### **QUALITY**

### QUALITY REPORT - CLINICAL GOVERNANCE INDICATORS: Quarter ending 30 June 1999

#### 1. Risk Events

The CareKey database system for recording risk events is now fully operational. The first draft reports are being considered at divisional level, and by the Risk Management Group, to establish the format of future reports to ensure that the information collected is used effectively for service planning and to help meet the broader agenda of clinical governance.

The data available so far suggests that the most frequent incidents involving patients relate to falls, and for non patient incidents the most frequently reported event is assault.

#### 2. Clinical Audit

The following clinical audit projects were completed this quarter:

\* Re-audit of Periodontal Standards (Dental Service)

Child Growth Surveillance (Child Health)

\* Appropriate use of Day Treatment Programmes (Adult Mental Health)

\* Detection of Depression in the Elderly (Elderly Medicine)

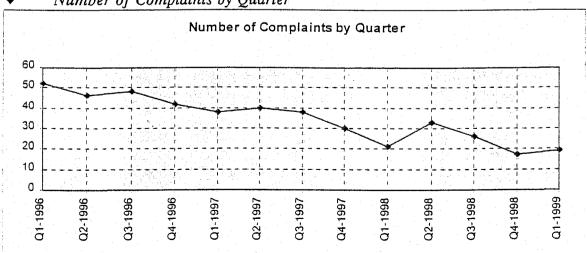
\* Re-audit of compliance with revised Handling Guidelines (Physio-therapy)

\* C.A.P.S. - Audit of success of Winter Pressures Programmes

### 3. Complaints

#### Local Resolution

Number of Complaints by Quarter

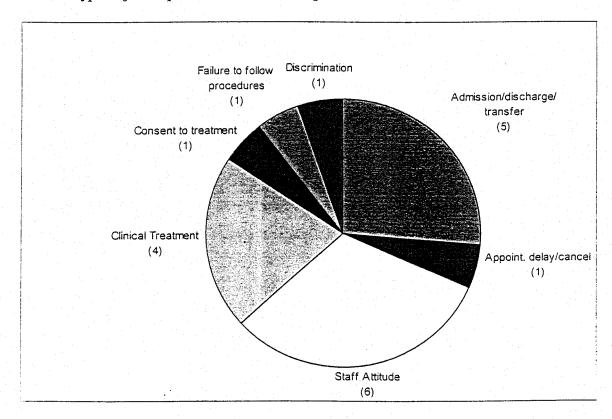


#### Response Analysis

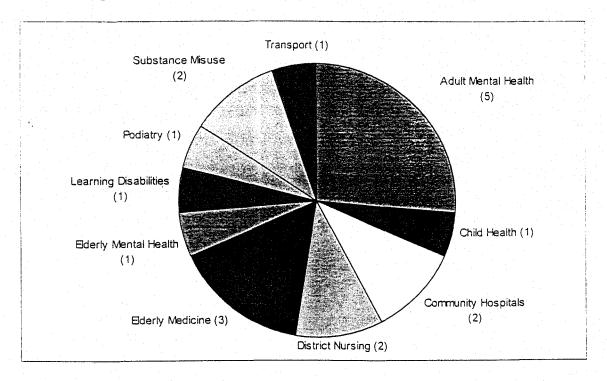
	Total Number of Complaints	Acknowledged within 2 working days	Response within 20 working days
Q1/99	19	80%	50%
Q4/98	17	73%	26%
Q3/98	26	100%	55 %
Q2/98	33	89%	50%
Q1/98	21	100%	57%
Total 98/99	97	91%	47%

Four complaints were responded to in full within one week. Of the nine complaints not completed within 20 working days, five were completed within 30 working days, one after 44 working days, one took 66 working days and one was outstanding at the time of report. The two complaints which took over 30 days for response were complex and required indepth investigation. A summary of all complaints has been provided to the Trust Board.

#### ◆ Types of Complaint Received This quarter



### ♦ Complaints by Service



- Action/changes resulting from complaints included:
  - \* Procedures for checking patient identity in the community revised
  - \* CPA policy revised to include need for CPA review when key worker needs to withdraw
  - \* Routine patient transport system, including use of taxis, under review

#### Independent Review

No requests for Independent Review were received this quarter. The panel report from a review hearing held in March 1999 was received; this report, and the resulting action plan developed by the service concerned, have been made available to the Trust Board. A follow up report, on achievements made against the action plan resulting from a panel hearing held in December, has also been made available to the Trust Board.

