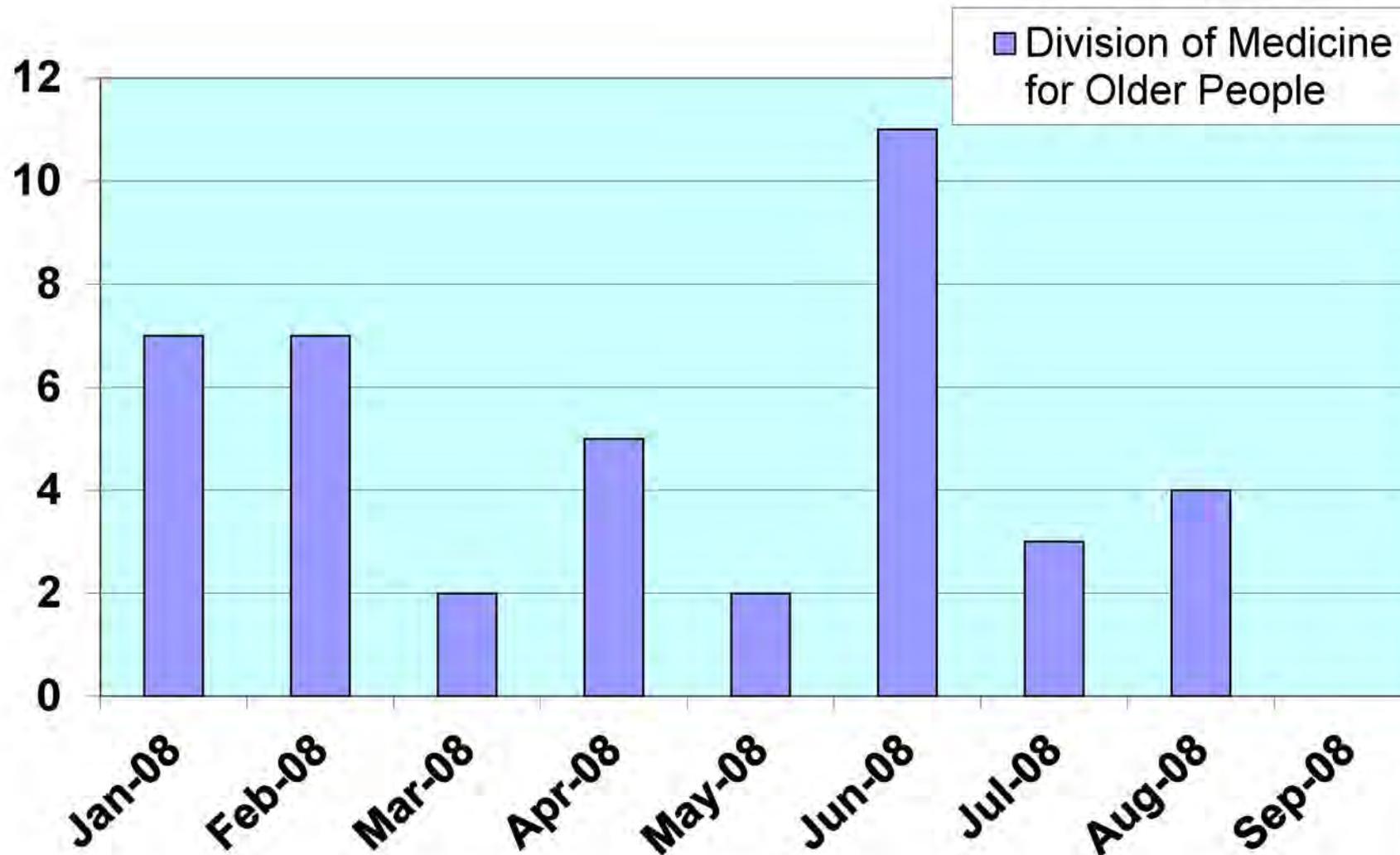


Complaints Received



Quarter	NAME	C/No	Due	Footnote	Outcome	Closed	Mnth Closed	In Time	Recd	Mnth Recd	Meeting	Specialty
2	Red	460/07	07-Aug	Unhappy with wait for wheelchair to be adjusted	Code A seen in clinic on a number of occasions and measures taken to rectify the situation.	14-Aug	Aug	no	03-Jul	July	no	DSC
2	Amber	487/07	07-Aug	Lack of assistance with son's wheelchair	Replacement buggy provided. Additional staff employed to answer telephones	26-Jul	July	yes	03-Jul	July	no	DSC
2	Green	524/07	07-Sep	What happens to old wheelchairs?	Trust work with charities such as Whizkids.	29-Aug	Aug	yes	02-Aug	Aug	no	DSC
2	Green	572/07	20-Sep	Unhappy with wait for replacement wheelchair.	Appt received and replacement chair ordered.	23-Aug	Aug	yes	15-Aug	Aug	no	DSC
3	Green	640/07	09-Oct	Unhappy with the lack of communication and staff attitude with regard to the reimbursement of travelling costs.	Reimbursement of travelling expenses not responsibility of DSC staff, apologies given for misleading information given in this regard.	01-Oct	Oct	yes	04-Sep	Sep	no	DSC
3	Green	670/07	22-Oct	Unhappy with lack of assistance regarding modifications to wheelchair.	Patient received appointments and currently trialling different cushions to see which one is most suitable	17-Oct	Oct	yes	17-Sep	Sep	no	DSC
2	Green	674/07	24-Oct	Unhappy with lack of communication regarding adjustments to wheelchair.	Code A answered direct. Appt made and cushion available	20-Sep	Sep	yes	19-Sep	Sep	no	DSC
3	Green	683/07	25-Oct	2nd bite. Concerns re provision of son's wheelchair.	Patient trialling new wheelchair for 3 months and would then return to department for review and update.	08-Oct	Oct	yes	20-Sep	Sep	no	DSC
3	Green	664/07	19-Oct	Unhappy with attitude of Phlebotomist and concerned that she did not routinely change gloves.	Assured that gloves had been changed and apologies given	18-Oct	Oct	yes	14-Sep	Sep	no	Phlebotomy
