

TRUST PERFORMANCE INDICATORS

APPENDIX FOUR

QUALITY

**QUALITY REPORT:
QUARTER ENDING 30 SEPTEMBER 1997**

1. Patient's Charter

◆ *Assessment in Minor Injuries Departments*

A national review of the Patient's Charter has resulted in a change in the standard on immediate assessment in accident and emergency departments. A new standard came into force on 1 October 1997, ending the monitoring of the previous 5 minute waiting time for assessment. The new standard requires assessment and the allocation of a priority category within 15 minutes, unless immediate treatment is needed. It is not yet clear whether this new standard applies to minor injury departments - clarification is being sought.

◆ *Waiting Times in Outpatient Clinics*

Table 12

	This Quarter	Q1 1996/97	Q4 1996/97	Q3 1996/97	Q2 1996/97
% patients seen within 30 minutes	98%	97.3%	98.6%	98.9%	98.8%

The second quarter figures are consistent with previous quarters.

◆ *Waiting Times for first Outpatient Appointment*

Exceptions to the Health Authority's standard of 13 weeks for adults and 6 weeks for children at 30 September were:

<i>Child and Family Therapy</i>	<i>34- 60 weeks</i>
<i>Community Paediatrics</i>	<i>7-10 weeks</i>
<i>Family Planning (Sterilisation Counselling Service)</i>	<i>12 weeks</i>
<i>Physiotherapy</i>	<i>12-28 weeks</i>
<i>Paediatric physiotherapy (Gosport/Fareham)</i>	<i>8 weeks</i>
<i>Podiatry (Petersfield Hospital)</i>	<i>14 weeks</i>
<i>Community Dental</i>	<i>8-14 weeks</i>
<i>Speech and Language Therapy (Havant)</i>	<i>7 weeks</i>

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◆ *Community Nursing visit within two hour time bands of appointment*

Table 13

Number of patients visited in quarter	Percentage of patients seen within the specified two hour time band
117455	97.3%

◆ *Good Practice Reports*

Examples include:

- ◇ A leaflet on Continuing Care has been produced, to be given to residents and their families before admission.
- ◇ Reminiscence Box introduced on George Ward.
- ◇ Development of a mobility aid check list for learning disability homes, to ensure appropriate maintenance and updating.
- ◇ New style uniforms continue to be introduced to assist with the promotion of safe manual handling
- ◇ New reminder stickers, funded through quality initiatives money, have been introduced in Havant and Petersfield with the aim of reducing the number of people who do not attend for their booked appointments.
- ◇ New reception desks and automatic doors have been installed in Gosport War Memorial Hospital.
- ◇ Patient information leaflets have been developed for the Trauma Hand Service and photographs are now being provided as a visual guide for patients when putting on splints
- ◇ A Family Resource Pack for children with special needs is being piloted, and involves approximately twenty children. This pilot will last for about twelve months.

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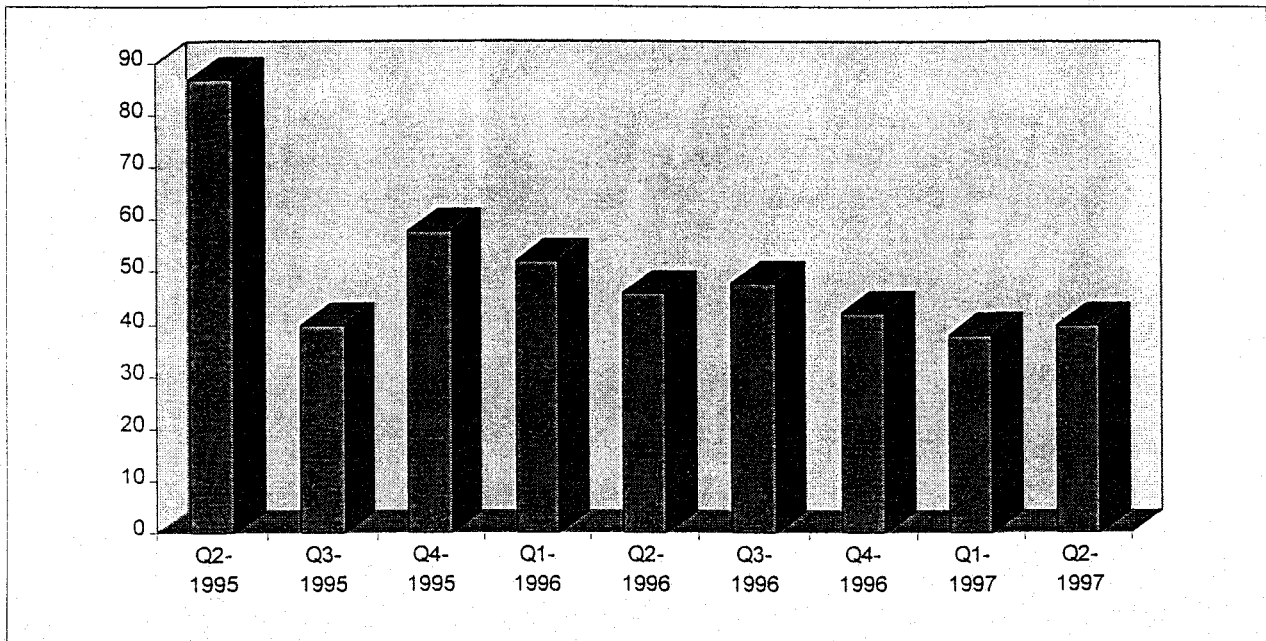
2. Complaints

