QUALITY

QUALITY REPORT - CLINICAL GOVERNANCE INDICATORS: Quarter ending 30 September 1999

1. Risk Events

The CareKey system is very powerful and the data it produces is very detailed and complex. Detailed reports by service, type of incident and severity are now being produced for the General Managers, every quarter. Work on the most useful report format for future Divisional Reviews and Board Reports continues.

2. Clinical Audit

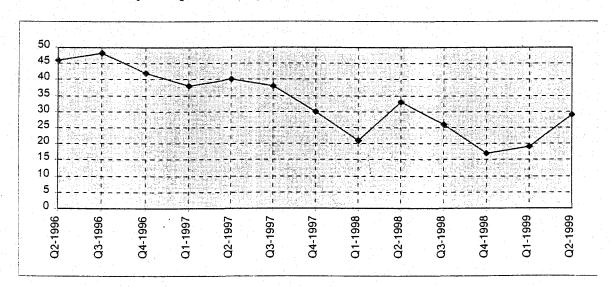
The following clinical audit projects were completed this quarter:

Re-audit of Fissure Sealants - Community Dental Service. Neuroleptic Prescribing in Continuing Care - Elderly Medicine

3. Complaints

Local Resolution

♦ Number of Complaints by Quarter

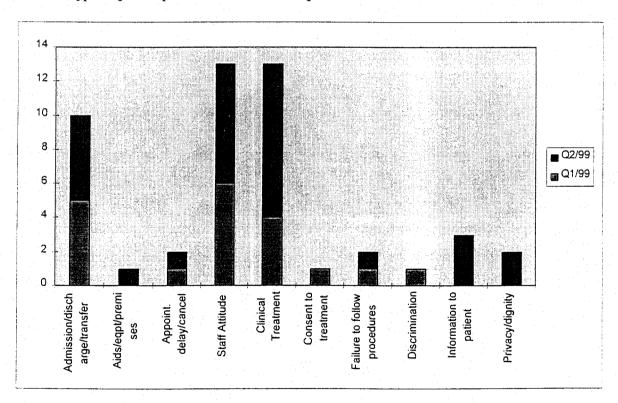


♦ Response Analysis

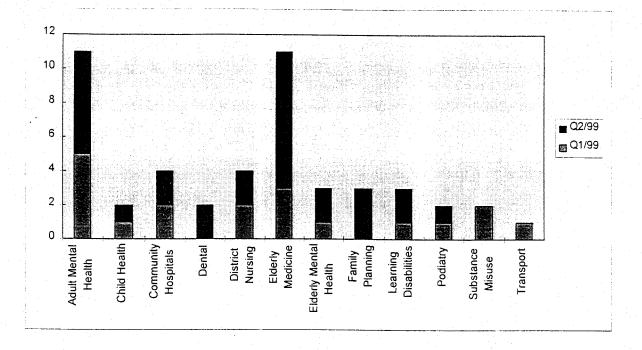
	Total Number of Complaints	Acknowledged within 2 working days	Response within 20 working days
Q2/99	29	93%	46%
Q1/99	19	80%	50%
Q4/98	17	73%	26%
Q3/98	26	100%	55%
Q2/98	33	89%	50%

One complaint was responded to in full within one week and 21 (75%) complaints were responded to within 22 working days. A summary of all complaints has been made available to Board Members.

◆ Types of Complaint Received This quarter



Complaints by Service



- ♦ Action/changes resulting from complaints included:
 - * Conciliation meetings
 - * Review of communication systems
 - * Out of date leaflets removed from circulation

Independent Review

No requests for Independent Review were received this quarter.

4. Waiting Time for first OPD

The waiting time standard for the first outpatient appointment, following GP referral, is that 90% of people should be seen within 13 weeks, and 100% within 26 weeks; children should be seen within 6 weeks. The estimated exceptions to these standards (based on next available appointment) at 30 September 1999 were:

Service	Q4/98	Q1/99	Q2/99
Adult Mental Health		18 weeks	13 & 16 weeks
		(1 out of 17)	(2 out of 17)
Child and Family Therapy	8-55 weeks	7-46 weeks	22-39 weeks
		(5 out of 6	(3 out of 6 clinics)
		clinics)	
Community Paediatrics	6-10 weeks	7-20 weeks	8 - 11 weeks
Dental (children)		7-12 weeks	7-8 weeks
		(8 out of 13)	(4 out of 13)
Family Planning (psychosexual)	17 weeks		15 weeks
(Genetic Counselling)	15 weeks	21 weeks	19 weeks
Vas. Ops.	16 weeks	14 weeks	13 weeks
Physiotherapy - (Gosport)	20 weeks	20 weeks	19 weeks
- (Havant HC)	- 1 m	17 weeks	
- (QAH OPD)		16 weeks	18 weeks
Paediatric physiotherapy	10-24 weeks	6-14 weeks	11-14 weeks
Paediatric occupational therapy	15-24 weeks	8-22 weeks	17-21 weeks
Paediatric OT & PT	10-36 weeks	24-30 weeks	8-18 weeks
Podiatry - (Denmead)	16 weeks		
(Havant HC)		14 weeks	
- (Hayling HC)	20 weeks	14 weeks	
- (Petersfield)	33 weeks	28 weeks	
- (Biomechanics)	40 weeks	36 weeks	24 weeks
- (Waterlooville)		15 weeks	
- (QAH nail surgery)			63 weeks
School Nursing - Enuresis clinics	7-12 weeks	10-12 weeks	7-15 weeks
	(5 out of 12)	(2 out of 13)	(4 out of 13)

Complaints Received during Quarter 2, 1999 (July - September) Elderly Medicine Summary Report