3	Green	693/07	29-Oct	Problems booking appts. Received 2 appts for same date and time but at different hospitals	Admin error, apologies given.	10-Oct	Oct	yes	24-Sep	Sep	no	Choose & Book

2	Green	614/07	01-Oct	Unhappy that clerical staff are overriding Consultant's wishes regarding urgency of appts.	Admin staff make every effort to adhere to instructions from Consultants. Explanation of partial booking system and apologies given.	20-Sep	Sep	yes	24-Aug	Aug	no	OPD
2	Amber	463/07	14-Aug	Unhappy with delay in mother receiving CT scan	Summary of events given. CT scan 23 July	09-Aug	Aug	yes	10-Jul	July	no	Diagnostic
2	Amber	488/07	07-Aug	Unhappy that took GP 2 months to receive results of xray	X-ray 23/4 but transcript not available until 30/5. Unable to explain why it took until 18/6 for GP to receive report. Apologies that results not available as timely as it could have been.	20-Jul	July	yes	03-Jul	July	no	Diagnostic
2	Green	514/07	23-Aug	Suffers from numbness in fingers and pain in neck and arms and claims this was due to Radiologist tilting his head during an xray	Routine procedures followed, but patient could have withdrew his consent at anytime. Radiologist no longer with Trust	10-Aug	Aug	yes	19-Jul	July	no	Diagnostic
2	Green	518/07	28-Aug	Concerned scans are being sent to India for reporting.	Assured not the case. Delays due to constraints within dept but voice recognition facility being introduced in near future.	31-Jul	July	yes	23-Jul	July	no	Diagnostic
2	Green	588/07	12-Sep	Unhappy with attitude of Radiographer.	Letter of apology sent from Dr MacGuire directly to patient	14-Aug	Aug	yes	07-Aug	Aug	no	Diagnostic
2	Green	602/07	26-Sep	Results of scan unavailable at her clinic appt.	Delays experienced due to constraint within dept, compounded by summer leave period. Arrangement have been put in place to improve process	28-Aug	Aug	yes	21-Aug	Aug	no	Diagnostic
2	Green	496/07	10-Aug	Transport arrived at deceased patients home to collect her.	PTS system not linked to hospital system and therefore unaware of patients death.	20-Jul	July	yes	06-Jul	July	no	Transport