Local Resolution

A summary of all complaints received has been made available to all Board members

◆ *Number of Complaints by Quarter*

Table 14



The number of complaints received in the second quarter was slightly below the average level of recent years.

◆ *Response Analysis*

Table 15

	Total Number of Complaints	Acknowledged within 2 working days	Response within 20 working days
Q2/97	40	92%	77%
Q1/97	38	92%	74%
Q4/96	42	91%	84%

Many issues raised in complaints are complex, requiring detailed investigation and response. When appropriate preference is given to a thorough investigation and response, rather than achievement of tight timescale; 95% of complaints were completed within 28 working days of receipt.

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◆ *Complaints by Service*

Table 16

Service	Number Q1/97	Number Q2/97
Catering	1	0
Child and Family Therapy	2	0
Child Health	1	0
Children's Special Needs	1	0
Chiropody	3	1
Dental	0	1
District Nursing	3	5
Elderly Medicine	9	11
Elderly Mental Health	2	3
Health Visiting	0	1
Family Planning	3	2
Occupational Therapy	0	2
Mental Health	7	7
Outpatients - GWMH	1	0
Physiotherapy	1	2
Premises	1	1
Psychology	1	0
Substance Misuse	1	0
Small Hospitals	1	3
Transport	0	1
TOTAL	38	40

Action/changes resulting from complaints included:

- The advice sheet issued with nebuliser loaned for home use was revised
- The use of syringe drivers, including non Trust items used in the community is being reviewed by the Risk Advisor

◆ **Independent Review**

One request for Independent Review outstanding from last quarter was refused, following independent clinical advice, on the grounds that a Panel hearing was unlikely to add anything of value to the complainant.

Two requests for Independent Review were received this quarter, both from people who had made previous requests, one in March 1997 and one in April 1997. Both cases had been returned by the convenor for further action at local resolution; in both cases the Trust carried out the convenor's suggestions. A Panel was convened in one case, the hearing being held in mid October, outcome awaited. In the second case Independent Review was refused because the Trust had taken all practicable action and a review would not add any value.

◆ *Letters of Thanks/Commendation*

Over 640 letters of thanks or expressions of commendation were received.

COMPLAINT SUMMARY

Complaints System

31-Oct-97

Period: 01-Jul-97 to 30-Sep-97

REG: B97/039 RECEIVED: 01/07/97 ACK'GED: 01/07/97 REPLY: 07/03/97 TIME: 37
 DIVISION CODE: FG SERVICE CODE: MH
 MHA Sectioned?:

COMPLAINT SUMMARY: Dr. L., a general practitioner, wrote to complain about the attitude of a nurse on The Meadows who refused admission to a patient Dr. L. was trying to get admitted and who refused to put him through to the doctor on call.

SUM REPLY: It is normal practice for nursing staff to take details of the patient and referring general practitioner and to then contact the doctor. Also night-time admissions are normally emergencies rather than routine. The nurse in question contacted the doctor who arranged for patient to be assessed, following which she was prescribed medication and sent home. Apology given for any offence caused.