	Your-	Complaint			*	Resolution
	aint No.	Date	Complainant Name	Complaint Type	Complaint Status	Date
399/0029	(TESTER)	13-08-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	13-09-1999
Summary:	Code A wrote to c	omplain about th	e lack of care given to her late moth	ner by the staff of Elizabeth Ward, Queen Ale	xandra Hospital.	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
Resolution:	All concerns rais	sed investigated a	and full report given to code A; Apolo	gy given for occasions when care fell short	of what she expected.	
399/0030		13-08-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	14-09-1999
Summary:	Code A wrote to	express her con-	cerns about the care given to her la	te mother, Code A by the staff of Philip Ward	l, Queen Alexandra Hospital.	
Resolution:	Investigation up	held criticisms ma	ade by Code A Apology given.			
399/0032		18-08-1999	CONFIDENTIAL	Comm/info to patients (written and	Closed	17-09-1999
	Code A			oral)		
Summary:	informed by the	social worker.	the fact that although she is next of	kin to Code A she was not notified by the war	d that he had suffered a minor stroke	e and a fall - she was
Resolution:	Code A conce	rns answered in t	full and apology given for communic	cation problems.		
399/0033	,	12-08-1999	CONFIDENTIAL	All aspects of clinical treatment	Open	14-09-1999
Summary:	Code A cor	nplained about th	ne care given to her late husband or	n Philip Ward.		14-03-1333
Resolution:	Full investigation	undertaken and	comprehensive reply sent to Code	A Meeting chaired by independent conciliate	or offered.	
399/0041		16-09-1999	CONFIDENTIAL	Aids&appliances, eqpt, premises(inc	Closed	28-09-1999
			-	acc)		
Summary:	was also concer	complain about t ned about her fal	he fact that whilst her father, Code A ther's pressure sores and his weigh	was a patient on Kingsclere he had to sit in toss.	a wheelchair all day as there were r	no armchairs. She
Resolution:	Armchairs are a were difficult to I	vailab <u>le in the da</u> neal. Code A refu	y room and can be moved to patien sed treatment which might have alle	ts' bedsides if required. Code A was admitted eviated weight loss.	with pressure sores which given his	health problems
399/0042		20-09-1999	CONFIDENTIAL	Comm/info to patients (written and oral)	Closed	20-10-1999
Summary:	Reverend Mothe	r wrote to con	nplain about lack of communication	on the part of the ward staff of Anne Ward.		
Resolution:	Apology given for	or lack of commun	nication and for distress caused by	loss of Sister Janet's belongings.		
199/0044		22-09-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	18-10-1999
			given to his mother.			15 15 155
Resolution:	All concerns rais	sed by Code A fully	investigated and detailed report se	ent to him.		
199/0046		22-09-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	21-10-1999
Summary:	about the fact th	e on behalf of his at she has been	constituent, Code A who complaine asked to move from Jubilee House	d about the care his mother, Code A received to a nursing home.	d on Elizabeth Ward, Queen Alexan	dra Hospital and
Resolution:	Code A no longe	er fulfils the criteri		ds to be discharged to alternative accommod	ation, the family has found this diffic	ult. With regard to
			-			

