

Message

From: Ward, Ursula
Sent: 25/01/2002 17:11:47
To: King, Sheena
Subject: RE: Forbes 665/01

Code A

Code A

Code A

thanks Sheena hope your foot gets better.

Ursula Ward
Director of Nursing & Midwifery

Code A

-----Original Message-----

From: King, Sheena
Sent: 25 January 2002 16:19
To: Ward, Ursula
Subject: RE: Code A 665/01

Ursula

Worry not, I will sort it - I vaguely remember the complaint because Code A discussed it with me with regard to the fact that it appeared to be about care in the private wing.

Also, my sincere apologies but I will not be able to attend our meeting next Wednesday (30 Jan) - I am going to have some treatment to improve the state of my left foot - is there a novel in there somewhere?

If you need anything from me (as I will not be seeing you next week) please get in touch

Have a good w/end.

Sheena King
Head of Risk Management, Complaints and Legal Services

Code A

-----Original Message-----

From: Ward, Ursula
Sent: 25 January 2002 14:37
To: King, Sheena
Subject: FW: Forbes 665/01

Sheena

not sure what he is on about.

Ursula Ward
Director of Nursing & Midwifery

Ext. Code A

-----Original Message-----

From: Dubois, Daniel (Dr)
Sent: 25 January 2002 14:26
To: Code A
Cc: Code A; Ward, Ursula
Subject: Forbes 665/01

I received this complaint from you on the 14th January, since then I have had no reply to my phone call as to who else in the Trust had been contacted about this complaint which is about the cleanliness and the nursing care on the Private wing on Monday 10th December.

As the complaint seemed as if it should be dealt with by Code A the manager of the Private Wing, I

have faxed your letter and enclosure to him and spoken to him on the phone about it. I have received part of the patient's hospital notes but not those concerning the admission in question.

I have reread the letter of complaint and it seems quite clear to me there is no criticism of the clinical care here so I do not think the complaint should have been sent to me in the first place.

What I can say is that the events surrounding the syringe driver were as [Code A] sets out and I would agree with him that with my giving the nurses 2 hours warning that the syringe driver would need to be changed it is most regrettable that it could not be changed on time. I was not made aware by the patient or [Code A] at the time of the state of the toilet in room 1. However I do think this needs to be taken very seriously.

It is ironic that when I was contacted by [Code A] GP I was at a meeting arranged by the Trust to encourage consultants' use of the private wing.

I am copying this to Ms Ursula Ward as she is the author of the current guidance on which complaints should be referred to medical staff. I am keen as a consultant to **hear about** all complaints that concern patients in my care. However because of both the pressure of work and the short time scale set for handling complaints it is essential that all who may be involved in replying to a complaint are contacted simultaneously by your department. It is also important that we are told who else has been contacted to avoid unnecessary enquiries. I would have thought this would have been obvious but clearly needs to be spelt out.

I hope for more efficient handling of complaints in the future,

[Code A]