ACTION :

REG: B97/040 RECEIVED: 02/07/97 ACK'GED: 02/07/97 REPLY: 29/07/97 TIME: 27
 DIVISION CODE: EM SERVICE CODE: EM
 MHA Sectioned?:

COMPLAINT SUMMARY: wrote to complain about the treatment given to her late mother, by the medical staff on Exbury Ward, St. James' Hospital.

SUM REPLY: Full details of all concerns raised by answered. offered opportunity to discuss concerns with consultant if she wishes.

ACTION :

REG: B97/041 RECEIVED: 03/07/97 ACK'GED: 04/07/97 REPLY: 16/07/97 TIME: 13
 DIVISION CODE: EH SERVICE CODE: EH
 MHA Sectioned?:

COMPLAINT SUMMARY: Cmdr. D. wrote to Portsmouth Hospitals complaining about various aspects of his late mother's care including communication by staff of Victory ward, Queen Alexandra Hospital.

SUM REPLY: Full details of circumstances surrounding communication issues sent to Portsmouth Hospitals for inclusion with their reply.

ACTION :

REG: B97/042 RECEIVED: 08/07/97 ACK'GED: 10/07/97 REPLY: 20/10/97 TIME: 104
 DIVISION CODE: EH SERVICE CODE: EH
 MHA Sectioned?:

COMPLAINT SUMMARY: wrote to complain about an incident which occurred in the Cascades shopping centre when she was verbally attacked by the husband of the ward sister on George ward where her mother, is a patient.

SUM REPLY: advised that formal interview with Sister had found that although she had breached confidentiality in that she identified a relative to her husband there were extenuating circumstances.

ACTION :

REG: B97/043 RECEIVED: 10/07/97 ACK'GED: 11/07/97 REPLY: 07/08/97 TIME: 28
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the care and attention given to his mother, [Code A] by the nursing staff of Dickens ward, Queen Alexandra Hospital.

SUM REPLY: All issues raised by [Code A] were investigated and full details given in response to him. Apology given for shortcomings of service.

ACTION: Letter of apology sent to [Code A]

REG: B97/044 RECEIVED: 11/07/97 ACK'GED: 14/07/97 REPLY: 14/07/97 TIME: 3
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the care and attention given to her father, [Code A] by the staff of John Pounds ward, Queen Alexandra Hospital.

SUM REPLY: Service manager spoke to Mrs. N. on telephone and discussed her concerns. [Code A] asked that her complaint be formally closed after an acknowledgement had been sent together with an assurance that he will meet with ward manager to discuss failings she highlighted.

ACTION: Service manager will meet with with ward manager and formulate an action plan to deal with issues raised.

REG: B97/045 RECEIVED: 10/07/97 ACK'GED: 10/07/97 REPLY: 06/08/97 TIME: 27
 DIVISION CODE: HP SERVICE CODE: OT

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] and his daughter had expressed concerns about the relevance of questions relating to finance which his wife was asked by the occupational therapist in Cedar Day Hospital, Petersfield Hospital.

SUM REPLY: [Code A] was opposed to his wife being asked questions on finance as she is not well enough to answer such questions. Apology given for distress caused.

ACTION: Staff have been reminded of need for sensitivity when asking questions about finance, and forms will be reviewed.

REG: B97/046 RECEIVED: 14/07/97 ACK'GED: 16/07/97 REPLY: 11/08/97 TIME: 28
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the fact that after her mother suffered a fit whilst on Mary ward, Queen Alexandra Hospital and subsequently suffered a great deal of pain in her arm. It was ten days before an x-ray was requested when it was found that she had a broken humerus.

SUM REPLY: Unfortunately paralysed arms are often painful as weak muscles cannot support shoulder joint, and a pillow was used to provide support. After the x-ray showed the fracture the consultant orthopaedic surgeon advised that no treatment was necessary other than a sling as support instead of the pillow. Apologies given for length of time that was taken to make a correct diagnosis.

ACTION:

REG: B97/047 RECEIVED: 21/07/97 ACK'GED: 21/07/97 REPLY: 15/08/97 TIME: 25
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: **Code A** wrote to complain about the fact that when she was discharged from Anne ward, Queen Alexandra Hospital she was issued with a nebuliser which did not work and she experienced great difficulty in obtaining a new one.