## 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 June 1999 were:

Service	Q3/98	Q4/98	Q1/99
Adult Mental Health			18 weeks
			(one clinic only)
Child and Family Therapy	25-64 weeks	8-55 weeks	7-46 weeks
			(5 out of 6 clinics
			with wait of 17
			weeks or less)
Community Paediatrics	6-9 weeks	6-10 weeks	7-20 weeks
Dental (children)			7-12 weeks
			(8 out of 13
			clinics)
Family Planning (psychosexual)	18 weeks	17 weeks	
(Genetic Counselling)		15 weeks	21 weeks
Vas. Ops. (GHC)		16 weeks	14 weeks
Physiotherapy - (Gosport)	21 weeks	20 weeks	20 weeks
- (Waterlooville)	16 weeks		
- (Havant HC)			17 weeks
- (QAH	14 weeks		16 weeks (OPD)
OPD + Neuro)			
Paediatric physiotherapy	9-17 weeks	10-24 weeks	6-14 weeks
Paediatric occupational therapy	9-12 weeks	15-24 weeks	8-22 weeks
Paediatric OT & PT	23-25 weeks	10-36 weeks	24-30 weeks
Podiatry - (Denmead)		16 weeks	
(Havant HC)	19 weeks		14 weeks
- (Hayling HC	17 weeks	20 weeks	14 weeks
- (Petersfield)	27 weeks	33 weeks	28 weeks
- (Biomechanics)	52 weeks	40 weeks	36 weeks
- (Waterlooville)			15 weeks
School Nursing - Enuresis clinics	7-8 weeks	7-12 weeks	10/12 weeks
	(3 out of 13	(5 out of 12	(2 out of 13)
	clinics)	clinics)	

