

	A	B	C	D	E
1	ID	Description	Outcome	Subject (primary)	Location (exact)
2	882	Attended appt department closed appts at different venue. Information provided to patients unacceptable	Discussed with patient by clinician reported to team leader and HOS		
3	1166	Patient received a note on her car as the car had been parked badly. The patient was forced to park that way due to the way other cars had parked. The patient feels that the note was very rude.	Car Park is managed by Town and County Parking. Patient will be advised to forward the letter for their response. Letter sent to patient - PALS offered to forward letter to town and County.		NOTAPP
4	1158	Concern raised regarding ante-natal appointment for patient with mental illness. Patient is approximately 38 weeks pregnant. Scanner could not detect heart-beat of baby and patient was told to go direct to St Mary's, but no explanation was given and both patient and partner experienced considerable anxiety. Patient suspected the worst outcome. Patient's partner also has a mental illness.	Details were taken and passed to PALS at Portsmouth Hospital. Ports agreed to investigate and get back to Social Worker who raised initial concern.	COMM	NOTAPP
5	733	Patient concern regarding the provision of disabled car parking spaces at GWMH. The patient feels there is insufficient spaces available for the number of disabled users.	Parking is controlled by Town and City Parking Limited and concerns and refund requests would need to be dealt with them direct. Follow-up letter of explanation was sent to patient.	ENVIRO	ROAD
6	996	parking fine due to parking in a 20 minute space for a blood test which took longer than 20 minutes	Letter with Colin Jones for approval 14.8.08		
7	1203	Letter of concern regarding physiotherapy treatment received.	Initial letter sent to patient - concerns forwarded to Therapies Lead for further investigation. Complaints leaflet attached to letter.		NOTAPP
8	500	OT have provided a toilet seat and bath seat for community patient, which now needs collecting.	Referred to Head of Therapies who will arrange collection.	COMM	
9	1302	Car Parking Parking ticket received on 27.5.08 as no car parking spaces, friend sat in car while patient in clinic for eye treatment and couldn't drive. There were no parking spaces anywhere. Friend popped to shop for refreshment quickly ,ticket received. Ticket ignored. Received summons through post with address of courts, company rent an office. Huttons - debt collector called this morning at 6.30 to collect £460. Patient very annoyed as though whole thing a joke.	Referred to Head of non clinical services and CS Management. Referred up to Director level. Head of non clinical services meeting with patient on 20.11.08	PARK	NOTAPP
10	643	Concern over attitude of GP (Head of GPs visiting hospital) towards father. Father currently inpatient in Sultan Ward and due for discharge. Patient admitted on 23 June 08.		COMM	WASULT