

Our Trust Values and Complaints

We will be regularly publishing case studies showing how our complaints procedure works and how issues and concerns raised by patients and their families have been resolved.

People feel **cared** for,
safe and confident
we are **making a**
difference.





Patient's Story

Mr A complained about the care and treatment he received from the Trust in May 2013. In particular Mr A complained that an injection was given against his will which caused him to have a stroke. Mr A also complained that his Addison medication was not given causing a crisis and about the attitude of the nursing and medical staff. Mr A considered the Trust to be responsible for a major stroke that he suffered, which significantly affected his quality of life.

Findings

The complaint was investigated by the Parliamentary and Health Service Ombudsman (PHSO) who partly upheld Mr A's complaint. The PHSO held that there were no failings by the Trust in giving Mr A the injection; Mr A had not raised this issue at the time of the injection or when initially raising other concerns with the Trust. The PHSO held that the injection would not have caused Mr A's stroke but that this was likely to be caused by the catheter dislodging a deposit built up in the artery which floated up and blocked an artery in the brain. It was unfortunate that Mr A suffered a known complication of the procedure undertaken and his stroke was not as a result of any failing by the Trust. However, the PHSO found that Mr A's Addison medication regimen was not strictly adhered to by the Trust which led to his Addison's crisis; the medication prescribed was not in accordance with relevant guidance and did not take into account Mr A's acute illness. The PHSO found no failings in the attitude of nursing staff, however, held that there appeared to be some communication issues with a doctor involved.

Learning Actions

The Trust fully agreed with the findings of the PHSO and offered sincere apologies to Mr A. The Trust took the complaint very seriously and put in place a number of actions to ensure that similar incidents did not occur in the future. These were:

- The Trust wrote to Mr A to acknowledge the failings in relation to the management of his Addison's disease and to apologise for the impact these had on him. The Trust also apologised for any communication issues with the doctor involved.
- The Trust made a financial payment of £500 to in acknowledgement of the avoidable Addisonian crisis Mr A suffered as a result of the Trust's failing.
- The Trust reviewed its guidelines in relation to Addison's Disease and implemented new guidelines in April 2015.

People feel
**safe, reassured
and involved**



Patients Story

Mr B complained about the care he received from the Trust regarding concerns that he had bladder cancer and nodules on his lungs. Mr B was unhappy about the delay in having a cystoscopy and complained that he was not appropriately counselled prior to the procedure. Although the cystoscopy found that Mr B did not have cancer, he complained that he had already been given conflicting information from previous scans and was informed that he may have cancer. Mr B suspected that he was given results of scans for another patient. Mr B was so concerned that he had bladder cancer that he sold all his belongings, placed his house on the market and cashed in a pension.

Findings

The complaint was investigated by the Parliamentary and Health Service Ombudsman (PHSO) who partly upheld the complaint. The PHSO found that although the Trust followed established good practice in the way they investigated Mr B's symptoms, there were failings in the communication. This meant that Mr B was not appropriately prepared for the rigid cystoscopy procedure. There were also delays that meant Mr B was not seen within 14 days from referral from his GP.

The PHSO found that Mr B did not receive the all clear within the 62 day, in line with the target for urgent cancer pathway. However, this was not a failing on the part of the Trust as Mr B was offered appropriate tests which he declined. The PHSO found that there were no failings by the Trust with regards to the nodules on Mr B's lungs and found no evidence to suggest that the Trust had reviewed other patients' scans.

Learning and Actions

The Trust fully agreed with the findings of the PHSO and offered its sincere apologies to Mr B. The Trust took the complaint very seriously and put in place the following action to ensure that similar incidents did not occur in the future. These were:

- The Trust changed its procedures and now provide patients with written information based on the Trans-Urethral Resection of a bladder Tumour patient information leaflet produced by the British Association of Urological Surgeons.

People feel
cared for as
individuals