SUM REPLY: Unfortunately the person on contact number was on holiday when **Code A** rang and senior nurse on duty who should cover in such circumstances was a new member of staff and not aware of position. Contact made on return from leave and replacement nebuliser delivered. Apology given.

ACTION: Staff reminded of how system works and advice letter issued with nebulisers has been reprinted.

REG: B97/048 RECEIVED: 21/07/97 ACK'GED: 22/07/97 REPLY: 04/08/97 TIME: 14
 DIVISION CODE: EM SERVICE CODE: EM

MHA Sectioned?:

COMPLAINT SUMMARY: **Code A** wrote to complain about the fact that Portsmouth is not prescribing Aricept which he feels should be given to his wife who is a patient on Exbury ward, St. James' Hospital.

SUM REPLY: **Code A** advised that the earliest date that Aricept would be available would be April 1998 and that the Department of Health had ruled that private prescriptions could only be issued in conjunction with private treatment. **Code A** had met with doctors and general manager but it is not possible for the HealthCare Trust to prescribe Aricept for **Code A** and only course of action is for him to go back to the Health Authority or his member of parliament.

ACTION:

REG: B97/049 RECEIVED: 29/07/97 ACK'GED: 31/07/97 REPLY: 13/08/97 TIME: 15
 DIVISION CODE: FG SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: **Code A** telephoned to complain about the fact that when he fell out of bed whilst on Mulberry Ward, Gosport War Memorial Hospital he had to lie on the floor for an hour and a half before anyone came to his assistance. Examination and x-ray showed that he had broken his hip and although this was ascertained at 8.30 a.m. he had to wait until 12 noon before he was transferred to Haslar Hospital.

SUM REPLY: **Code A** was attended to as soon as staff heard noise but he did not complain of any pain until the following morning. Time delay from ordering ambulance was not excessive.

ACTION:

REG: B97/050 RECEIVED: 22/07/97 ACK'GED: 22/07/97 REPLY: 22/08/97 TIME: 31
 DIVISION CODE: LS SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: A letter was received from a solicitor expressing the concerns of a client, **Code A** about comments made by nursing staff and alleging a breach of confidentiality. She is also concerned about the delay over a proposed move.

SUM REPLY: The complaint about comments made by nursing staff about **Code A** treatment to other patients was upheld. Apology has been given to **Code A** for this. **Code A** has been assessed for a move but the clinical opinion is that she is not yet ready to be transferred but her name has been placed on the waiting list for a bed in approximately six months time when it is hoped she will be well enough.

ACTION:

REG: B97/051 RECEIVED: 30/07/97 ACK'GED: 31/07/97 REPLY: 27/08/97 TIME: 28
 DIVISION CODE: SH SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to express her concern about the number of ward moves her son had experienced since being admitted to St. James' Hospital, which is causing him unnecessary anxiety.

SUM REPLY: Circumstances surrounding [Code A] move explained and it was emphasised that moves are not made without a great deal of thought being given to them. Apology given for distress caused to her and her son.

ACTION:

REG: B97/052 RECEIVED: 04/08/97 ACK'GED: 05/08/97 REPLY: 01/09/97 TIME: 28
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the lack of communication with staff associated with the care of his mother following her transfer from St. Mary's Hospital to Victory Ward, Queen Alexandra Hospital. He was particularly concerned that he was not consulted about a home visit with occupational therapist.

SUM REPLY: [Code A] met with ward sister to discuss communication problems and resolved this problem with her. With regard to the question of not being informed about the home visit it was [Code A] wish that her family were not informed in advance.

ACTION:

REG: B97/053 RECEIVED: 07/08/97 ACK'GED: 11/08/97 REPLY: 05/09/97 TIME: 29
 DIVISION CODE: HP SERVICE CODE: SH

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] from the Housing Department of East Hampshire District Council wrote to complain about the discharge arrangements for a homeless man from Petersfield Hospital.

SUM REPLY: [Code A] met with service manager who explained discharge arrangements; [Code A] was satisfied decision to discharge [Code A] was unavoidable.

ACTION: [Code A] has offered to provide a seminar for primary health care team members regarding role of district council housing department.