# Complaints Received during Quarter 1, 1999 (April-June) Summary Report

Compi	Complaint aint No. Date	Complainant Name	Complaint Type	Complaint Status	Resolution
00/004			Complaint Type		Date
<b>\99/001</b>	15-04-1999	CONFIDENTIAL	Pat status, discrim(eg racial, sex, age)	Closed	21-04-1999
Summary:	Code A wrote to complain about th	e attitude and behaviour of the taxi d	river who transport his wife to the health co	entre.	
		with taxi service. Apology given for			
A99/002	16-04-1999	CONFIDENTIAL	Admission, discharge and transfer arrang	Closed	12-05-1999
Summary:	Code A wrote to complain about be	eing discharged early from a six week	c programme.		
Resolution:	A full explanation was given, and	he was advised to reapply if treatme	nt was still needed.		
A99/003	16-04-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	18-06-1999
Summary:	Code A wrote to complain about t	he podiatry care received by his late	mother, Code A		
		often cancelled appointments - care w			
A99/004	16-04-1999	CONFIDENTIAL	Admission, discharge and transfer arrang	Closed	06-05-1999
Summary:	Code A wrote to complain about t	he way she was treated whilst on Elle	en Cook Ward		
Resolution:	A meeting with the service manage	ger resolved her concerns.	- Committee of the comm		
A99/005	20-04-1999	CONFIDENTIAL	Attitude of staff	Closed	23-04-1999
			eorge Ward, Queen Alexandra Hospital.		200, 1000
Resolution:	As communication with the family General Manager to discuss way	and ward staff has again broken dow	wn suggestion made that code A and his sis	ters meet with the Chief Executive, C	Consultant and
A99/006	22-04-1999	CONFIDENTIAL	Failure to follow agreed procedures	Closed	21-05-1999
Summary:	Code A wrote to complain about the	ne fact that a district nurse called on t	nis aunt, Code A and collected blood and	urine samples before realising that sl	ne was in the wrong
•	flat and that Code A was not the	patient and was supposed to see.			
Resolution:	flat and that Code A was not the Events did occur as outlined in C		ocedures have been implemented to avoid	d a similar mistake being made in futi	ıre.
			ocedures have been implemented to avoid	d a similar mistake being made in futi Open	ure. 05-08-1999
	Events did occur as outlined in 05-05-1999	ode A letter. Apology given. New pr CONFIDENTIAL		Open	05-08-1999
A99/007 Summary:	Events did occur as outlined in O 05-05-1999 Code A wrote to complain about the group.	code A letter. Apology given. New pr CONFIDENTIAL he attitude of the community mental l onse sent. Conciliation meeting to be	Attitude of staff	Open up was split into two, and about a ho	05-08-1999 liday she took with
A99/007 Summary: Resolution:	Events did occur as outlined in C 05-05-1999 Code A wrote to complain about the group. Matters investigated and full resp	code A letter. Apology given. New pr CONFIDENTIAL he attitude of the community mental l onse sent. Conciliation meeting to be	Attitude of staff health staff, of the fact that her support gro e chaired by Health Authority conciliator ar	Open oup was split into two, and about a ho ranged. To be attended by Code A	05-08-1999 liday she took with
A99/007 Summary: Resolution:	Code A wrote to complain about the group.  Matters investigated and full resp community health council representations.	code A letter. Apology given. New pr CONFIDENTIAL he attitude of the community mental I conse sent. Conciliation meeting to be entative CONFIDENTIAL	Attitude of staff health staff, of the fact that her support gro e chaired by Health Authority conciliator ar Consent to treatment	Open up was split into two, and about a ho	05-08-1999 liday she took with relevant staff and
A99/007 Summary: Resolution: A99/008 Summary:	Events did occur as outlined in O 05-05-1999 Code A wrote to complain about the group. Matters investigated and full resp community health council representations of the code A wrote to complain about the code A wrote the code A wrote to complain about the code A wrote to complain about the code A wrote the code A wrote to complain about the code A wrote to complain about the code A wrote A wrote the code A wrote the code A wrote the code A wrote A wrot	code A letter. Apology given. New pr CONFIDENTIAL he attitude of the community mental I conse sent. Conciliation meeting to be entative CONFIDENTIAL e fact that the consultant gave his fat	Attitude of staff health staff, of the fact that her support gro e chaired by Health Authority conciliator ar  Consent to treatment her medication without his consent.	Open oup was split into two, and about a ho ranged. To be attended by Code A Open	05-08-1999 liday she took with relevant staff and
A99/007 Summary: Resolution: A99/008 Summary: Resolution:	Events did occur as outlined in O 05-05-1999 Code A wrote to complain about the group. Matters investigated and full resp community health council representations of the code A wrote to complain about the code A wrote the code A wrote to complain about the code A wrote to complain about the code A wrote the code A wrote to complain about the code A wrote to complain about the code A wrote A wrote the code A wrote the code A wrote the code A wrote A wrot	code A letter. Apology given. New pr CONFIDENTIAL he attitude of the community mental I conse sent. Conciliation meeting to be entative CONFIDENTIAL e fact that the consultant gave his fat	Attitude of staff health staff, of the fact that her support gro e chaired by Health Authority conciliator ar  Consent to treatment her medication without his consent. ully supported the treatment given. Apolog Admission, discharge and transfer	Open oup was split into two, and about a ho ranged. To be attended by Code A Open	05-08-1999 liday she took with relevant staff and
A99/007 Summary: Resolution: A99/008 Summary: Resolution: A99/009	Events did occur as outlined in O 05-05-1999 Code A wrote to complain about the group. Matters investigated and full resp community health council represe 10-05-1999 Code A wrote to complain about the had been displaced as next-o 10-05-1999	code A letter. Apology given. New proceedings of the community mental I onse sent. Conciliation meeting to be entative  CONFIDENTIAL e fact that the consultant gave his fat f-kin, and a second medical opinion for CONFIDENTIAL	Attitude of staff health staff, of the fact that her support gro e chaired by Health Authority conciliator ar  Consent to treatment her medication without his consent. ully supported the treatment given. Apolog Admission, discharge and transfer arrang	Open oup was split into two, and about a ho ranged. To be attended by Code A Open gy given for any distress caused.	05-08-1999 liday she took with relevant staff and 18-06-1999
