

Adult Services SE rolling Complaints report 26.11

	A	B	C	D	E	F	G	H
4	<p>My husband, was admitted to the Sultan Ward at Gosport War Memorial Hospital to receive respite care due to bowel cancer and was due to be discharged home on the 28 July 2008, as wanted to be home when the time came for him to pass way. My husband received excellent care whilst a patient at Gosport War Memorial Hospital however I am extremely unhappy with the transport arrangements following his discharge and would not want other patients to go through the same experience.</p> <p>problem with the transport and myhusband arrived home at 03.45am on 29 July by ambulance.</p> <p>My husband was suffering from severe diarrhoea and I had to call out my GP for help following his return home and 2 District Nurse were also called to help me with his care. Unfortunately my husband was admitted back to the Sultan Ward later that day and he sadly passed away.</p>	CHGWMM	GENCHO	PATSH	TS	<p>Meeting held. As a result of the learning from the complaint it has been agreed that in future Gosport War Memorial Hospital will not transfer any patients home from the Sultan ward after 2100 hours. experience that you did.</p>	<p>As a result of the learning from the complaint it has been agreed that in future Gosport War Memorial Hospital will not transfer any patients home from the Sultan ward after 2100 hours. experience that you did.</p> <p>- Educational/training needs identified</p> <p>Communication with families and patients</p> <p>Importance of confidentiality</p> <p>A</p>	<p>Action required:</p> <p>"patients not to be transferred from ward after 2100, ward team made aware at ward meeting</p> <p>"Member of staff spoken with by Modern Matron on issues of confidentiality also be discussed at ward meeting</p> <p>"Communication with families to be documented in nursing notes to be discussed at ward meeting</p> <p>The importance of communication with patients and their families too</p>

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5	<p>not informed of the Multidisciplinary Response Team role was prior to arrival at patients home.</p> <p>the team criticised the way carer had been helping the patient.</p> <p>The suggestion that private respite care was found for the patient</p>	PATHM		PATSH	YA	<p>The Senior Staff Nurse who visited did explain the teams remit which is to support patients in crisis, who are in risk of hospital admission and who do not wish to be admitted to hospital and what the team could and could not offer in assistance.</p> <p>The Staff then advised on safe moving and handling techniques that the carer could use.</p> <p>Explained that it is not the role of MRT to arrange respite care or packages of social care for patients. However, they could contact Social Services who would be able to assist with the provision of help both at home or in organising a respite placement. Hampshire County Councils "Care at Home" booklet was delivered to the carer a couple of days later</p>	<p>The Senior Staff Nurse who visited did explain the teams remit which is to support patients in crisis, who are in risk of hospital admission and who do not wish to be admitted to hospital and what the team could and could not offer in assistance</p> <p>The Staff then advised on safe moving and handling techniques that the carer could use.</p> <p>Explained that it is not the role of MRT to arrange respite care or packages of social care for patients. However, they could contact Social Services who would be able to assist with the provision of help both at home or in organising a respite placement. Hampshire County Councils "Care at Home" booklet was delivered to the carer a couple of days later</p>	<p>Organise a workshop to focus on communication skills with input from other services across the PCT</p> <p>Complaint will be discussed at a team meeting particularly with regard to how advice can be interpreted</p> <p>From meeting 18.11.08 Customer services to ensure maps of venues sent out in future. Jane Tibble</p> <p>Each organisation to ensure that patients/carers are given clear contact information.</p> <p>Action end December by each organisation</p> <p>End Nov 08 Reports to be actioned and referrer to be informed by fax on the same day within 24 hrs at the latest Remind Rapid Response team- Jill Angus Dec 08</p>
6	<p>Complainant is concerned at the level of care his father received whilst an inpatient at GWMH. Patient subsequently died following transfer to Countess Mountbatten Centre. Complainant feels that father should have remained at GWMH.</p>	CHGWM		WARDAD	EE	See final response.		

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7	Concerns regarding the phlebotomy service, clinic cancellation and attitude of the receptionist.	EVCHOS	CHOSP	ADMIN	TS	<p>Unfortunately there has been some major staff sickness within the phlebotomy service and that is why the clinic had to be cancelled at short notice. I understand that there are also a couple of vacancies within the phlebotomy service. The PCT has now successfully recruited to two of the posts so I'm hoping this should improve the phlebotomy service shortly.</p> <p>I understand that the receptionist has had a discussion with her line manager about her attitude and she would like to apologise for her behaviour. a system for contacting patients should there be a clinic cancellation has also been put in place</p>	<p>Unfortunately there has been some major staff sickness within the phlebotomy service and that is why the clinic had to be cancelled at short notice. I understand that there are also a couple of vacancies within the phlebotomy service.</p> <p>I understand that the receptionist has had a discussion with her line manager about her attitude and she would like to apologise for her behaviour.</p>	<p>a system for contacting patients should there be a clinic cancellation has also been put in place</p> <p>The PCT has now successfully recruited to two of the posts so I'm hoping this should improve the phlebotomy service shortly.</p>
8	Badly addressed appointment letter, no title such as Mr and address not complete. Complaint about rudeness, unfriendly letter and no signature	HCHAV	GENPHY	ADMIN	TR	Letter of explanation and apology. The letter is a standard template; however the Physio department will re-look at the template to see if any changes can be made to personalise the letter.		
9	Complainant is unhappy with the current appointment system to have blood tests taken at HHC.	HHC			EE	Phlebotomy service at Havant Health Centre currently under review.		