REG: B97/054 RECEIVED: 11/08/97 ACK'GED: 11/08/97 REPLY: 09/09/97 TIME: 29
 DIVISION CODE: HP SERVICE CODE: DN

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the negligence of two night duty nurses who arrived at his home to set up a syringe driver of pain killing medication for his wife who is undergoing treatment for cancer. The 24 hour supply of drugs went through in 1.5 hours and [Code A] had to be given an emergency reversal injection and admitted to Queen Alexandra Hospital. She is now deemed too weak to continue her radiotherapy treatment.

SUM REPLY: Investigation into complaint resulted in a disciplinary investigation being undertaken. [Code A] will be informed of outcome of disciplinary hearing.

ACTION: Risk adviser reviewing use of syringe drivers, including non-Trust items. [Code A] advised of outcome of disciplinary hearing.

REG: B97/055 RECEIVED: 02/09/97 ACK'GED: 05/09/97 REPLY: 13/10/97 TIME: 41
DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote in August to Portsmouth Hospitals Trust about the extremely long wait for her father, who was a patient in Elizabeth Ward, Queen Alexandra Hospital, had for an emergency x-ray which had a consequent delay in the prescription of painkillers. Complaint later expanded to include a number of issues about care on Elizabeth ward, physiotherapy, help with eating, and use of elastic stockings.

SUM REPLY: Full response made to each of Code A concerns and offer made for her to discuss them further with relevant staff if she would find it helpful.

ACTION: Code A requested meeting which will be arranged.

REG: B97/056 RECEIVED: 18/08/97 ACK'GED: 18/08/97 REPLY: 19/08/97 TIME: 1
DIVISION CODE: PC SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A telephoned to complain about the care being given to her daughter by staff on Solent, St. James' Hospital and about the attitude of one particular staff nurse. She also complained about the difficulty the ward appeared to have in contacting her.

SUM REPLY: Code A met with Chief Executive and Operational Manager of Solent Unit.

ACTION: Code A contact details recorded in patient's notes.

REG: B97/057 RECEIVED: 21/08/97 ACK'GED: 21/08/97 REPLY: 12/09/97 TIME: 22
DIVISION CODE: HP SERVICE CODE: SH

MHA Sectioned?:

COMPLAINT SUMMARY: Code A complained about the fact that his daughter was seen, treated and discharged by a nurse in the minor injuries department at Petersfield Hospital and that she failed to diagnosis his daughter's broken arm. He felt that she should have been referred to a doctor.

SUM REPLY: Code A advised that minor injuries departments are, in fact, run by nursing staff who can call a general practitioner for advice or attendance if there are concerns about patients. On discharge patients are given a record to take to their own general practitioner and advised to make contact if the problem persists. The fact that Code A doctor also failed to detect a fracture does suggest it was a difficult case to diagnose. Apology given.

ACTION:

REG: B97/058 RECEIVED: 19/08/97 ACK'GED: 20/08/97 REPLY: 16/09/97 TIME: 28
DIVISION CODE: HP SERVICE CODE: PT

MHA Sectioned?:

COMPLAINT SUMMARY: Code A wrote to complain about the impersonality and lack of physiotherapy treatment after her hip operation.

SUM REPLY: The physiotherapy adviser rang Code A to discuss her concerns. Code A did not wish her complaint to be pursued she merely wished her comments to be noted. Apology given for shortcomings in service.

ACTION: Attitude of physiotherapists discussed with whole team.

REG: B97/059 RECEIVED: 21/08/97 ACK'GED: 21/08/97 REPLY: 27/08/97 TIME: 6
 DIVISION CODE: FG SERVICE CODE: PT

MHA Sectioned?:

COMPLAINT SUMMARY: **Code A** wrote to complain about the fact that when she was referred by her general practitioner to Gosport War Memorial Hospital for physiotherapy treatment she was told the wait was four to five months.

SUM REPLY: **Code A** general practitioner did not mark the referral urgent and given the contents in his referral letter she would not have been considered an urgent case. Current waiting list is 22 weeks; department making every effort to see people as soon as possible. Apology given for distress caused by delay.