A99/007 Summary: Resolution: A99/008 Summary: Resolution: A99/009 Summary:	Code A wrote to complain about the group.  Matters investigated and full resp community health council represe 10-05-1999  Code A wrote to complain about the had been displaced as next-o 10-05-1999  Code A wrote to complain about the had been displaced as next-o 10-05-1999	code A letter. Apology given. New proceedings of the community mental I onse sent. Conciliation meeting to be entative  CONFIDENTIAL e fact that the consultant gave his fat f-kin, and a second medical opinion for CONFIDENTIAL he problems experienced by her son ony given for distress caused to family	Attitude of staff health staff, of the fact that her support gro e chaired by Health Authority conciliator ar  Consent to treatment her medication without his consent. ully supported the treatment given. Apolog Admission, discharge and transfer arrang	Open oup was split into two, and about a ho ranged. To be attended by Code A  Open gy given for any distress caused.  Closed	05-08-1999 liday she took with relevant staff and 18-06-1999 14-05-1999
A99/007 Summary: Resolution:  A99/008 Summary: Resolution:  A99/009 Summary: Resolution:  A99/0010	Events did occur as outlined in COO5-05-1999 Code A wrote to complain about the group. Matters investigated and full resp community health council represe 10-05-1999 Code A wrote to complain about the had been displaced as next-oo 10-05-1999 Code A wrote to complain about the Matter fully investigated and apol Petersfield Hospital but referred to 11-05-1999	code A letter. Apology given. New precode A letter. Apology given. New precode A letter. Apology given. New precode A letter Apology given and a letter Apology given for distress caused to family of the acute services.	Attitude of staff health staff, of the fact that her support gro e chaired by Health Authority conciliator ar  Consent to treatment her medication without his consent. ully supported the treatment given. Apolog Admission, discharge and transfer arrang and daughter-in-law. ly. With hindsight Mrs. T.'s daughter-in-lav  Attitude of staff	Open oup was split into two, and about a ho ranged. To be attended by Code A  Open gy given for any distress caused.  Closed	05-08-1999 liday she took with relevant staff and 18-06-1999 14-05-1999
A99/007 Summary: Resolution: A99/008 Summary: Resolution: A99/009 Summary: Resolution: A99/0010 Summary:	Code A wrote to complain about the final been displaced as next-out the final been displaced and apole the final beautiful the final been displaced and apole the final beautiful the final beaut	code A letter. Apology given. New precode A letter. Apology given. New precode A letter. Apology given. New precode A letter. Apology given at the attitude of the community mental I letter at the conciliation meeting to be entative.  CONFIDENTIAL  the problems experienced by her son ogy given for distress caused to family of the acute services.  CONFIDENTIAL  the attitude of the staff on Philip Ward	Attitude of staff health staff, of the fact that her support gro e chaired by Health Authority conciliator ar  Consent to treatment her medication without his consent. ully supported the treatment given. Apolog Admission, discharge and transfer arrang and daughter-in-law. ly. With hindsight Mrs. T.'s daughter-in-lav  Attitude of staff	Open oup was split into two, and about a ho ranged. To be attended by Code A Open gy given for any distress caused. Closed v and newborn baby should not have	05-08-1999 liday she took with relevant staff and 18-06-1999 14-05-1999 been sent to
A99/007 Summary: Resolution: A99/008 Summary: Resolution: A99/009 Summary: Resolution: A99/0010 Summary:	Code A wrote to complain about the final been displaced as next-out the final been displaced and apole the final beautiful the final been displaced and apole the final beautiful the final beaut	code A letter. Apology given. New precode A letter. Apology given. New precode A letter. Apology given. New precode A letter Apology given and a letter Apology given for distress caused to family of the acute services.	Attitude of staff health staff, of the fact that her support gro e chaired by Health Authority conciliator ar  Consent to treatment her medication without his consent. ully supported the treatment given. Apolog Admission, discharge and transfer arrang and daughter-in-law. ly. With hindsight Mrs. T.'s daughter-in-lav  Attitude of staff	Open oup was split into two, and about a ho ranged. To be attended by Code A Open gy given for any distress caused. Closed v and newborn baby should not have	05-08-1999 liday she took with relevant staff and 18-06-1999 14-05-1999 been sent to
A99/007 Summary: Resolution: A99/008 Summary: Resolution: A99/009 Summary: Resolution: A99/0010 Summary:	Code A wrote to complain about the final been displaced as next-out the final been displaced and apole the final beautiful the final been displaced and apole the final beautiful the final beaut	code A letter. Apology given. New precode A letter. Apology given. New precode A letter. Apology given. New precode A letter. Apology given at the attitude of the community mental I letter at the conciliation meeting to be entative.  CONFIDENTIAL  the problems experienced by her son ogy given for distress caused to family of the acute services.  CONFIDENTIAL  the attitude of the staff on Philip Ward	Attitude of staff health staff, of the fact that her support gro e chaired by Health Authority conciliator ar  Consent to treatment her medication without his consent. ully supported the treatment given. Apolog Admission, discharge and transfer arrang and daughter-in-law. ly. With hindsight Mrs. T.'s daughter-in-lav  Attitude of staff	Open oup was split into two, and about a ho ranged. To be attended by Code A Open gy given for any distress caused. Closed v and newborn baby should not have	05-08-1999 liday she took with relevant staff and 18-06-1999 14-05-1999 been sent to

