

Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
B99/0026	20-07-1999	CONFIDENTIAL	Attitude of staff	Closed	30-07-1999
Summary:	Mrs. W. wrote to complain about the attitude of the nurse in the minor injuries department at Gosport War Memorial Hospital when she attended there with her granddaughter.				
Resolution:	Mrs. W.'s granddaughter refused to be treated by clinical manager on duty and it was felt that it would be safer if she was seen by an ENT doctor, hence the referral to Queen Alexandra Hospital. Apology given for distress caused.				
C99/0063	07-12-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	24-12-1999
Summary:	Mrs. S. wrote to complain about the care given to her father, Mr. S., by the staff on Daedalus Ward.				
Resolution:	Report drawn up by clinical manager and copy sent to Mrs. S. Apology given.				
D99/0072	07-01-2000	CONFIDENTIAL	Attitude of staff	Closed	04-02-2000
Summary:	Mrs. R. wrote to complain about the attitude of the doctor who treated her late mother, Mrs. D. whilst an inpatient at Gosport War Memorial Hospital.				
Resolution:	All Mrs. R.'s questions responded to in full. Family met with consultant and general manager - apologies given.				
D99/0073	18-01-2000	CONFIDENTIAL	Attitude of staff	Closed	14-02-2000
Summary:	Mr. B. wrote to complain about the attitude of the physiotherapist towards his wife when she attended as an outpatient, and the fact that the receptionist/telephonist did not know who he should direct his complaint to.				
Resolution:	Mrs. B. has now been seen by Superintendent Physiotherapist and treatment plan agreed. Apology given for distress caused.				
A00/3	04-05-2000	CONFIDENTIAL	Appoint. delay/cancellation (outpatient)	Closed	09-05-2000
Summary:	Mr. T. wrote to complain about having to wait six months for physiotherapy treatment.				
Resolution:	GP's referral was for routine appointment and there is a long wait for treatment at Gosport. Mr. T. offered earlier appointment elsewhere in Trust.				
A00/18	06-06-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	22-08-2000
Summary:	Mrs. B. wrote to complain about the care and attention given to her mother, Mrs. G. by staff on Dryad Ward.				
Resolution:	Matter investigated and full details sent to Mrs. B. Apology given for occasions when there was a shortfall in standards of care.				
A00/23	30-06-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	01-08-2000
Summary:	Mrs. R. wrote to complain about the care and treatment given to her husband by staff at Gosport War Memorial Hospital.				
Resolution:	Full response to all concerns raised sent. Apology given for times when service did not reach standard Mrs. R. expected.				
B00/32	10-08-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	14-09-2000
Summary:	Miss W. wrote to complain about the care and attention given to her late mother by staff on Sultan Ward, Gosport War Memorial Hospital.				
Resolution:	Full response to Miss W.'s concerns sent. Offer made for her to meet with general practitioner and member of nursing team.				
C00/39	13-10-2000	CONFIDENTIAL	Attitude of staff	Closed	13-11-2000
Summary:	Mrs. McG. wrote to complain about the attitude of a physiotherapist at Gosport War Memorial Hospital.				
Resolution:	Apology given for lack of communication at physiotherapy session and for distress caused.				
C00/41	16-10-2000	CONFIDENTIAL	Attitude of staff	Closed	14-12-2000
Summary:	Mr. G. wrote to complain about the attitude of the doctor caring for his father at Gosport War Memorial Hospital.				
Resolution:	Mr. G. met with investigating officer and letter outlined main issues covered. Apology given for poor communication.				
A01/10	10-05-2001	CONFIDENTIAL	Admission, discharge and transfer arrang	Closed	08-06-2001
Summary:	Mr. P-H. wrote to complain about the transfer arrangements for his mother, Mrs. H. between St. Mary's and Gosport War Memorial Hospitals and about several issues of care whilst she was in hospital.				
Resolution:	All issues were investigated and full details given to Mr. P-H. He also met with clinical manager to discuss concerns. Apology given for distress caused.				
B01/26	20-07-2001	CONFIDENTIAL	Attitude of staff	Closed	01-08-2001
Summary:	Mrs. Y. wrote to complain about the attitude of the member of staff at the podiatry clinic at Gosport War Memorial Hospital and about being discharged from the service.				

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Resolution: Apology given on behalf of podiatrist who inadvertently caused Mrs. Y. distress. Pressure on service is requiring that patients be discharged. Offer made for Mrs. Y. to discuss with service manager.					

Grand Total Count: 12