

## COMPLAINT SUMMARY

*Complaints System*

22-Jan-99

Period: 01-Oct-98 to 31-Dec-98

REG: C98/056 RECEIVED: 02/10/98 ACK'GED: 02/10/98 REPLY: 06/10/98 TIME: 4

DIVISION CODE: SH

SERVICE CODE: MH

MHA Sectioned?: 

COMPLAINT SUMMARY: Mr. F. wrote on behalf of his brother, a patient on Foxleigh ward, St. James' Hospital, who has made allegations of assault by the nurse in charge of the ward.

SUM REPLY: Mr. D. F. retracted his allegations and signed a statement to say that member of staff did not assault him. Mr. F.'s brother advised that investigation would not now take place.

ACTION :

REG: C98/057 RECEIVED: 05/10/98 ACK'GED: 06/10/98 REPLY: 13/11/98 TIME: 39

DIVISION CODE: PC

SERVICE CODE: CF

MHA Sectioned?: 

COMPLAINT SUMMARY: Mrs. S. wrote to complain about the format of a family meeting that took place with the child and family therapy service. She alleges that the session was used inappropriately and in particular that the psychologist was intimidating.

SUM REPLY: As a result of a full investigation it was considered that the service acted in the best interests of Mrs. S.'s daughter. Apology given for distress caused.

ACTION : Subsequent meeting with service manager and quality manager to discuss concerns.

REG: C98/058 RECEIVED: 05/10/98 ACK'GED: 06/10/98 REPLY: 06/10/98 TIME: 1

DIVISION CODE: SH

SERVICE CODE: LS

MHA Sectioned?: 

COMPLAINT SUMMARY: Five clients from the Nelson Unit wrote to complain about the lack of heating on the Unit at the weekend.

SUM REPLY: Apology given. There were problems with the main heating system but it is accepted that alternative, temporary heating should have been provided.

ACTION :

REG: C98/059 RECEIVED: 05/10/98 ACK'GED: 06/10/98 REPLY: 11/11/98 TIME: 37

DIVISION CODE: FG

SERVICE CODE: EM

MHA Sectioned?: 

COMPLAINT SUMMARY: Lt. Cmdr. F. wrote to complain about several aspects of care that his late stepfather, Mr. C., received at Gosport War Memorial Hospital and the difficulties he experienced in registering the death.

SUM REPLY: Full details of Mr. C's care given. Lt. Cmdr. F. referred to Coroner's office regarding registration of death.

ACTION : Lt. Cmdr. F. offered opportunity to meet with consultant to discuss any outstanding concerns.

REG: C98/072 RECEIVED: 16/11/98 ACK'GED: 17/11/98 REPLY: 17/12/98 TIME: 31  
 DIVISION CODE: PC SERVICE CODE: CD

MHA Sectioned?:

COMPLAINT SUMMARY: Dr. B. wrote to complain about the length of time her son had been on the waiting list for Battenburg Avenue Clinic.

SUM REPLY: Dr. B. advised that referrals are seen strictly in order of clinical priority followed by time waited for those of same priority. The number of referrals is currently more than the service is able to cope with. Service is now establishing a small team to see children with ADHD which should reduce pressure on service. Apology given for delay.

ACTION :

REG: C98/073 RECEIVED: 01/12/98 ACK'GED: 02/12/98 REPLY: 21/12/98 TIME: 20  
 DIVISION CODE: PC SERVICE CODE: CT

MHA Sectioned?:

COMPLAINT SUMMARY: Mr. K. wrote to complain about the child and family therapy service at Battenburg Avenue Clinic, and in particular about communications concerning meetings about his son.

SUM REPLY: Options for conciliation meeting with the clinical team offered.

ACTION :

REG: C98/074 RECEIVED: 02/12/98 ACK'GED: 04/12/98 REPLY: 30/12/98 TIME: 28  
 DIVISION CODE: PC SERVICE CODE: PH

MHA Sectioned?:

COMPLAINT SUMMARY: Mrs. McM. wrote to complain about the lack of physiotherapy for her son.

SUM REPLY: Mrs. McM.'s son was re-referred for physiotherapy in September but unfortunately the physiotherapist broke her foot which caused a longer delay than would be normal. He has, however, now been given an appointment for mid January. Apology given for poor communication.

ACTION :

REG: C98/075 RECEIVED: 04/12/98 ACK'GED: 07/12/98 REPLY: 08/01/99 TIME: 35  
 DIVISION CODE: FG SERVICE CODE: EH

MHA Sectioned?:

COMPLAINT SUMMARY: Mr. W. wrote to complain about the care and treatment given to his late mother, Mrs. P., at Gosport War Memorial Hospital.

SUM REPLY: Investigation carried out and full details given to Mr. W. Staff provided best possible care but acknowledged that Mr. W.'s views differed from theirs.

ACTION :

REG: C98/076 RECEIVED: 07/12/98 ACK'GED: 07/12/98 REPLY: 30/12/98 TIME: 23  
 DIVISION CODE: EH SERVICE CODE: TR

MHA Sectioned?:

COMPLAINT SUMMARY: Mr. C. wrote to complain about the treatment his father received from the transport service on his discharge home from Victory Ward, Queen Alexandra Hospital.

SUM REPLY: Matter investigated and apologies given by Patient Transport Services Ltd. and by Trust.

ACTION :