Page:

## Complaints Received during Quarter 1, 1999 (April-June) Summary Report

Compl	aint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
Summary:	Code A wrote to c	omplain about th	ne drugs given to her sister, code A	which she alleges have caused a brain hae	mmorhage.	
	Consultant met wi			code A has not, in fact, had a brain haemorr		
99/0011		25-05-1999	CONFIDENTIAL	Appoint. delay/cancellation (outpatient)	Closed	28-05-1999
Summary:	Code A wrote to c	omplain about th	ne difficulty she had in obtaining an	additional appointment with the doctor for h	er husband.	
Resolution:		s were fully boo	ked so an additional appointment for	or Code A was not possible. He was, however		en he arrived at the
9/0013		07-06-1999	CONFIDENTIAL	Attitude of staff	Closed	30-06-1999
			e attitude of th <u>e staff</u> on the Nelson l tion given to Code A Apology given t	Unit in particular when he was taken ill durin for distress caused	ng a group session.	
9/0014		11-06-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	23-07-1999
Summary:			ote to complain about the care giver			
Resolution:	Code A and her si communication.	ster N <sup>Code Al</sup> met	with Service Managers to discuss of	concerns and letter summarised details of m	eeting. Apology given for distress ca	aused by poor
9/0015		16-06-1999	CONFIDENTIAL	Admission, discharge and transfer arrang	Closed	09-07-1999
Summary: Resolution:				on would no longer be eligible for respite ca ation which was, in fact, not true. Her son w		
9/0016		22-06-1999	CONFIDENTIAL	Attitude of staff	Closed	30-07-1999
9/0016 Summary:	Code A	wrote to co	implain about the attitude of two nur	ses at St. Christopher's Hospital where their	r late mother, Code A was a patient.	
	Code A Results of investi	wrote to co	mplain about the attitude of two nur Code A concerns given t		r late mother, Code A was a patient.	
Summary: Resolution: 19/0017	Results of investig	wrote to co gation into 29-06-1999	mplain about the attitude of two nur  Code A concerns given t  CONFIDENTIAL	ses at St. Christopher's Hospital where thei to them in full. Offer made for them to meet All aspects of clinical treatment	r late mother, Code A was a patient with consultant to discuss further if to Open	
Summary: Resolution: 19/0017 Summary:	Results of investig	wrote to co gation into 29-06-1999	mplain about the attitude of two nur  Code A concerns given t  CONFIDENTIAL	rses at St. Christopher's Hospital where thei to them in full. Offer made for them to meet	r late mother, Code A was a patient with consultant to discuss further if to Open	
Summary: Resolution: 9/0017 Summary: Resolution:	Results of investig	wrote to co gation into 29-06-1999 mplain about the	mplain about the attitude of two nur  Code A concerns given t  CONFIDENTIAL e lack of provision of therapy to her	ses at St. Christopher's Hospital where thei o them in full. Offer made for them to meet All aspects of clinical treatment twin daughters at Rachel Maddocks School	r late mother, Code A was a patient with consultant to discuss further if t Open	hey wish.
Summary: Resolution: 99/0017 Summary: Resolution:	Results of investig	wrote to co gation into 29-06-1999 mplain about the 28-06-1999	omplain about the attitude of two nur  Code A concerns given to  CONFIDENTIAL  clack of provision of therapy to her  CONFIDENTIAL	ses at St. Christopher's Hospital where thei to them in full. Offer made for them to meet All aspects of clinical treatment twin daughters at Rachel Maddocks School Attitude of staff	r late mother, Code A was a patient with consultant to discuss further if to Open	
Summary: Resolution: 19/0017 Summary: Resolution:	Results of investig	wrote to co gation into 29-06-1999 mplain about the 28-06-1999 rote on behalf of	complain about the attitude of two nur  Code A concerns given to CONFIDENTIAL  clack of provision of therapy to her to CONFIDENTIAL  COMPLETION	ses at St. Christopher's Hospital where thei to them in full. Offer made for them to meet All aspects of clinical treatment twin daughters at Rachel Maddocks School Attitude of staff	r late mother, Code A was a patient with consultant to discuss further if to Open  Closed	hey wish. 27-07-1999
Summary: Resolution: 99/0017 Summary: Resolution: 99/0018 Summary: Resolution:	Results of investig	wrote to co gation into 29-06-1999 mplain about the 28-06-1999 rote on behalf of	complain about the attitude of two nur  Code A concerns given to CONFIDENTIAL  clack of provision of therapy to her to CONFIDENTIAL  COMPLETION	ses at St. Christopher's Hospital where thei to them in full. Offer made for them to meet All aspects of clinical treatment twin daughters at Rachel Maddocks School.  Attitude of staff de of the consultant psychiatrist.	r late mother, Code A was a patient with consultant to discuss further if to Open  Closed	hey wish. 27-07-1999
Resolution: 99/0017 Summary: Resolution: 99/0018 Summary: Resolution:	Results of investig	wrote to congation into 29-06-1999 mplain about the 28-06-1999 rote on behalf of its in some doub 29-06-1999	complain about the attitude of two nure Code A concerns given to CONFIDENTIAL clack of provision of therapy to her to CONFIDENTIAL code A to complain about the attitude to as to way in which Code A feels me CONFIDENTIAL	rses at St. Christopher's Hospital where thei to them in full. Offer made for them to meet All aspects of clinical treatment twin daughters at Rachel Maddocks School.  Attitude of staff de of the consultant psychiatrist. histreated as outcome of consultation was appeared to the consultant psychiatrist.	r late mother, Code A was a patient with consultant to discuss further if to Open  Closed opropriate. Apology given for distres	27-07-1999 s caused by 22-07-1999