3	Green	644/07	09-Oct	Length of time patient had to wait for transport. Eventually taxi ordered and patient (who was 91 yrs old) relative paid	Live outside area and difficult to arrange transport. Transport did arrive but medication not available. Medication arrived on ward at 5.30pm but outside normal operational times of transport. Clinical Site Manager agreed taxi, so switchboard contacted.	03-Oct	Oct	yes	04-Sep	Sep	no	Transport
2	Green	535/07	20-Aug	Radiographer explained that dark marks she could see were not normal, causing family to be upset. However doctor said nothing to worry about.	Sorry that comments were misinterpreted and apologies given. Apologies for attitude of doctor too.	31-Jul	July	yes	16-Jul	July	no	Diagnostic
2	Green	537/07	20-Aug	Unhappy that it took 3 1/2 weeks for results to arrive at his GP surgery.	Delays experienced due to constraint within dept, compounded by summer leave period. Arrangement have been put in place to improve process	25-Jul	July	yes	16-Jul	July	no	Diagnostic
2	Amber	533/07	17-Aug	Unhappy with length of time patient has to wait for MRI scan	5 July request for CT and MRI made. Appt made for 13 July	14-Aug	Aug	yes	13-Jul	July	no	Diagnostic

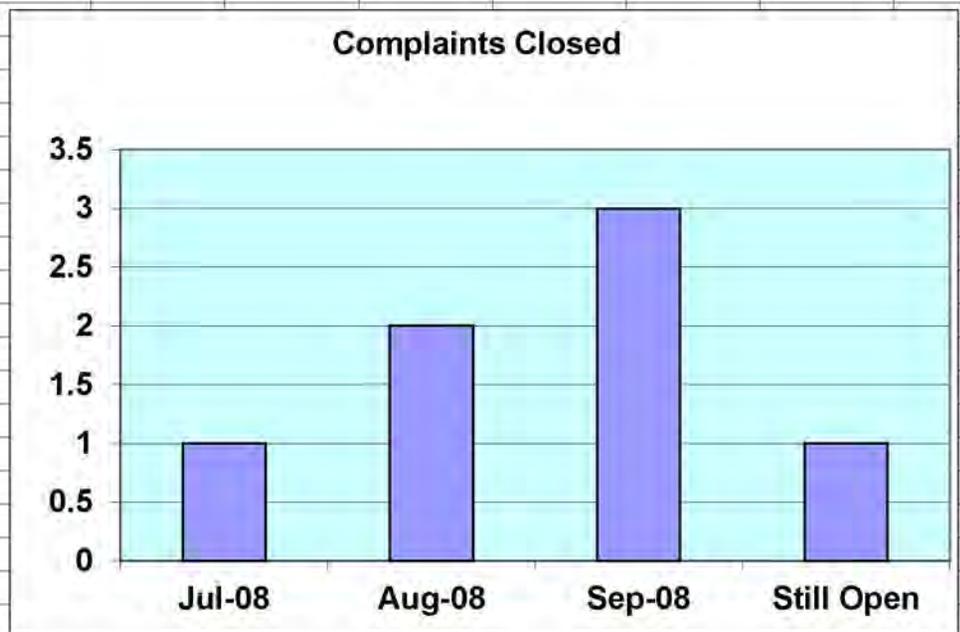
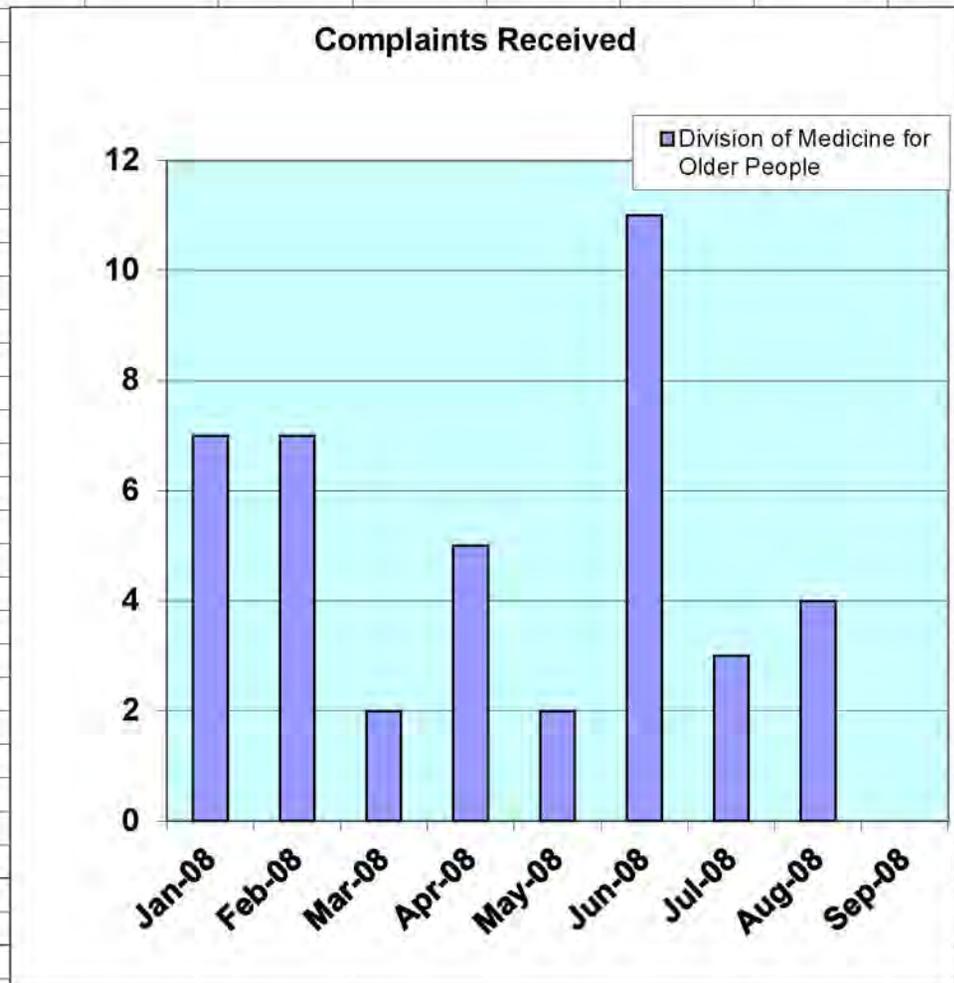
Issue
Delays in appt
staff attitude
delays in appt
staff attitude
delays in appt
delays in appt
Delays in appt
Staff attitude
administration

Delays in appt
Delays in appt
Delays in results
clinical issues
administration
staff attitude
delays in results
lack of comms

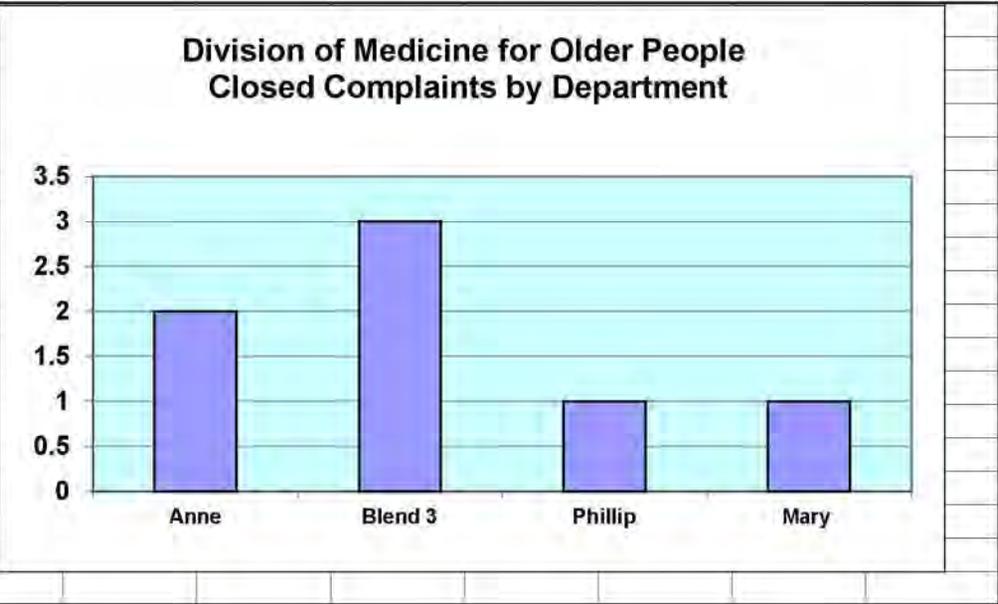
delay in transport
staff attitude
delay in results
delay in appt

