

Quarter 3 2016 / 2017 complaint summaries					
Case Summary Number	Date complaint closed	Outcome	What happened?	What we found	Putting it right
1.	26 January 2017	Not upheld	Alleged not enough anaesthetic was used. Alleged Doctor did not know patient had a cataract. Wants to know what training, qualifications and experience the doctor has.	Complainant had meeting with the service. All questions were answered to complainant's satisfaction.	Consultant confirmed that they will inform all clinicians of this case highlighting to them the importance of assessing and checking each patient for any signs of pain and stopping the procedure if necessary to administer further local anaesthetic. Consultant will also discuss preference of speculum and the reasons behind their personal choice. they will also advise Clinicians that they should review each patients understanding of their condition without assuming either way that they do/do not know anything about it, some patients may feel ill-informed if not provided with detail however others will doubt competence if the clinician is informing them of something they already know.
2.	5 January 2017	Not upheld	Unhappy that operation has been cancelled after waiting 8 months	Explained that Clinical Commissioning Groups (CCG) have issued a list of procedures for the management of back pain which require prior approval of funding by the CCG before a Trust can operate on a patient. These procedures are those which national experts have suggested have only limited or temporary benefit and which are not felt to be necessary to maintain good health. This means they need to be considered on a case by case	The new process will be fully explained to the patients concerned from the outset.

				basis and meet strict criteria before they can be provided on the NHS.	
3.	4 January 2017	Not upheld	Patient unhappy that an ambulance was not dispatched when they felt they needed it. Patient did not feel listened to when contacting call centre.	Call triaged as per the Isle of Wight NHS protocol.	Explanation to why ambulance was not despatched was given.
4.	16 January 2017	Partially upheld	Allegation that Registrar made the wrong diagnosis as Neurologist said the patient had suffered a Collapsed Ventricle that needed surgery. Allegation that patient was asked to leave prior to having sufficient recovery time by Staff Nurse who was rude and did not listen to the patient.	The staff nurse was rude to the patient	Explanation given by Consultant regarding migraine being related to increases in body weight. Staff Nurse dealt with under Trust HR policies and apology offered to patient.
5.	16 January 2017	Not upheld	102 year old relation was discharged from the Emergency Department in the early hours of the morning.	Patient did not warrant admission to hospital and was reliant on the Emergency Paramedic Crews to take them home to the Nursing Home	
6.	6 October 2016	Upheld	Relative was not happy they were not told about the purple Do Not Attempt Cardiovascular	There was evidence to demonstrate that the DNACPR decision was discussed with the patient. It was acknowledged	To avoid a similar situation from arising again, we will be feeding back your relative's experience to the medical team. Primarily this will be aimed at highlighting the necessity of keeping next of kin

			<p>Resuscitation (DNACPR) form that was completed and in the patient's medical records. Patient falling out of bed. Relative was concerned about the patient's hygiene and personal care.</p>	<p>that the complainant felt their relative was not in a position to take on this information at the time. The appropriate policies were followed correctly in relation to DNACPR.</p> <p>Whilst there was evidence that all appropriate action was taken to ensure the patient was risk assessed and monitored to eliminate the risk of falls; apologies were given that that these incidents occurred, and that there was a poor standard of privacy and dignity which fell far below what they expect from the team and that it was certainly not representative of the care they usually provide.</p>	<p>appropriately apprised of any DNACPR decisions. However, we will also request clearer documentation of whether contact with next of kin is still required to ensure that such conversations do not get missed.</p> <p>The complainant's permission was sought to share their words regarding these concerns with the ward team at the next ward meeting so that lessons can be learned and services developed.</p>
7.	2 December 2016	Partially upheld	<p>Complainant felt that keeping patient in hospital resulted in them having to go into a nursing home. Complainant requested a Local resolution meeting.</p>	<p>A meeting was held when it was confirmed that, after their admission to MAU, the patient was deemed Medically Fit For Discharge by the Consultant, and subsequently also deemed as 'physio-fit' during their physiotherapy assessment. However, it was noted during this physiotherapy assessment that a review of the patient's care package would be needed prior to discharge. This is to</p>	<p>The CEO conveyed their apologies and those of the teams involved with the patient's care that the Trust fell short in this area. It was agreed to raise staff awareness that open communication with patients, relatives and care givers is a key aspect of their duties, the CEO will be requesting that each area involved include a learning lesson article regarding communication within their staff newsletters.</p>

				ensure that it is appropriate for on-going care in the community, particularly where the family had raised concern about being able to cope at home with the current arrangements.	
8.	1 February 2017	Upheld	Patient admitted to be rehydrated. Not given their medication they brought in. No Doctor covering weekend and Bank Holiday.	Identified a training issue with the doctor involved. Identified poor documentation in the "drug history" section of the medical notes.	Sister on ward will closely monitor junior doctors to prevent further occurrences. Weekend pharmacists are now in place. Sister has carried out an audit for the night response to call bells.