Grand Total Count: 8

Complaints Received during Quarter 2, 1999 (July - September) Summary Report

Resolution: Consultant believed he had offered a treatment plan appropriate for Code A problems and was not aware she was so distressed by consultation. Apology given. 200022	39/0020	laint No. Da		Complainant Name	Complaint Type	Complaint Status	Resolution Date
Summary: Resolution: Communication system for accessing the out of hours tearn was inadequate. Apploging given. 20021 207-07-1999 207-1999 207-	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	01-07-1	1999 CONFIDE	NTIAL	All aspects of clinical treatment	Closed	13-07-1999
970021 Summary: Resolution: One-United State of the Consultant Personal Part (Consultant Persona	The state of the s	Code A wrote to complain a	about the lack of c	ommunication between the	out-of-hours community team and the cor	sultant psychiatrist at the Park Way	Centre.
Summary: Resolution: One-of-any of the complain about the attitude of the consultant psychiatrist at the Park Way Centre. Consultant believed he had offered a treatment plan appropriate for Code A problems and was not aware she was so distressed by consultation. Apology given. One-one-1999 Summary: Code A wrote to complain about the fact that her diabetes was not picked up by the staff of the Ella Gordon Unit Resolution: Odde A wrote to express her concerns about proposed changes to the service her son receives at Tamarine. Resolution: Admission, discharge and transfer Closed 14-07-1999 Summary: Code A wrote to express her concerns about proposed changes to the service her son receives at Tamarine. Resolution: Admission, discharge and transfer Closed 14-07-1999 Summary: Code A wrote to express her concerns about proposed changes to the service her son receives at Tamarine. Resolution: Admission, discharge and transfer Closed 14-07-1999 Summary: Code A wrote to express her concerns about proposed changes to the service her son receives at Tamarine. Code A wrote to express her concerns about proposed changes to the service her son receives at Tamarine. Resolution: Resolution: Resolution: Resolution: Code A wrote to complain about the fact that although the consultant at the Ella Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist Resolution: Resolution: Resolution: Code A wrote to complain about the fact that although the consultant at the Ella Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to leower and the same and the	The state of the s	Communication system for	accessing the out	of nours team was inaded	quate. Apologies given.		
Presolution: Consultant believed he had offered a treatment plan appropriate for; Code A problems and was not aware she was so distressed by consultation. Apology given. Code A wrote to complain about the fact that her diabetes was not picked up by the staff of the Ella Cordon Unit Resolution:	2172475	07-07-1	1999 CONFIDE	NTIAL	Attitude of staff	Closed	06-08-1999
Summary: Resolution: Code A wrote to complain about the fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when		Control wrote to complain ab	out the attitude of	the consultant psychiatris	t at the Park Way Centre.		
Summary: Resolution: Code A wrote to complain about the fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when she saw the gynaecologist explained to fact that although the consultant at the Elia Gordon Unit advised her she could have a sterilisation when		Consultant believed he had	d offered a treatme	nt plan appropriate for Co	ode A problems and was not aware she wa	as so distressed by consultation. Ap	oology given.
Resolution: Code A) wrote to complain about the attitude of the dentits when he telephoned her following a referral from her general practitioner. Resolution: Resolution: Code A) wrote to complain about the attitude of the nurse in the minor rightries caused. Summary: Code A) wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Resolution: Resolution: Code A) wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Resolution: Resolution: Code A) wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Resolution: Resolution: Code A) wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Resolution: Code A) wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Resolution: Code A) wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Resolution: Code A) wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Resolution: Code A) wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Resolution: Code A) wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Resolution: Apology given for shortcomings of service. Summary: Code A) wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Resolution: Apology given for shortcomings of service. Summary: Code A) wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Resolution: Apology given for non-response to letters. Service manager has arranged to meet with the functional treatment. Clos		08-07-1	1999 CONFIDE	NTIAL	All aspects of clinical treatment		06-08-1999
Summary: Sensolution: Ode A wrote to express her concerns about proposed changes to the service her son receives at Tamarine. Summary: Code A wrote to express her concerns about proposed changes to the service her son receives at Tamarine. All clients using Tamarine are being assessed under the eligibility criteria for the provision of NHS continuing care. Apology given for the way this was communicated to Code A. There are currently no plans to stop her son's use of Tamarine. Summary: Code A wrote to complain about the fact that although the consultant at the Ella Gordon Unit advised her she could have a sterilisation when she saw the gynaecologis St. Mary's Hospital she was told she was not eligible. Resolution: Resolution: Resolution: Part of Code A wrote to complain about the attitude of the dentist when he telephoned her following a referral from her general practitioner. Pensity of Part of Code A wrote to complain about the attitude of the dentist when he telephoned her following a referral from her general practitioner. Pensity of Part of Code A wrote to complain about the attitude of the dentist when he telephoned her following a referral from her general practitioner. Pensity of Part of Par		Code A was being to complain a	about the fact that	her diabetes was not pick	ed up by the staff of the Ella Gordon Unit		
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Resolution: All clients using 1 amarine are being assessed under the eligibility criteria for the provision of NHS continuing care. Apology given for the way this was communicated in Code A. There are currently no plans to stop her son's use of Tamarine. 99/0024 13-07-1999 CONFIDENTIAL Comm/info to patients (written and closed 25-08-1999 oral) Resolution: Reason for referral to gynaecologist explained to [Code A.] Resolution: Reason for referral to gynaecologist explained to [Code A.] 99/0025 Resolution: Dentist felt he acted courteously and professionally at all times. Apology given for one plan about the attitude of the dentist when he telephoned her following a referral from her general practitioner. Resolution: Dentist felt he acted courteously and professionally at all times. Apology given for distress caused. Resolution: Code A. wrote to complain about the attitude of the number in the minor injuries department at Gosport War Memorial Hospital when she attended there with her granddaughter. Resolution: Code A. 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. Summary: Code A. wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Resolution: Apology given for on-response to letters. Service manager has arranged to meet with Code A. Apology given for on-response to letters. Service manager has arranged to meet with Code A. Apology given for on-response to letters. Service manager has arranged to meet with Code A. Apology given for on-response to letters. Service manager has arranged to meet with Code A. Apology given for on-response to letters. Service manager has arranged to meet with Code A. Apology given for on-response to letters. Service manager has arranged to meet with Code A. Apology given for on-response to letters. Service manager has arranged to meet with	Summary	Code A wrote to express he	or concorna about	account of the same of the same			