ACTION:

REG: B97/060 RECEIVED: 28/08/97 ACK'GED: 29/08/97 REPLY: 25/09/97 TIME: 28
 DIVISION CODE: PC SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: **Code A** wrote to complain about the lack of response back from staff at Cavendish House when she rang to report that her neighbour, **Code A** threatened and assaulted her.

SUM REPLY: **Code A** advised that only limited information can be given to her because of patient confidentiality, and she was advised to contact police immediately if she felt personally threatened in future.

ACTION:

REG: B97/061 RECEIVED: 29/08/97 ACK'GED: 29/08/97 REPLY: 03/10/97 TIME: 35
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: **Code A** wrote to complain about the lack of medication for her mother by George ward staff after she was transferred there from F2 Ward, about the fact that her own clothing was not used although it was available, about the fact that she had a chest infection and **Code A** was not informed, and meals given to **Code A** were not as ordered.

SUM REPLY: The lack of medication was, in fact, on F2 ward. Medication was not administered on **Code A** admission as she had a delayed swallowing action and this increases the risk of inhalation which in turn could cause pneumonia. Oral medication is also stopped when patients are admitted in a life-threatening condition when it is felt medication is unlikely to be beneficial. Hospital records show that this was discussed with **Code A** son and daughter on admission. However, following her discharge to George ward it is accepted that the appropriate procedures were not followed and an apology was given. It was accepted that **Code A** should have been given antibiotics in syrup not capsul form. Ward staff did explain to **Code A** that some of **Code A** clothing was not suitable for someone who is partially paralysed and as a result hospital clothing was used. Apology given for fact that some ordered meals did not arrive.

ACTION:

REG: B97/062 RECEIVED: 01/09/97 ACK'GED: 03/09/97 REPLY: 29/09/97 TIME: 28
 DIVISION CODE: HP SERVICE CODE: OT

MHA Sectioned?:

COMPLAINT SUMMARY: **Code A** wrote to complain about the fact that their daughter who attends Rachel Madocks School and has been receiving occupational therapy for four years is now to be discharged by the service. They wish her to continue receiving therapy.

SUM REPLY: **Code A** has been discharged following reassessment as her condition no longer warrants direct occupational therapy input. School will continue programme as planned, needs will be assessed if situation changes.

ACTION:

REG: B97/063 RECEIVED: 29/08/97 ACK'GED: 29/08/97 REPLY: 26/09/97 TIME: 28
 DIVISION CODE: FG SERVICE CODE: DN

MHA Sectioned?:

COMPLAINT SUMMARY: **Code A** wrote to complain about the fact that when she tried to contact emergency numbers for district nurses (shown in her mother's notes) to alert them of the fact that **Code A** catheter was not working all but one number was incorrect.

SUM REPLY: Apology given for inaccuracies of telephone number in **Code A** notes. **Code A** catheter was changed two days prior to incident and is one which should not need changing for 3 weeks. **Code A** reassured that **Code A** catheter is being changed at appropriate intervals.

ACTION : Telephone numbers in notes corrected.

REG: B97/064 RECEIVED: 03/09/97 ACK'GED: 10/09/97 REPLY: 23/09/97 TIME: 15
 DIVISION CODE: FG SERVICE CODE: SH

MHA Sectioned?:

COMPLAINT SUMMARY: **Code A** wrote to complain about the fact that his daughter was given inappropriate advice by a nurse at Gosport War Memorial Hospital when she telephoned because she was suffering from severe stomach pains.

SUM REPLY: Callers to Gosport War Memorial Hospital seeking clinical advice are referred to senior nurse and on morning in question several calls were received. All callers are routinely advised to contact their general practitioner if they remain unhappy with their condition. One caller on the day in question, who did not leave her name, did complain of abdominal pain and asked if there was anything she could take at home until the chemist opened. The advice she was given was considered to be appropriate.

ACTION :

REG: B97/065 RECEIVED: 09/09/97 ACK'GED: 11/09/97 REPLY: 07/10/97 TIME: 28
 DIVISION CODE: FG SERVICE CODE: PR

MHA Sectioned?:

COMPLAINT SUMMARY: **Code A** wrote to complain about the attitude of a member of staff at the Sylvan Clinic. When his wife went there for a blood test the member of staff was rude to her and when **Code A** returned to the hospital with his wife to find out the name of the member of staff he was again rude.