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10	Waiting list at local phlebotomy clinic and having to travel to an alternative clinic	ZZZZ	PHLEB		TS	Lack of staff to run an increasing service. Recruiting, which means that patients have to travel to other clinics in order to have their blood test taken and increases waiting list	Lack of staff to run an increasing service which means that patients have to travel to other clinics in order to have their blood test taken and the waiting list has increased.	Recruiting.
11	Complainant requests an explanation from the PCT as to how a patient in HWMH's condition deteriorated so much it resulted in being moved to an acute hospital. Patient's bed sores appear to have deteriorated.	CHHWM H		WARDAD	TS	Letter of explanation sent to complainant.		
12	Complainant raised concerns regarding the care of her late husband by the community nursing team.	PATHM		PATSH	JH6	Explanation of community nursing home visits explained - apology that this had not been done previously. Acknowledged inappropriate comments on notes - training issues. Patient reassured this would not have impacted on care provided.		
13	Care and communication relating to a member of staff. Issues also relating to PHT therefore a joint response will be sent to the patient.	ZZZZ		PHYSCM	TS	Improve communication with patient Complete DLA/Housing forms with Patient present in future	Improve communication with patient Complete DLA/Housing forms with Patient present in future	
14	HCC adult services have asked the PCT to look at the issues relating to the Occupational Therapy, DP15 request for the walk in shower needed which the PCT had submitted to HCC	ZZZZ	OTCOMM	OCTHER	PC	instigating a monitoring protocol to ensure that when adaptation work is initiated better communication with Councils is maintained	Explanation the PCT did refer to the council in 2005 and again in 2007	instigating a monitoring protocol to ensure that when adaptation work is initiated better communication with Councils is maintained to eliminate the risk of delays

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15	Unhappy with the nursing care received at GWMH	CHGWM	GENCHO	WARDAD	TS	Letter of explanation and apology sent to complainant.	"there was poor recording of dietary and fluid intake "request for dietician not acted upon "Progressively worsening renal failure not acted upon by medics although highlighted to them by pharmacist "Length of time before transferred to acute services "No stool specimen sent when patient had diarrhoea	Complaint to be discussed as part of Steering Group To be discussed at Ward Meeting re lack of recordings, specimen not sent and request to dietician not acted upon Complaint to be taken to Steering group for discussion ,Actions as part of minutes Matron/HOS - 1/10/08 To discuss nursing issues at ward meeting Lack of reporting dietary and fluid intake - improvement in recording Medics not actioning blood results - Blood results to be signed that they are seen and actioned in medical notes Referrals to other services to be actioned within 24 hours
16	No consent received.			WARDAD				
17	Complaint regarding care that patient had whilst an inpatient in Sultan Ward, Gosport. Patient is now deceased. Complaint is from patient's husband.	CHGWM	GENCHO	WARDAD	TS			
18	Complainant has raised concerns regarding the letter of care received by father whilst an inpatient in GWMH.	CHGWM	GENCHO	WARDAD	BG2			
19	Patient is unhappy with the attitude of a member of staff.	HHASLA	GENOCG	OCTHER	EE	Letter of explanation and apology given (see documents for further information).		
20	Complaint about the assessment of a patient with regard to the NHS contribution for registered nursing care	FR	UNKNOW	NH		Administrative staffing problems - apologises offered. Explanation and copies of reports enclosed and a review of patients needs will carried out.		
21		GWMH			EE			

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22	Complainant has raised concerns regarding physiotherapy treatment at Fareham Physiotherapy Department	EMHVP H	GENPHY	OUTPAT	BG2			
23	reimbursement of NHS travel fees when allowed to claim on day of treatment/opd appt. Communication with PALS Also relates to another Trust	CHEVC H		BUILDI	EE			
24	Arrived for a appointment at Emsworth Cottage Hospital a rude receptionist said that there was no clinic, no alternative suggested, patients had not been phoned to say the clinic was cancelled when asked why the receptionist shrugged and laughed and said sorry.	ZZZZ	GENCHO		LP1	<p>Has been some major staff sickness within the phlebotomy service which is why the clinic cancelled at short notice. There are a couple of vacancies within the phlebotomy service - we have successfully recruited to two of the posts so I'm hoping this service should improve shortly.</p> <p>Apologies offered. Reception Skills training</p> <p>A system for contacting patients should there be a clinic cancellation introduced</p>	<p>Has been some major staff sickness within the phlebotomy service which is why the clinic cancelled at short notice. There are a couple of vacancies within the phlebotomy service - we have successfully recruited to two of the posts so I'm hoping this service should improve shortly.</p> <p>Apologies offered</p>	<p>Reception Skills training</p> <p>A system for contacting patients should there be a clinic cancellation introduced</p>