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Summary: Code Al wrote to complain about the fact that although the consultant at the Ella Gordon Unit advised her she could have a sterilisation when she saw the gynaecologis S. Mary's Hospital she was told she was not eligible. Resolution: Reason for referral to gynaecologist explained to Code Al Summary: Resolution: Dentist feit he acted courteously and professionally at all times. Apology given. Poentist feit he acted courteously and professionally at all times. Apology given. Poentist feit he acted courteously and professionally at all times. Apology given. Poentist feit he acted courteously and professionally at all times. Apology given. Poentist feit he acted courteously and professionally at all times. Apology given. Poentist feit he acted courteously and professionally at all times. Apology given. Poentist feit he acted courteously and professionally at all times. Apology given. Poentist feit he acted courteously and professionally at all times. Apology given. Poentist feit he acted courteously and professionally at all times. Apology given. Poentist feit he acted courteously and professionally at all times. Apology given. Poentist feit he acted courteously and professionally at all times. Apology given. Poentist feit he acted courteously and professionally at all times. Apology given. Poentist feit he acted and professionally at all times. Apology given for distress caused. Poentiat feit he acted and apolity given for distress caused. Poentiat feit he acted and professionally at all times. Apology given for shortcomings of service. Poentiat feit he acted and professionally at all times. Apology given for non-response to letters. Service manager has arranged to meet with feat that his better to Bedhampton House expressing concerns about respite care for his daughter has been totally ignored. Poentiat feit he acted and full report given to feet Alpology given for coacisions when care fell short of what she expected. Poentiat feit feit and feit feit feit feit feit feit feit feit		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	iooo oom ibi	11111		Closed	25-08-1999
Resolution: Reason for referral to gynaecologist explained to [Code A] 99/0025 14-07-1999 CONFIDENTIAL Attitude of staff Closed 06-08-1999 Resolution: Dentist felt he acted courteously and professionally at all times. Apology given. 99/0026 Summary: Code A wrote to complain about the attitude of the dentist when he telephoned her following a referral from her general practitioner. Poentist felt he acted courteously and professionally at all times. Apology given. 99/0026 Summary: Code A 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: Code A 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. 99/0027 30-07-1999 CONFIDENTIAL Admission, discharge and transfer Closed 07-10-1999 arrang Summary: Code A wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Apology given for shortcomings of service. 99/0028 04-08-1999 CONFIDENTIAL Attitude of staff Closed 02-09-1999 Summary: Resolution: Apology given for non-response to letters. Service manager has arranged to meet with Code A wrote to complain about the fact that his letter to Bedhampton House expressing concerns about respite care for his daughter has been totally ignored. All concerns raised investigated and full report given to icode Alayology given for occasions when care fell short of what she expected. 99/0030 13-08-1999 CONFIDENTIAL All aspects of clinical treatment Closed 14-09-1999 Summary: Code Alwrote to complain about the lack of care given to her late mother by the staff of Philip Ward, Queen Alexandra Hospital.	Summary:	Code A wrote to complain a	about the fact that	although the consultant at	the Ella Gordon Unit advised her she soul	d baya a stadiinatian when the	
Resolution: Reason for referral to gynaecologist explained to Code A 99/1025 14-07-1999 CONFIDENTIAL Attitude of staff Closed 06-08-1999 Resolution: Dentist felt he acted courteously and professionally at all times. Apology given. Persolution: Dentist felt he acted courteously and professionally at all times. Apology given. Persolution: Dentist felt he acted courteously and professionally at all times. Apology given. Persolution: Code A 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: Code A yardadaughter 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. Persolution: Apology given for shortcomings of service. Persolution: Apology given for shortcomings of service. Persolution: Apology given for shortcomings of service. Persolution: Apology given for non-response to letters. Service manager has arranged to meet with Code A wrote to complain about the fact that his letter to Bedhampton House expressing concerns about respite care for his daughter has been totally ignored. Apology given for non-response to letters. Service manager has arranged to meet with Code A wrote to complain about the fact that his letter to Bedhampton House expressing concerns about respite care for his daughter has been totally ignored. Apology given for non-response to letters. Service manager has arranged to meet with Code A wrote to complain about the fact of the fact mother by the staff of Elizabeth Ward, Queen Alexandra Hospital. All concerns raised investigated and full report given to icode Alphology given for occasions when care fell short of what she expected. Persolution: All concerns raised investigated and full report given to icode Alphology given for occasions when care fell short of what she expected. Persolution: All concerns raised in	A CONTRACTOR OF THE PARTY OF TH	St. Mary's Hospital she was	s told she was not	eligible.	the Elia Goldon Gritt advised fiet site Coul	nave a sternisation when she saw	the gynaecologist a
99/0025 14-07-1999 CONFIDENTIAL Attitude of staff Closed 06-08-1999 Summary: Code A wrote to complain about the attitude of the dentist when he telephoned her following a referral from her general practitioner. Persolution: Dentist felt he acted courteously and professionally at all times. Apology given. Polymary: Code A 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: Code A 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. Polymary: Resolution: Code A wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Polymary: Resolution: Apology given for shortcomings of service. Polymary: Resolution: Apology given for non-response to letters. Service manager has arranged to meet with Code A wrote to complain about the fact that his letter to Bedhampton House expressing concerns about respite care for his daughter has been totally ignored. Resolution: Apology given for non-response to letters. Service manager has arranged to meet with Code A lot discuss their comments on the service provided at Bedhampton House. Polymary: Code A wrote to complain about the lack of care given to her late mother by the staff of Elizabeth Ward, Queen Alexandra Hospital. All aspects of clinical treatment Closed 13-09-1999 Summary: Code A wrote to express her concerns about the care given to her late mother, Code A) by the staff of Philip Ward, Queen Alexandra Hospital.	Resolution:						
