

## Complaints

GWMH: 1.4.1999-31.3.2001

Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
B99/0026	20-07-1999	CONFIDENTIAL	Attitude of staff	Closed	30-07-1999
<b>Summary:</b> Mrs. W. 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.					
<b>Resolution:</b> Mrs. W.'s 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.					
C99/0063	07-12-1999	CONFIDENTIAL	All aspects of clinical treatment	Closed	24-12-1999
<b>Summary:</b> Mrs. S. wrote to complain about the care given to her father, Mr. S., by the staff on Daedalus Ward.					
<b>Resolution:</b> Report drawn up by clinical manager and copy sent to Mrs. S. Apology given.					
D99/0072	07-01-2000	CONFIDENTIAL	Attitude of staff	Closed	04-02-2000
<b>Summary:</b> Mrs. R. wrote to complain about the attitude of the doctor who treated her late mother, Mrs. D. whilst an inpatient at Gosport War Memorial Hospital.					
<b>Resolution:</b> All Mrs. R.'s questions responded to in full. Family met with consultant and general manager - apologies given.					
D99/0073	18-01-2000	CONFIDENTIAL	Attitude of staff	Closed	14-02-2000
<b>Summary:</b> Mr. B. wrote to complain about the attitude of the physiotherapist towards his wife when she attended as an outpatient, and the fact that the receptionist/telephonist did not know who he should direct his complaint to.					
<b>Resolution:</b> Mrs. B. has now been seen by Superintendent Physiotherapist and treatment plan agreed. Apology given for distress caused.					
A00/3	04-05-2000	CONFIDENTIAL	Appoint. delay/cancellation (outpatient)	Closed	09-05-2000
<b>Summary:</b> Mr. T. wrote to complain about having to wait six months for physiotherapy treatment.					
<b>Resolution:</b> GP's referral was for routine appointment and there is a long wait for treatment at Gosport. Mr. T. offered earlier appointment elsewhere in Trust.					
A00/18	06-06-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	22-08-2000
<b>Summary:</b> Mrs. B. wrote to complain about the care and attention given to her mother, Mrs. G. by staff on Dryad Ward.					
<b>Resolution:</b> Matter investigated and full details sent to Mrs. B. Apology given for occasions when there was a shortfall in standards of care.					
A00/23	30-06-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	01-08-2000
<b>Summary:</b> Mrs. R. wrote to complain about the care and treatment given to her husband by staff at Gosport War Memorial Hospital.					
<b>Resolution:</b> Full response to all concerns raised sent. Apology given for times when service did not reach standard Mrs. R. expected.					
B00/32	10-08-2000	CONFIDENTIAL	All aspects of clinical treatment	Closed	14-09-2000
<b>Summary:</b> Miss W. wrote to complain about the care and attention given to her late mother by staff on Sultan Ward, Gosport War Memorial Hospital.					
<b>Resolution:</b> Full response to Miss W.'s concerns sent. Offer made for her to meet with general practitioner and member of nursing team.					
C00/39	13-10-2000	CONFIDENTIAL	Attitude of staff	Closed	13-11-2000
<b>Summary:</b> Mrs. McG. wrote to complain about the attitude of a physiotherapist at Gosport War Memorial Hospital.					
<b>Resolution:</b> Apology given for lack of communication at physiotherapy session and for distress caused.					
C00/41	16-10-2000	CONFIDENTIAL	Attitude of staff	Closed	14-12-2000
<b>Summary:</b> Mr. G. wrote to complain about the attitude of the doctor caring for his father at Gosport War Memorial Hospital.					
<b>Resolution:</b> Mr. G. met with investigating officer and letter outlined main issues covered. Apology given for poor communication.					

Grand Total Count: 10

## Complaints

**PH: 1.4.1999-31.3.2001**

Complaint No.	Complaint Date	Complainant Name	Complaint Type	Complaint Status	Resolution Date
A99/009	10-05-1999	CONFIDENTIAL	Admission, discharge and transfer arrang	Closed	14-05-1999
<p><b>Summary:</b> Mrs. T. wrote to complain about the problems experienced by her son and daughter-in-law.</p> <p><b>Resolution:</b> Matter fully investigated and apology given for distress caused to family. With hindsight Mrs. T.'s daughter-in-law and newborn baby should not have been sent to Petersfield Hospital but referred to the acute services.</p>					
B99/0045	16-09-1999	CONFIDENTIAL	Attitude of staff	Closed	08-11-1999
<p><b>Summary:</b> Mr. McT. telephoned to complain about the fact that his wife was publicly humiliated by a health visitor when she attended a post-natal session at Petersfield Hospital. This was followed by a letter from Mrs. McT.</p> <p><b>Resolution:</b> Health visitor was taken aback when Mrs. McT. said she was feeding her baby goat's milk. She apologises for not discussing this in private rather than public. Apology given for distress caused.</p>					
A00/8	18-05-2000	CONFIDENTIAL	Appoint. delay/cancellation (outpatient)	Closed	14-06-2000
<p><b>Summary:</b> Dr. B. wrote to complain about the delay in obtaining physiotherapy following a car accident, and about the attitude of the physiotherapy staff at Petersfield Hospital.</p> <p><b>Resolution:</b> Apology given for errors which occurred concerning Dr. B.'s physiotherapy appointment.</p>					
D00/62	15-01-2001	CONFIDENTIAL	Comm/info to patients (written and oral)	Closed	25-01-2001
<p><b>Summary:</b> Mr. R. wrote to complain about the way information about her recovery was given to his mother, Mrs. R. and about the fact that he was not invited to be present when she was told.</p> <p><b>Resolution:</b> Mrs. R. did get upset when prospect of her not being able to return home was raised at a ward round. Doctor later apologised for distress caused. Relatives are welcome to attend ward rounds on Cedar Ward, apology given for fact this was not made clear.</p>					
D00/68	06-02-2001	CONFIDENTIAL	Attitude of staff	Open	
<p><b>Summary:</b> Mrs. R. wrote to complain about a proposed home visit by an occupational therapist and a nurse to which she did not agree. She also complained about her discharge arrangements.</p> <p><b>Resolution:</b></p>					

**Grand Total Count: 5**

**Complaints****SCH: 1.4.1999-31.3.2001**

<u>Complaint No.</u>	<u>Complaint Date</u>	<u>Complainant Name</u>	<u>Complaint Type</u>	<u>Complaint Status</u>	<u>Resolution Date</u>
A99/0016	22-06-1999	CONFIDENTIAL	Attitude of staff	Closed	30-07-1999
<b>Summary:</b> Mrs. McC. and Mrs. F. wrote to complain about the attitude of two nurses at St. Christopher's Hospital where their late mother, Mrs. D., was a patient.					
<b>Resolution:</b> Results of investigation into Mrs. McC. and Mrs. F.'s concerns given to them in full. Offer made for them to meet with consultant to discuss further if they wish.					

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**Grand Total Count: 1**