

Completed Complaints OCT 2022

Date	Complaint	Summary	Category	Team involved	Learning Outcome	Learning Shared/Location
22/10/2022	Inaccurate recording of consultation notes, identified by patient via online record	pt reviewed the consultation notes online which appear to be inaccurate	B	1	Misinterpretation of patient information provided	GP engagement event/Governance Meeting
29/10/2022	Communication during consultation resulting in poor patient experience and reluctance to be seen by EA for future appts	GP appeared very uninterested and dismissive, and simply said "So you're depressed? Go to A&E" This made me feel like I was bothering him and that I was being pushed aside, not taken seriously and not being listened to properly which in turn made me feel worse, so I ended the call as I felt there was no point in continuing with a doctor who was very flippant and unsympathetic.	B	1	Communication, consultation style and patient perception of abruptness and dissatisfaction with consultation outcomes. Reflection on consultation, empathy and listening skills	
10/10/2022	Pt unhappy with GP advise/consultation	Gp was extremely rude and it was a difficult conversation where she was almost in tears . Patient states that it puts here off using extended access service.	B	1	Communication, consultation style and patient perception of abruptness and dissatisfaction with consultation outcomes. Reflection on consultation, empathy and listening skills	
15/10/2022	Pt unhappy with GP consultation felt	Request if phone calls are recorded pt would like it to be listened to so it can	B	1	Communication, consultation style and patient perception of abruptness and	

	unlistened too and didn't achieve expected outcome "	be reviewed how inappropriate the doctor in this instance spoke to somebody seeking help, I do not want to have to be spoken to like this again if I ever need medical help			dissatisfaction with consultation outcomes. Reflection on consultation, empathy and listening skills	
11/10/2022	Care Planning	EPS not working delay in collecting medication, patient was unable to collect had to call 111 took over 12 hours to collect prescription, preference would be to have a paper px	F	1	Unable to stock paper prescriptions no safety measures in place to allow safe secure storage. No other issues identified, apology letter sent to patient re inconvenience and delay in collecting medication.	
15/10/2022	Hygiene Hands (Equipment)	Parental concern raised following child's appointment and lack of handwashing during HCA appointment and didn't wear gloves at any point	H	3	Guidelines shared with all staff including importance of handwashing, handwashing audits mandatory. IPC level 2 training for all HCA and PNs, Handwashing audits scheduled for all staff	Nurses' meeting /Governance meeting / Handwashing guidelines shared and stored on document library

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