Summary: Code A wrote to complain about the attitude of the dentist when he telephoned her following a referral from her general practitioner. Dentist felt he acted courteously and professionally at all times. Apology given. 20-07-1999 CONFIDENTIAL Attitude of staff Closed 30-07-1999 granddaughter. Resolution: Code A 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: Code A 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 Queen Alexandra Hospital. Apology given for distress caused. 99/0027 30-07-1999 CONFIDENTIAL Admission, discharge and transfer Closed 07-10-1999 arrang Summary: Resolution: Apology given for shortcomings of service. 99/0028 O4-08-1999 CONFIDENTIAL Attitude of staff Closed 02-09-1999 Summary: Resolution: Apology given for shortcomings of service. 99/0028 O4-08-1999 CONFIDENTIAL Attitude of staff Closed 02-09-1999 Summary: Resolution: Apology given for non-response to letters. Service manager has arranged to meet with complain about the fact that his letter to Bedhampton House expressing concerns about respite care for his daughter has been totally ignored. Apology given for non-response to letters. Service manager has arranged to meet with complain about the fact that his letter to Bedhampton House expressing concerns about respite care for his daughter has been totally ignored. All aspects of clinical treatment Closed 13-09-1999 Summary: Code A wrote to complain about the lack of care given to her late mother by the staff of Elizabeth Ward, Queen Alexandra Hospital. All aspects of clinical treatment Closed 14-09-1999 Summary: Code A wrote to complain about the lack of care given to her late mother, Code All by the staff of Philip Ward, Queen Alexandra Hospital.	99/0025			77-10-10-10-10-10-10-10-10-10-10-10-10-10-	Attitude of staff	Closed	06.09.1000
Dentist felt he acted courteously and professionally at all times. Apology given. 99/0025 Summary: Resolution: Code A 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: Code A pranddaughter 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. 99/0027 30-07-1999 CONFIDENTIAL Admission, discharge and transfer Closed 07-10-1999 Summary: Resolution: Apology given for shortcomings of service. 99/0028 Summary: Resolution: Apology given for shortcomings of service. 99/0029 Code A wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Apology given for shortcomings of service. 99/0028 Summary: Resolution: Apology given for non-response to letters. Service manager has arranged to meet with Code A to discuss their comments on the service provided at Bedhamp House. 99/0029 13-08-1999 CONFIDENTIAL All aspects of clinical treatment Closed 13-09-1999 Code A wrote to complain about the lack of care given to her late mother by the staff of Elizabeth Ward, Queen Alexandra Hospital. All aspects of clinical treatment Closed 14-09-1999 Code A wrote to complain about the lack of care given to her late mother, Code A, by the staff of Philip Ward, Queen Alexandra Hospital.			about the attitude of	f the dentist when he teler	phoned her following a referral from her ge	neral practitioner	00-00-1999
Summary: Resolution: Code A wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Summary: Resolution: Code A wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Summary: Resolution: Code A wrote to complain about the difficulty she experienced in obtaining help with her husband who suffers from dementia. Summary: Resolution: Apology given for shortcomings of service. Summary: Resolution: Apology given for non-response to letters. Service manager has arranged to meet with code A to discuss their comments on the service provided at Bedhamp House. Summary: Resolution: Apology given for non-response to letters. Service manager has arranged to meet with code A to discuss their comments on the service provided at Bedhamp House. Summary: Code A wrote to complain about the fact that his letter to Bedhampton House expressing concerns about respite care for his daughter has been totally ignored. Apology given for non-response to letters. Service manager has arranged to meet with code A to discuss their comments on the service provided at Bedhamp House. Summary: Code A wrote to complain about the lack of care given to her late mother by the staff of Elizabeth Ward, Queen Alexandra Hospital. All aspects of clinical treatment Code A wrote to complain about the lack of care given to her late mother, code A la spects of clinical treatment Code A wrote to complain about the lack of care given to her late mother, code A la spects of clinical treatment Code A wrote to complain about the lack of care given to her late mother, code A la spects of clinical treatment Code A wrote to complain about the lack of care given to her late mother, code A la spects of clinical treatment Code A wrote to complain about the lack of care given to her late mother, code A la spects of clinical treatment Code A wrote to complain about the lack of care given to her late mother, code A la spects of clinical treatmen	Resolution:	Dentist felt he acted courte	ously and profess	onally at all times. Apolog	ay given.	ioral practitioner.	
Summary: Code A 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: Code A 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. 99/0027 30-07-1999 CONFIDENTIAL Admission, discharge and transfer Closed 07-10-1999 arrang Summary: Resolution: Apology given for shortcomings of service. 99/0028 04-08-1999 CONFIDENTIAL Attitude of staff Closed 02-09-1999 Summary: Resolution: Apology given for non-response to letters. Service manager has arranged to meet with Code A wrote to complain about the lack of care given to her late mother by the staff of Elizabeth Ward, Queen Alexandra Hospital. All concerns raised investigated and full report given to her late mother, Code A wrote to express her concerns about the care given to her late mother, Code A by the staff of Philip Ward, Queen Alexandra Hospital.	39/0026	20-07-1	1999 CONFIDE	NTIAI	Attitude of staff	Closed	30-07-1000
99/0027 30-07-1999 CONFIDENTIAL Admission, discharge and transfer Closed 07-10-1999 Summary: Resolution: Apology given for shortcomings of service. 99/0028 Summary: Resolution: Apology given for shortcomings of service. 99/0028 Summary: Resolution: Apology given for non-response to letters. Service manager has arranged to meet with code A to discuss their comments on the service provided at Bedhamp House. 99/0029 Summary: Resolution: Apology given for non-response to letters. Service manager has arranged to meet with code A to discuss their comments on the service provided at Bedhamp House. 99/0029 Summary: Resolution: All concerns raised investigated and full report given to Code A Apology given for occasions when care fell short of what she expected. 99/0030 Summary: Code A wrote to express her concerns about the care given to her late mother, Code A is the provided at the provided at the care given to her late mother, Code A is the provided at the provided at the care given to her late mother, Code A is the provided at the provide	Summary:	Code A wrote to complain granddaughter.	about the attitude	of the nurse in the minor in	njuries department at Gosport War Memori	al Hospital when she attended there	with her
Summary: Resolution: Persolution: Resolution: Summary: Resolution: Summary: Resolution: Summary: Resolution: Apology given for shortcomings of service. Summary: Resolution: Apology given for non-response to letters. Service manager has arranged to meet with Code A to discuss their comments on the service provided at Bedhamp House. Summary: Code A wrote to complain about the fact that his letter to Bedhampton House expressing concerns about respite care for his daughter has been totally ignored. Apology given for non-response to letters. Service manager has arranged to meet with Code A to discuss their comments on the service provided at Bedhamp House. Summary: Code A wrote to complain about the lack of care given to her late mother by the staff of Elizabeth Ward, Queen Alexandra Hospital. All concerns raised investigated and full report given to Code A Apology given for occasions when care fell short of what she expected. Summary: Code A wrote to express her concerns about the care given to her late mother, Code A, by the staff of Philip Ward, Queen Alexandra Hospital.	Resolution:	Code A granddaughter re Queen Alexandra Hospital	efused to be treate . Apology given fo	d by clinical manager on d r distress caused.	uty and it was felt that it would be safer if s	he was seen by an ENT doctor, her	nce the referral to