SUM REPLY: There have been problems with the times of the clinic (which is run by Portsmouth Hospitals) and the staff have received many complaints. The member in question did not mean to appear rude and apologises if this was the impression he gave.

ACTION :

REG: B97/066 RECEIVED: 10/09/97 ACK'GED: 12/09/97 REPLY: 30/10/97 TIME: 50
 DIVISION CODE: EH SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: **Code A** wrote to complain about the care and treatment given to their late grandmother, Mrs. W. on George Ward, Queen Alexandra Hospital. Community Health Council acting on complainant's behalf. Very long and complex complaint.

SUM REPLY: Complaint fully investigated and full details given to Chief Officer of Community Health Council. Report showed that in a number of areas care could have been better and apology given for this failing.

ACTION : A project has been implemented to review and revise as appropriate provision of nursing care on continuing care wards.

REG: B97/067 RECEIVED: 11/09/97 ACK'GED: 12/09/97 REPLY: 25/09/97 TIME: 14
DIVISION CODE: FG SERVICE CODE: DE

MHA Sectioned?:
COMPLAINT SUMMARY: Code A wrote to complain about the fact that dental appointments for his son and daughter had been cancelled at least three times.

SUM REPLY: Investigation showed that there had been a number of problems with Code A children's appointments - some of which they did not keep and did not contact dental clinic, and some of which clinic had to cancel owing to staff sickness. Further appointment has now been arranged.

ACTION:

REG: B97/068 RECEIVED: 08/09/97 ACK'GED: 12/09/97 REPLY: 03/10/97 TIME: 25
DIVISION CODE: FG SERVICE CODE: HV

MHA Sectioned?:
COMPLAINT SUMMARY: Code A wrote to complain about remarks expressed by the health visitor when she took her daughter for her eight month check-up.

SUM REPLY: Code A health visitor apologies for any offence or upset caused as none was intended.

ACTION: Code A has been allocated another health visitor.

REG: B97/069 RECEIVED: 09/09/97 ACK'GED: 09/09/97 REPLY: 26/09/97 TIME: 17
DIVISION CODE: HP SERVICE CODE: CR

MHA Sectioned?:
COMPLAINT SUMMARY: Code A wrote to complain about the attitude of the receptionist at the podiatry desk at Hayling Island Health Centre and about the treatment he has been receiving from the service which he has been advised by a private Podiatrist in Yorkshire is incorrect.

SUM REPLY: The receptionist in question feels that her remarks were misinterpreted by Code A and apologises for any offence caused. With regard to his treatment his care has been reviewed by the Podiatry Adviser and she does not feel that he has been wrongly treated.

ACTION:

REG: B97/070 RECEIVED: 18/09/97 ACK'GED: 19/09/97 REPLY: 19/09/97 TIME: 1
DIVISION CODE: LS SERVICE CODE: MH

MHA Sectioned?:
COMPLAINT SUMMARY: Code A wrote to complain about the fact that her sister-in-law, Code A was not kept in the Meadows for a long enough period when she suffered a breakdown and that shortly after her discharge she committed suicide.

SUM REPLY: A meeting was arranged with the consultant who had been in charge of Code A care. Further correspondence has not been forthcoming.

ACTION:

REG: B97/071 RECEIVED: 13/09/97 ACK'GED: 13/09/97 REPLY: 23/09/97 TIME: 10
DIVISION CODE: HP SERVICE CODE: EM

MHA Sectioned?:
COMPLAINT SUMMARY: Code A wife, who is a patient at the Gables, told him she had been spanked round the face by a nurse.

SUM REPLY: When the staff were advised, Code A was examined immediately although this was not until three days after alleged assault. No injury was found and on examination she denied that anyone had hit her. Similarly all staff deny knowledge of such an incident. The patient is confused.

ACTION:

REG: B97/072 RECEIVED: 19/09/97 ACK'GED: 19/09/97 REPLY: 17/10/97 TIME: 23
 DIVISION CODE: HP SERVICE CODE: FP

MHA Sectioned?:

COMPLAINT SUMMARY: **Code A** wrote to complain about the treatment she received and the attitude of the doctor she was referred to at the Ella Gordon Unit.

