

**COMMENTS AND COMPLAINTS UNIT  
TRIAGE FORM**

Date:	23/9/09	Time:	3.37
Full Name:	Code A		
Relationship:			
Telephone no:	Code A	Mobile No:	
Address:	Code A	Postcode:	
Email:			
Patient Name:			
Address:			
Consent required?		Consent obtained?	
Service involved:		Directorate:	

Issues: (continue overleaf if necessary)

Not being allowed to have autopsy on father who died 2 days ago. P/b

23/9/09

4.33pm

- Has spoken to Hospital Dr + Coroner - all refusing to do a P/M
- Has approached several solicitors who aren't interested. Speaking c another one tomorrow.
- Feels father's death was hastened by injection just before-hand.
- Has been excluded from hospital care decisions since one of her sister's, a nurse at the hospital got involved. Also there's a conflict of interest because same sister is an executor of Will +

a beneficiary.

Miss **Code A** very distressed + doesn't know what to do.

Condolences given, very sad situation, + family at odds.

Consequence:		Likelihood:		Risk Level:	
Action agreed / Outcome:					
<ul style="list-style-type: none"> <li>Discussed option mentioned of getting a private p/m done. Will speak c solicitor about this tomorrow.</li> <li>Discussed option of making a formal complaint about Father's care/treatment + the outcome, Miss Shephard feels this is a good option*. Given ICAS info as she would appreciate support at meetings.</li> </ul> <p style="text-align: center;">"Thank you for listening"</p>					
Taken by:	<b>Code A</b>	Date Logged on DATIX:			
		Name of Loggist:			
Category: (advice, concern, complaint, compliment)	Advice	ID No:			
		Ref No:			

\* Miss **Code A** will make complaint herself but will copy to NHS H CCU for information.