Summary: Resolution: Apology given for shortcomings of service. 99/0028 Summary: Resolution: Apology given for shortcomings of service. 99/0028 Summary: Resolution: Apology given for non-response to letters. Service manager has arranged to meet with code A to discuss their comments on the service provided at Bedhamp douse. 99/0029 Summary: Code A wrote to complain about the fact that his letter to Bedhampton House expressing concerns about respite care for his daughter has been totally ignored. Apology given for non-response to letters. Service manager has arranged to meet with code A to discuss their comments on the service provided at Bedhamp douse. 99/0029 Summary: Code A wrote to complain about the lack of care given to her late mother by the staff of Elizabeth Ward, Queen Alexandra Hospital. All concerns raised investigated and full report given to Code A pology given for occasions when care fell short of what she expected. 99/0030 Summary: Code A wrote to express her concerns about the care given to her late mother, Code A by the staff of Philip Ward, Queen Alexandra Hospital.	99/0027	30-07-1	1999 CONFIDE	NTIAL		Closed	07-10-1999
Resolution: Apology given for shortcomings of service. 99/0028 Summary: Resolution: Apology given for shortcomings of service. 99/0028 Summary: Resolution: Apology given for non-response to letters. Service manager has arranged to meet with Code A to discuss their comments on the service provided at Bedhamp douse. 99/0029 Summary: Resolution: Apology given for non-response to letters. Service manager has arranged to meet with Code A to discuss their comments on the service provided at Bedhamp douse. 99/0029 Summary: Resolution: All aspects of clinical treatment Closed 13-09-1999 Code A wrote to complain about the lack of care given to her late mother by the staff of Elizabeth Ward, Queen Alexandra Hospital. All concerns raised investigated and full report given to Code A Apology given for occasions when care fell short of what she expected. 99/0030 Summary: Code A wrote to express her concerns about the care given to her late mother, Code A, by the staff of Philip Ward, Queen Alexandra Hospital.	Summary:	Code A wrote to complain	about the difficulty	she experienced in obtain		m damentia	
99/0028 Summary: Resolution: Apology given for non-response to letters. Service manager has arranged to meet with Code A to discuss their comments on the service provided at Bedhamp House. 99/0029 Summary: Resolution: Apology given for non-response to letters. Service manager has arranged to meet with Code A to discuss their comments on the service provided at Bedhamp to discuss their comments o	The state of the s	Apology given for shortcon	nings of service	one experienced in obtain	ming field with their flusband who suffers ito	in dementia.	
Summary: Resolution: Resolution: Apology given for non-response to letters. Service manager has arranged to meet with Code A wrote to complain about the fact that his letter to Bedhampton House expressing concerns about respite care for his daughter has been totally ignored. Apology given for non-response to letters. Service manager has arranged to meet with Code A to discuss their comments on the service provided at Bedhamp House. 99/0029 Summary: Resolution: Resolution: All aspects of clinical treatment Closed 13-09-1999 Code A wrote to complain about the lack of care given to her late mother by the staff of Elizabeth Ward, Queen Alexandra Hospital. All concerns raised investigated and full report given to Code A Apology given for occasions when care fell short of what she expected. Summary: Code A wrote to express her concerns about the care given to her late mother, Code A, by the staff of Philip Ward, Queen Alexandra Hospital.				NTIAI	Attitude of staff	Classed	00.00.4000
Apology given for non-response to letters. Service manager has arranged to meet with Code A to discuss their comments on the service provided at Bedhamp House. 99/0029 13-08-1999 Code A wrote to complain about the lack of care given to her late mother by the staff of Elizabeth Ward, Queen Alexandra Hospital. Resolution: 99/0030 Summary: Code A wrote to express her concerns about the care given to her late mother, Code A pology given for occasions when care fell short of what she expected. 13-08-1999 Code A wrote to express her concerns about the care given to her late mother, Code A, by the staff of Philip Ward, Queen Alexandra Hospital.	1010000			is letter to Bedhampton Ho	DUSE expressing concerns about results as	re for his daughter has been totally	02-09-1999
99/0029 Summary: Resolution: All concerns raised investigated and full report given to Code A Apology given for occasions when care fell short of what she expected. Summary: Code A wrote to complain about the lack of care given to her late mother by the staff of Elizabeth Ward, Queen Alexandra Hospital. All concerns raised investigated and full report given to Code A Apology given for occasions when care fell short of what she expected. Summary: Code A wrote to express her concerns about the care given to her late mother, Code A, by the staff of Philip Ward, Queen Alexandra Hospital.	The state of the s	Apology given for non-resp	onse to letters. S	ervice manager has arrange	ned to meet with (their comments on the applies	ignored.
Summary: Code A wrote to complain about the lack of care given to her late mother by the staff of Elizabeth Ward, Queen Alexandra Hospital. All concerns raised investigated and full report given to Code A Apology given for occasions when care fell short of what she expected. 99/0030 13-08-1999 CONFIDENTIAL All aspects of clinical treatment Closed 14-09-1999 Summary: Code A wrote to express her concerns about the care given to her late mother, Code A, by the staff of Philip Ward, Queen Alexandra Hospital.	21.01.229.1208.1W	House.		managor nao arrang	Jos to most with 1	their comments on the service prov	nueu at Bednampto
Summary: Code A wrote to complain about the lack of care given to her late mother by the staff of Elizabeth Ward, Queen Alexandra Hospital. All concerns raised investigated and full report given to Code A Apology given for occasions when care fell short of what she expected. 99/0030 13-08-1999 Code A wrote to express her concerns about the care given to her late mother, Code A, by the staff of Philip Ward, Queen Alexandra Hospital.		13-08-1	1999 CONFIDE	NTIAL	All aspects of clinical treatment	Closed	12.00.1000
Resolution: All concerns raised investigated and full report given to Code AiApology given for occasions when care fell short of what she expected. 99/0030 13-08-1999 CONFIDENTIAL All aspects of clinical treatment Closed 14-09-1999 Summary: Code A wrote to express her concerns about the care given to her late mother, Code A, by the staff of Philip Ward, Queen Alexandra Hospital.	99/0029	Code A wrote to complain ab	out the lack of car	e given to her late mother	by the staff of Flizabeth Ward Ouean Alex	randra Hospital	13-09-1999
99/0030 13-08-1999 CONFIDENTIAL All aspects of clinical treatment Closed 14-09-1999 Summary: Code A wrote to express her concerns about the care given to her late mother, Code A, by the staff of Philip Ward, Queen Alexandra Hospital.	Summary:	All	nated and full reno	rt given to Code A Apology	given for occasions when care fell short o	f what she expected	
Summary: Code A wrote to express her concerns about the care given to her late mother, Code A, by the staff of Philip Ward, Queen Alexandra Hospital.	Summary:	All concerns raised investig	gatoa ana fall tobo		J Socialis Mileti care ich Siloit o	TITLE SHE CADECICU.	
cloher 28, 1000	Summary: Resolution:	All concerns raised investig	1999 CONFIDE	NTIAL	All aspects of clinical treatment		14.00.4000
	Summary: Resolution: 99/0030	13-08-1	1999 CONFIDE	NTIAL	All aspects of clinical treatment	Closed	14-09-1999