Grand Total Count: 19

August 6, 1999

# Complaints Received during Quarter 1, 1999 (April-June) Summary Report

	Complai aint No. Date		Complaint Type	Complaint Status	Resolution Date
99/001	15-04-199		Pat status, discrim(eg racial, sex, age)	Closed	21-04-1999
Summary:	Code A wrote to complain abou	ut the attitude and behaviour of the nced with taxi service. Apology giv	taxi driver who transport his wife to the health co	entre.	
99/002	16-04-199		Admission, discharge and transfer arrang	Closed	12-05-1999
Summary: Resolution:	Code A wrote to complain abou	ut being discharged early from a six and he was advised to reapply if tr	c week programme. eatment was still needed.		
99/003	16-04-199		All aspects of clinical treatment	Closed	18-06-1999
Summary: Resolution:	Code A wrote to complain abo	out the podiatry care received by hi her often cancelled appointments -	is late mother, Code A		
99/004	16-04-19		Admission, discharge and transfer arrang	Closed	06-05-1999
Summary:		out the way she was treated whilst nanager resolved her concerns.	on Ellen Cook Ward.		
Resolution:	A meeting with the service in 20-04-19		Attitude of staff	Closed	23-04-1999
99/005			d on George Ward, Queen Alex <u>andra</u> Hospital.		
Summary: Resolution:	As communication with the fa General Manager to discuss	amily and ward staff has again brok	en down suggestion made that Code A and his sig	sters meet with the Chief Executive,	
99/006	22.04.199	99 CONFIDENTIAL	Failure to follow agreed procedures	Closed	21-05-1999
Summary:	flat and that I Code A was not	the patient she was supposed to se	ed on his aunt, Code A and collected blood and ee.		
Resolution:	Events did occur as outlined	in Code A letter. Apology given.	New procedures have been implemented to avoi	id a similar mistake being made in ful	ture.
99/007	05-05-19	99 CONFIDENTIAL	Attitude of staff	Open	05-08-1999
				oun was split into two, and about a hi	
Summary:	The group		nental health staff, of the fact that her support gro		
	The group	response sent. Conciliation meetir	ng to be chaired by Health Authority conciliator a	rranged. To be attended by Code A	, relevant staff and
Summary: Resolution:	the group.  Matters investigated and full community health council rep	response sent. Conciliation meetir presentative 199 CONFIDENTIAL	ng to be chaired by Health Authority conciliator a  Consent to treatment		
Summary: Resolution:	Matters investigated and full community health council rep	response sent. Conciliation meetir presentative 199 CONFIDENTIAL	ng to be chaired by Health Authority conciliator a  Consent to treatment his father medication without his consent.	orranged. To be attended by Code A.	relevant staff and
Summary: Resolution:	Matters investigated and full community health council rep	response sent. Conciliation meetir presentative 199 CONFIDENTIAL	ng to be chaired by Health Authority conciliator a  Consent to treatment his father medication without his consent. binion fully supported the treatment given. Apolo	Open  Ogy given for any distress caused.	relevant staff and 18-06-1999
Summary: Resolution: 99/008 Summary: Resolution:	Matters investigated and full community health council rep  10-05-19  Code A wrote to complain abo He had been displaced as ne	response sent. Conciliation meeting presentative 199 CONFIDENTIAL but the fact that the consultant gave ext-of-kin, and a second medical of 199 CONFIDENTIAL	Consent to treatment his father medication without his consent. Similar to treatment Consent to treatment Consent to treatment Consent	Open  Ogy given for any distress caused.  Closed	18-06-1999 14-05-1999
