/2022	Failure to Diagnose	Child presenting with testicular pain, distressed during GP appt & GP unable to carry out examination. Given advice by GP that nothing more could be done and to come back another time. Child diagnosed with testicular torsion the next day.	B	1	Lessons learned shared at an organisation level. SI outcome shared with team. Lesson learned blog developed and circulated to ensure wide learning.	Governance meeting. Doc store Case study. GP engagement event. 1-1 reflective discussion and wider clinical team. Also added to DATIX
19/11/2022	Communications	Pt advised of wrong location for appt resulting in delay getting to the right location. Pt unhappy with the HCP questions and assumptions around race and employment - very unhappy with consultation	B	6	1-1 reflective discussion and additional training plans put in place	
17/12/2022	Communications	Unhappy with Consultation pt felt not listened to and felt like the GP had judged the situation based on the receptionist account..	B	1	GP reflected on case and supplied detailed statement which considered case could have been better handled. Acknowledged that he should not have suggested self-prescribing as not in line with GMC	SDR Forum, team reminded about communication style to ensure patient satisfaction guidance on prescribing. Governance meetings.

					recommendations. Apology given for experience.	
27/12/2022	Communications	"Pt experience, pt felt stigmatised and personally targeted as a father" pt feels disappointed and frustrated with questions about social services that were prioritised instead of child's well-being and emergency""	B	1	Clear communication is paramount when discussing sensitive matter and consideration needed re understanding when person speaks English as second language. Meeting took place between complainant, Clinical Lead and GP and complainant satisfied with outcome.	1-1 discussion and reflection from GP. Governance meeting.

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