Complaints Received during Quarter 2, 1999 (July - September) Summary Report

	Complaint	Complainant Name	Complaint Type	Complaint Status	Resolution Date
Compla					
	Investigation upheld criticisms ma 17-08-1999	CONFIDENTIAL	Admission, discharge and transfer	Closed	08-09-1999
9/0031			arrang		
Summary:	Code A complained about thelack	of treatment given to his wife by med	dical staff which resulted in her being admitted	ed to the Meadows.	a b la ma
Resolution:	Code A discussed his concerns w	ith team co-ordinator and is now reas	ssured that appropriate action is being taken	n to prevent a recurrence of such pro	oblems.
9/0032	18-08-1999	CONFIDENTIAL	Comm/info to patients (written and oral)	Closed	17-03-1993
Summary:	informed by the social worker.		cin to Code A she was not notified by the ward	d that he had suffered a minor stroke	e and a fall - she wa
Resolution:	Code A concerns answered in	full and apology given for communica	ition problems.		14-09-1999
9/0033	12-08-1999	CONFIDENTIAL	All aspects of clinical treatment	Open	14-09-1999
Summary:	Code A complained about the	ne care given to her late husband on	Philip Ward.		
Resolution:	Full investigation undertaken and	comprehensive reply sent to Code A	A Meeting chaired by independent conciliate	ог опегеа.	20.00.1000
99/0034	01-09-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	30-09-1999
Summary:	Code A wrote to complain about	the service provided by the district nu	urse for her late mother, Code A		
Resolution:	Investigation showed lack of con-	nmunication but not lack of care. Full	details given to Code A		20 00 1000
19/0035	06-09-1999	CONFIDENTIAL	Attitude of staff	Closed	29-09-1999
Summanı	Code A wrote to complain about the	he attitude of the receptionist at Emsy	worth Hospital.		
Resolution:	System for podiatry appointment	s is not working. Apology for this and	d for receptionist's rudeness.		25 10 1000
99/0036	01-09-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	05-10-1999
Summary:	Code A telephoned to complain :	about the way she is treated by the cl	inical team on King Villa.		
Resolution:	All points raised in Code A lette	r responded to in full.			10.10.1000
99/0037	14-09-1999	CONFIDENTIAL	Admission, discharge and transfer	Closed	19-10-1999
			arrang	has from Thomas Darr House to	e cuitable placement
	Code A! her son and daughter v	vrote to complain about the length of	time it had taken to assess Code A and mov	ve her from mornas Pari nouse to a	1 Sullable placement
Summary:	Code Ai noi son and dadginor,				en refused by the
Summary: Resolution:	It has proved impossible to find	a suitable health placement for Code.	and although a suitable private placemen	nt has been identified furiding has be	en refused by the
	It has proved impossible to find Health Authority. Apology given	a suitable health placement for Code of for distress caused.	Al and although a sultable private placement	it has been dentified funding has be	een refused by the
	It has proved impossible to find Health Authority. Apology given	a suitable health placement for Code of for distress caused.	Patients' privacy and dignity	Open	
Resolution:	It has proved impossible to find Health Authority. Apology given	a suitable health placement for Code of for distress caused.	Al and although a sultable private placement	Open	
Resolution:	It has proved impossible to find Health Authority. Apology given 14-09-1999 Code A wrote to complain abortation to leave her room.	a suitable health placement for Code of for distress caused.	Patients' privacy and dignity Ward is mixed-sex and about the attitude of	Open a member of staff when she tried to	persuade a male
Resolution: 399/0038 Summary:	Thas proved impossible to find Health Authority. Apology given 14-09-1999 Code A wrote to complain abortable patient to leave her room.	a suitable health placement for Code of for distress caused. CONFIDENTIAL out the fact that Beaton Assessment V	Patients' privacy and dignity Nard is mixed-sex and about the attitude of Appoint. delay/cancellation (outpatient)	Open	
Resolution: 199/0038 Summary: Resolution: 199/0039	Thas proved impossible to find Health Authority. Apology given 14-09-1999 Code A wrote to complain abortable patient to leave her room. 15-09-1999	a suitable health placement for Code of for distress caused. CONFIDENTIAL out the fact that Beaton Assessment V CONFIDENTIAL	Patients' privacy and dignity Vard is mixed-sex and about the attitude of Appoint. delay/cancellation (outpatient) wait between his podiatry appointments.	Open a member of staff when she tried to Closed	persuade a male 12-10-1999
Resolution: 199/0038 Summary: Resolution: 199/0039 Summary:	Thas proved impossible to find Health Authority. Apology given 14-09-1999 Code A wrote to complain abortable patient to leave her room. 15-09-1999	a suitable health placement for Code of for distress caused. CONFIDENTIAL out the fact that Beaton Assessment V CONFIDENTIAL	Patients' privacy and dignity Vard is mixed-sex and about the attitude of Appoint. delay/cancellation (outpatient) wait between his podiatry appointments.	Open a member of staff when she tried to Closed	persuade a male 12-10-1999 enience caused.
Resolution: 399/0038 Summary: Resolution: 399/0039 Summary: Resolution:	Tit has proved impossible to find Health Authority. Apology given 14-09-1999 Code A wrote to complain abordation to leave her room. 15-09-1999 Commander D. wrote to complain Unfortunately owing to increase	a suitable health placement for Code of for distress caused. CONFIDENTIAL out the fact that Beaton Assessment V CONFIDENTIAL ain about the length of time he had to aid demand on service patients can not confident.	Patients' privacy and dignity Nard is mixed-sex and about the attitude of Appoint. delay/cancellation (outpatient) wait between his podiatry appointments. I longer be seen more frequently than twelve Patients' privacy and dignity	Open a member of staff when she tried to Closed e weekly. Apology given for inconve	persuade a male 12-10-1999
Resolution: 399/0038 Summary: Resolution: 399/0039 Summary: Resolution:	Tit has proved impossible to find Health Authority. Apology given 14-09-1999 Code A wrote to complain abordation to leave her room. 15-09-1999 Commander D. wrote to complain Unfortunately owing to increase	a suitable health placement for Code of for distress caused. CONFIDENTIAL out the fact that Beaton Assessment V CONFIDENTIAL ain about the length of time he had to aid demand on service patients can not confident.	Patients' privacy and dignity Nard is mixed-sex and about the attitude of Appoint. delay/cancellation (outpatient) wait between his podiatry appointments. I longer be seen more frequently than twelve Patients' privacy and dignity	Open a member of staff when she tried to Closed e weekly. Apology given for inconve	persuade a male 12-10-1999 enience caused.
Resolution: 199/0038 Summary: Resolution: 199/0039 Summary: Resolution: 199/0040 Summary:	It has proved impossible to find Health Authority. Apology given 14-09-1999 Code A wrote to complain about 25-09-1999 Commander D. wrote to complain Unfortunately owing to increase 13-09-1999 Code A wrote to complain about 25-09-1999	a suitable health placement for Code of for distress caused. CONFIDENTIAL out the fact that Beaton Assessment V CONFIDENTIAL ain about the length of time he had to be defined demand on service patients can no CONFIDENTIAL an alleged breach of confidentiality or	Patients' privacy and dignity Nard is mixed-sex and about the attitude of Appoint. delay/cancellation (outpatient) wait between his podiatry appointments. It is longer be seen more frequently than twelve	Open a member of staff when she tried to Closed e weekly. Apology given for inconve	persuade a male 12-10-1999 enience caused. 21-09-1999
Resolution: 399/0038 Summary: Resolution: 399/0039 Summary: Resolution: 399/0040 Summary: Resolution:	It has proved impossible to find Health Authority. Apology given 14-09-1999 Code A wrote to complain about 25-09-1999 Commander D. wrote to complain Unfortunately owing to increase 13-09-1999 Code A wrote to complain about 25-09-1999 given for breach of complain about 26-2-2-2-2-2-2-2-2-2-2-2-2-2-2-2-2-2-2-	a suitable health placement for Code of for distress caused. CONFIDENTIAL out the fact that Beaton Assessment V CONFIDENTIAL ain about the length of time he had to be demand on service patients can not CONFIDENTIAL an alleged breach of confidentiality or affidentiality.	Patients' privacy and dignity Nard is mixed-sex and about the attitude of Appoint. delay/cancellation (outpatient) wait between his podiatry appointments. I longer be seen more frequently than twelve Patients' privacy and dignity In the part of a doctor in the Ella Gordon Unit	Open a member of staff when she tried to Closed e weekly. Apology given for inconvertions of the convertion of the con	persuade a male 12-10-1999 enience caused.
Resolution: 199/0038 Summary: Resolution: 199/0039 Summary: Resolution: 199/0040 Summary:	It has proved impossible to find Health Authority. Apology given 14-09-1999 Code A wrote to complain about 25-09-1999 Commander D. wrote to complain Unfortunately owing to increase 13-09-1999 Code A wrote to complain about 25-09-1999	a suitable health placement for Code of for distress caused. CONFIDENTIAL out the fact that Beaton Assessment V CONFIDENTIAL ain about the length of time he had to be demand on service patients can not CONFIDENTIAL an alleged breach of confidentiality or affidentiality.	Patients' privacy and dignity Nard is mixed-sex and about the attitude of Appoint. delay/cancellation (outpatient) wait between his podiatry appointments. I longer be seen more frequently than twelve Patients' privacy and dignity	Open a member of staff when she tried to Closed e weekly. Apology given for inconvertions of the convertion of the con	persuade a male 12-10-1999 enience caused. 21-09-1999