SUM REPLY: Sincere apology given for long delay and unsuitable room used for **Code A** appointment. With regard to the attitude of the doctor there was unfortunately a last minute change and the doctor concerned did not have a chance to read referral letter or **Code A** medical notes. Apology given for any distress caused.

ACTION :

REG: B97/073 RECEIVED: 23/09/97 ACK'GED: 23/09/97 REPLY: 30/10/97 TIME: 37
 DIVISION CODE: HP SERVICE CODE: DN

MHA Sectioned?:

COMPLAINT SUMMARY: **Code A** wrote to complain about the attitude of the nurse from the twilight service who called to see her husband.

SUM REPLY: Investigation showed that service provided was undertaken in an inappropriate manner. Apology given.

ACTION : Liaison between day and twilight staff will be improved. Referral criteria and operational guidelines will be reviewed.

REG: B97/074 RECEIVED: 26/09/97 ACK'GED: 29/09/97 REPLY: 21/10/97 TIME: 25
 DIVISION CODE: HP SERVICE CODE: TR

MHA Sectioned?:

COMPLAINT SUMMARY: **Code A** wrote to complain about the ongoing problems he has been experiencing with transport to Dunsbury Way clinic.

SUM REPLY: Problems caused by pick up time being confused with appointment time which meant that transport was arriving much earlier than anticipated. Apology given.

ACTION : MPS taxis will ensure details are clarified at time of booking.

REG: B97/075 RECEIVED: 30/09/97 ACK'GED: 30/09/97 REPLY: 30/10/97 TIME: 30
 DIVISION CODE: HP SERVICE CODE: MH

MHA Sectioned?:

COMPLAINT SUMMARY: **Code A** wrote to complain about the fact that her son was turned away from the Park Way Centre and then attempted to commit suicide. She also complained about his subsequent treatment in King Villa, St. James' Hospital and in particular the attitude of the doctor.

SUM REPLY: Assessment made at Park Way centre was that **Code A** did not need admission. With regard to his later treatment on King Villa his medication was stopped so that his condition could be assessed. Apology given for perceived failure of service.

ACTION :

REG: B97/076 RECEIVED: 26/09/97 ACK'GED: 30/09/97 REPLY: 27/10/97 TIME: 31
 DIVISION CODE: PC SERVICE CODE: FP

MHA Sectioned?:

COMPLAINT SUMMARY: **Code A** wrote to complain about the derogatory service she received at the Ella Gordon Unit.

SUM REPLY: The investigations into **Code A** complaint included the investigator discussing **Code A** concerns with her. **Code A** notes could not be traced at the time which necessitated the nurse asking more questions than normal. With hindsight the nurse feels she should have asked someone else to take over the interview when it became clear that **Code A** was unhappy. The nurse did not intend to cause offence and appear unsympathetic and uncaring and apologises for giving this impression.

ACTION :

REG: B97/077 RECEIVED: 15/09/97 ACK'GED: 19/09/97 REPLY: 17/10/97 TIME: 32
DIVISION CODE: PC SERVICE CODE: DN

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the attitude of a district nursing sister who called at Hilsea Lodge to give his wife her insulin injection.

SUM REPLY: It is normal practice for feasibility of visually impaired patients giving their own insulin injections to be assessed which is why matter was raised. District nursing service will contact [Code A] to discuss this further. Apology given for distress caused by district nurse.

ACTION :

REG: B97/078 RECEIVED: 29/09/97 ACK'GED: 01/10/97 REPLY: 21/10/97 TIME: 22
DIVISION CODE: HP SERVICE CODE: DN

MHA Sectioned?:

COMPLAINT SUMMARY: [Code A] wrote to complain about the fact that despite the fact that she telephoned and left a message twice asking for the Twilight nurses to come and change her husband's incontinent pad as his catheter was not working properly she did not receive a response. When she rang Havant Health Centre the next morning and asked for a day nurse to attend, explaining that she had no response from the twilight service she was informed that the telephone number had been changed. She had not been informed of this.

SUM REPLY: Telephone number was changed after an accident destroyed previous mobile telephone. All GPs and nursing teams were informed and number should have been inserted in [Code A] notes. The fact that the old number was still accepting messages meant that [Code A] had not been alerted to the fact that this number was no longer obtainable. Apology given for distress caused.

ACTION :