Summary: Resolution: 99/008 Summary: Resolution: 99/009	Matters investigated and full community health council rep  10-05-19  Code A wrote to complain abo He had been displaced as ne	response sent. Conciliation meeting presentative 199 CONFIDENTIAL but the fact that the consultant gave ext-of-kin, and a second medical of 199 CONFIDENTIAL	Consent to treatment his father medication without his consent. Similar to treatment Consent to treatment Consent to treatment Consent	Open  Ogy given for any distress caused.  Closed	18-06-1999 14-05-1999
Summary: Resolution: 99/008 Summary: Resolution: 99/009	Matters investigated and full community health council rep  10-05-19  Code A wrote to complain abo He had been displaced as ne	response sent. Conciliation meeting presentative 199 CONFIDENTIAL but the fact that the consultant gave ext-of-kin, and a second medical of 199 CONFIDENTIAL	Consent to treatment his father medication without his consent. Similar to treatment Consent to treatment Consent to treatment Consent	Open  Ogy given for any distress caused.  Closed	18-06-1999 14-05-1999 re been sent to
Summary: Resolution: 99/008 Summary: Resolution: 99/009 Summary: Resolution:	Matters investigated and full community health council rep  10-05-19  Code A wrote to complain abo He had been displaced as ne 10-05-19  Code A wrote to complain abo Matter fully investigated and Petersfield Hospital but refer	response sent. Conciliation meeting presentative  99 CONFIDENTIAL put the fact that the consultant gave ext-of-kin, and a second medical open CONFIDENTIAL pout the problems experienced by he apology given for distress caused the acute services.	Consent to treatment his father medication without his consent. binion fully supported the treatment given. Apolo Admission, discharge and transfer arrang er son and daughter-in-lay to family. With hindsight N Code A daughter-in-lay	Open  Ogy given for any distress caused.  Closed	18-06-1999 14-05-1999
Summary: Resolution: 99/008 Summary: Resolution: 99/009 Summary: Resolution:	Matters investigated and full community health council rep  10-05-19  Code A wrote to complain abo He had been displaced as ne 10-05-19  Code A wrote to complain ab Matter fully investigated and Petersfield Hospital but refer  11-05-19  Code A wrote to complain ab	response sent. Conciliation meeting presentative  99 CONFIDENTIAL put the fact that the consultant gave ext-of-kin, and a second medical open CONFIDENTIAL pout the problems experienced by he apology given for distress caused arred to the acute services.  999 CONFIDENTIAL pout the attitude of the staff on Philippresentative	Consent to treatment his father medication without his consent. binion fully supported the treatment given. Apolo Admission, discharge and transfer arrang er son and daughter-in-lay to family. With hindsight N Code A daughter-in-lay Attitude of staff p Ward, Queen Alexandra Hospital.	Open  Ogy given for any distress caused.  Closed  aw and newborn baby should not have	18-06-1999 14-05-1999 re been sent to 11-06-1999
Summary: Resolution: 99/008 Summary: Resolution: 99/009 Summary: Resolution:	Matters investigated and full community health council rep  10-05-19  Code A wrote to complain abo He had been displaced as ne 10-05-19  Code A wrote to complain ab Matter fully investigated and Petersfield Hospital but refer  11-05-19  Code A wrote to complain ab	response sent. Conciliation meeting presentative  199 CONFIDENTIAL  199 CONFIDENTIAL	Consent to treatment his father medication without his consent. binion fully supported the treatment given. Apolo Admission, discharge and transfer arrang er son and daughter-in-lay to family. With hindsight N Code A daughter-in-lay	Open  Ogy given for any distress caused.  Closed  aw and newborn baby should not have	18-06-1999 14-05-1999 re been sent to

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## Complaints Received during Quarter 1, 1999 (April-June) Summary Report