Complaints Received during Quarter 2, 1999 (July - September) Summary Report

	Complain				Resolution
	aint No. Date	Complainant Name	Complaint Type	Complaint Status	Date
Summary:	was also concerned about her f	t the fact that whilst her father, code A w father's pressure sores and his weight lo	ras a patient on Kingsclere he had to sit in oss.	a wheelchair all day as there were i	no armchairs. She
Resolution:	Armchairs are available in the diverse difficult to heal. Code A ref	day room and can be moved to patients' fused treatment which might have allevia	bedsides if required. Code A was admitted ated weight loss.	with pressure sores which given his	health problems
B99/0042	20-09-1999	CONFIDENTIAL	Comm/info to patients (written and oral)	Closed	20-10-1999
Summary:	Reverend Mother wrote to co	omplain about lack of communication on	the part of the ward staff of Anne Ward.		
Resolution:		nunication and for distress caused by los			
B99/0043	22-09-1999	CONFIDENTIAL	Failure to follow agreed procedures	Closed	21-10-1999
Summary:	Code A wrote to complain that he	e was locked in his room.	• • • • • • • • • • • • • • • • • • • •		
Resolution:		lients in their rooms. Staff thought code A	had locked himself in whilst he thought t	hey had locked him in. Doors do so	metimes stick so
B99/0044	22-09-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	18-10-1999
Summary:	code A wrote to complain the ca	re given to his mother.	Control of the contro		
Resolution:		illy investigated and detailed report sent	to him.		
B99/0045	16-09-1999	CONFIDENTIAL	Attitude of staff	Open-	
Summary:	Code A telephoned to compla	in about the fact that his wife was public	ly humilated by a health visitor when she	attended a post-natal session at Pet	ersfield Hospital.
Resolution:		And the second s			
B99/0046	22-09-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	21-10-1999
Summary:	Code A vrote on behalf of habout the fact that she has bee	is constituent, Code A who complained a n asked to move from Jubilee House to	about the care his mother, Code A receive a nursing home.	d on Elizabeth Ward, Queen Alexan	dra Hospital and
Resolution:	Code A no longer fulfils the crite care on ward at Queen Alexand	eria for NHS continuing care and needs t dra Hospital it was too long to investigate	to be discharged to alternative accommode. e.	ation, the family has found this diffic	cult. With regard to
	Code A no longer fulfils the crite care on ward at Queen Alexand	dra Hospital it was too long to investigate	to be discharged to alternative accommode. Attitude of staff	ation, the family has found this diffic	06-10-1999
	care on ward at Queen Alexand	dra Hospital it was too long to investigate CONFIDENTIAL	e.	Closed	
B99/0047	care on ward at Queen Alexand 23-09-1999 Code A wrote to complain about	dra Hospital it was too long to investigate CONFIDENTIAL	e. Attitude of staff	Closed	
B99/0047 Summary: Resolution:	care on ward at Queen Alexand 23-09-1999 Code A wrote to complain about	dra Hospital it was too long to investigate CONFIDENTIAL the fact that when he attended Cavendi	e. Attitude of staff	Closed	
B99/0047 Summary:	Code A wrote to complain about Apology given for error. Code A wrote to complain about Apology given for error.	dra Hospital it was too long to investigate CONFIDENTIAL the fact that when he attended Cavendi CONFIDENTIAL	e. Attitude of staff ish House the doctor was using someone Admission, discharge and transfer	Closed else's medical notes. Closed	06-10-1999 26-10-1999

Grand Total Count: 29