Received	
Jan-08	7
Feb-08	7
Mar-08	2
Apr-08	5
May-08	2
Jun-08	11
Jul-08	3
Aug-08	4
Sep-08	0

Closed	
Jul-08	1
Aug-08	2
Sep-08	3
Still Open	1



Anne	2
Blend 3	3
Phillip	1
Mary	1



Triage	C/No	Department	Issue	Footnote	Outcome	In Time	Meeting
	460/07	DSC	Delays in appt	Unhappy with wait for wheelchair to be adjusted	Code A seen in clinic on a number of occasions and measures taken to rectify the situation.	no	no
	487/07	DSC	staff attitude	Lack of assistance with son's wheelchair	Replacement buggy provided. Additional staff employed to answer telephones	yes	no
	524/07	DSC		What happens to old wheelchairs?	Trust work with charities such as Whizkids.	yes	no
	572/07	DSC	delays in appt	Unhappy with wait for replacement wheelchair.	Appt received and replacement chair ordered.	yes	no
	640/07	DSC	staff attitude	Unhappy with the lack of communication and staff attitude with regard to the reimbursement of travelling costs.	Reimbursement of travelling expenses not responsibility of DSC staff, apologies given for misleading information given in this regard.	yes	no
	670/07	DSC	delays in appt	Unhappy with lack of assistance regarding modifications to wheelchair.	Patient received appointments and currently trialling different cushions to see which one is most suitable	yes	no
	674/07	DSC	delays in appt	Unhappy with lack of communication regarding adjustments to wheelchair.	Code A answered direct. Appt made and cushion available	yes	no
	683/07	DSC	Delays in appt	2nd bite. Concerns re provision of son's wheelchair.	Patient trialling new wheelchair for 3 months and would then return to department for review and update.	yes	no
	664/07	SMH	Staff attitude	Unhappy with attitude of Phlebotomist and concerned that she did not routinely change gloves.	Assured that gloves had been changed and apologies given	yes	no
	693/07	QAH	administration	Problems booking appts. Received 2 appts for same date and time but at different hospitals	Admin error, apologies given.	yes	no
	614/07	SMH	Delays in appt	Unhappy that clerical staff are overriding Consultant's wishes regarding urgency of appts.	Admin staff make every effort to adhere to instructions from Consultants. Explanation of partial booking system and apologies given	yes	no
	463/07	CT Scan	Delays in appt	Unhappy with delay in mother receiving CT scan	Summary of events given. CT scan 23 July	yes	no
	488/07	X Ray	Delays in results	Unhappy that took GP 2 months to receive results of xray	X-ray 23/4 but transcript not available until 30/5. Unable to explain why it took until 18/6 for GP to receive report. Apologies that results not available as timely as it could have been	yes	no
	514/07	X Ray	clinical issues	Suffers from numbness in fingers and pain in neck and arms and claims this was due to Radiologist tilting his head during an xray	Routine procedures followed, but patient could have withdrawn his consent at anytime. Radiologist no longer with Trust	yes	no
	518/07	CT Scan	administration	Concerned scans are being sent to India for reporting	Assured not the case. Delays due to constraints within dept but voice recognition facility being introduced in near future.	yes	no
	588/07	Ultrasound H	staff attitude	Unhappy with attitude of Radiographer.	Letter of apology sent from Dr MacGuire directly to patient	yes	no