		Complaint				Resolution
Compl	aint No.	Date	Complainant Name	Complaint Type	Complaint Status	Date
Summary:	Code A wrote to comp			which she alleges have caused a brain hae		
Resolution:	Consultant met with	Code A	and discussed situation fully	code A has not, in fact, had a brain haemore	rhage.	
99/0011	2	5-05-1999	CONFIDENTIAL	Appoint. delay/cancellation (outpatient)	Closed	28-05-1999
Summary:	Code A wrote to com	olain about th	ne difficulty she had in obtaining a	n additional appointment with the doctor for h	er husband.	
Resolution:	Consultant's clinics w Park Way Centre on	vere fully boo	ked so an additional appointment	for Code A was not possible. He was, however	er, seen by a different consultant wh	en he arrived at the
99/0013		7-06-1999	CONFIDENTIAL	Attitude of staff	Closed	30-06-1999
	Code A wrote to comp	lain about the	attitude of the staff on the Nelson	n Unit in particular when he was taken ill durir	ng a group session.	and the second
Resolution:			tion given to Code A Apology giver			
99/0014		1-06-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	23-07-1999
Summary:	Code A and her sister	Code A wro	ote to complain about the care giv	en to their late mother, Code A		
Resolution:	Code A and her sister communication.	Code A met	with Service Managers to discuss	concerns and letter summarised details of m	neeting. Apology given for distress of	caused by poor
99/0015	1	6-06-1999	CONFIDENTIAL	Admission, discharge and transfer arrang	Closed	09-07-1999
Summary:	Code A wrote to com	nolain about t	he way she was informed that her	son would no longer be eligible for respite ca	are at Tamarine.	
Resolution:	Analogy given for tot	ally inapprop	riate way Code A was given inform	mation which was, in fact, not true. Her son w	vill still be eligible to use Tamarine.	
99/0016		2-06-1999	CONFIDENTIAL	Attitude of staff	Closed	30-07-1999
	Code A	wrote to co	mplain about the attitude of two n	urses at St. Christopher's Hospital where the	ir late mother,   Code A was a patien	<b>l.</b>
Summary:	Code A	wrote to co	mplain about the attitude of two n	urses at St. Christopher's Hospital where the	ir late mother, Code A was a patien with consultant to discuss further if	t. they wish.
Summary: Resolution:	Code A Results of investigati	ion into (Coc	molain about the attitude of two n le A and Code A concerns giver	urses at St. Christopher's Hospital where thein to them in full. Offer made for them to meet	ir late mother, Code A was a patien with consultant to discuss further if Open	t. they wish.
Summary: Resolution: .99/0017	Code A Results of investigati	on into ( Coc 9-06-1999	molain about the attitude of two n le A and l Code A concerns giver CONFIDENTIAL	urses at St. Christopher's Hospital where then to them in full. Offer made for them to meet All aspects of clinical treatment	with consultant to discuss further if Open	t. they wish.
Summary: Resolution: 99/0017 Summary:	Code A Results of investigati	on into ( Coc 9-06-1999	molain about the attitude of two n le A and l Code A concerns giver CONFIDENTIAL	urses at St. Christopher's Hospital where thein to them in full. Offer made for them to meet	with consultant to discuss further if Open	t. they wish.
Summary: Resolution: 99/0017 Summary: Resolution:	Code A Results of investigati 2 Code A wrote to comp	on into ( Coc 9-06-1999 Iain about the	omplain about the attitude of two notes that it is a least seen and it is a least seen and it is a least seen at the seen at t	urses at St. Christopher's Hospital where then to them in full. Offer made for them to meet All aspects of clinical treatment	with consultant to discuss further if Open	t. they wish. 27-07-1999
Summary: Resolution: A99/0017 Summary: Resolution:	Code A Results of investigati  Code A wrote to comp	on into ( <b>Co</b> o 29-06-1999 lain about the 28-06-1999	molain about the attitude of two netermined in the molain about the attitude of two netermined in the molain about the attitude of two netermined in the attitude of the complain about the attitude of the molain about the attitude of the molain about the attitude of the complain about the attitude of two netermined in the attitude of the attitude of two netermined in the attitude of	urses at St. Christopher's Hospital where thein to them in full. Offer made for them to meet  All aspects of clinical treatment or twin daughters at Rachel Maddocks School  Attitude of staff	with consultant to discuss further if Open Closed	27-07-1999
Summary: Resolution: 199/0017 Summary: Resolution:	Code A Results of investigati  Code A wrote to comp	on into ( <b>Co</b> o 29-06-1999 lain about the 28-06-1999	molain about the attitude of two netermined in the molain about the attitude of two netermined in the molain about the attitude of two netermined in the attitude of the complain about the attitude of the molain about the attitude of the molain about the attitude of the complain about the attitude of two netermined in the attitude of the attitude of two netermined in the attitude of	urses at St. Christopher's Hospital where thein to them in full. Offer made for them to meet All aspects of clinical treatment or twin daughters at Rachel Maddocks School	with consultant to discuss further if Open Closed	27-07-1999 ss caused by
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August 6, 1999