

The ROYAL MARSDEN

Complaints
completed and
actions taken
April 19 - June 19



Complaints are expressions of dissatisfaction that require investigation and a written response or a meeting. A local resolution meeting (LRM) is often the most effective way of resolving a complaint. This can either be by way of a meeting with senior staff members followed by a letter summing up the agreed action points or by a telephone call with the complainant to address their concerns.

The following tables give details of the complaints whose investigations have been completed this quarter and the actions taken as a result of the complaint.

Each complaint is categorised by its main subject. A complaint may contain more than one subject and relate to more than one service area.

The Royal Marsden - Chelsea site

| Service area | Risk grade | Subject | Concern | Action taken | Outcome |
|---------------------------------------|-------------------|----------------|--|---|----------------|
| Rapid diagnostic and treatments (RMH) | Very low | Patient Care | Unhappy with actions from staff and delays that followed as a result | Apologies provided for staff actions and delays caused | Upheld |
| Private patients (RMH) | Very low | Communications | Information surrounding prognosis | Information provided and apologies given. | Upheld |
| Gastrointestinal (RMH) | Low | Communications | Breach of confidentiality | Apologies given and procedures reinforced with staff. | Upheld |
| Private patients (RMH) | Very low | Communications | Unhappy with communication by medical team which lead to cancellation of surgery | Apologies given and staff advised of correct procedure. | Upheld |
| Skin and melanoma unit (RMH) | Low | Patient Care | Concerns surrounding treatment and processes | Care and treatment appropriate. | Not upheld |
| Private patients (RMH) | Very low | Other | Incorrect or unclear advice given regarding billing for treatment | Billing structure explained | Not upheld |
| Macmillan Hotline (RMH) | Very low | Communications | Unhappy with RMMH service | Apologies given for time taken for calls to be answered. Service looking to introduce system whereby the telephone number is displayed when RMMH return calls | Partly upheld |
| Facilities (RMH) | Very low | Facilities | Abrupt and unprofessional reception staff | Apologies and explanation given. | Partly upheld |

COMPLAINTS COMPLETED AND ACTIONS TAKEN Q1 2019/20

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|---------------------------------------|----------|----------------|---|---|---------------|
| Blood tests (RMH) | Very low | Waiting Times | Unhappy with wait to give blood | Details given of improvement plans including electronic blood labelling. | Upheld |
| Gynaecology (RMH) | Very low | Communications | No notification of cancelled appointment | Apologies for delayed notification given and staff reminded to communicate in a timely manner. | Upheld |
| Private patients (RMH) | Very low | Communications | Concerns surrounding lack of treatment options. | Explanation given. | Not upheld |
| Private patients (RMH) | Very low | Appointments | Appointment IT booking system issues and appointment planning issues | Apology for poor administration and information given around upgrading IT systems | Upheld |
| Private patients (RMH) | Very low | Appointments | Lack of communication around follow up appointment and medication | Apology for lack of clarity around follow up and explanation of treatment plan reiterated. | Partly upheld |
| Sarcoma (RMH) | Very low | Communications | Concerns surrounding a delay in diagnosis. No continuity of staff. Lack of medication following surgery | Apology for poor experience given. Reassurance that diagnosis was timely and medication appropriate | Partly upheld |
| Private patients (RMH) | Low | Patient Care | Concerns around surgery | Shortfall in communication evident and this has been addressed by the Medical Director | Upheld |
| Rapid diagnostic and treatments (RMH) | Very low | Communications | Patient incorrectly reported as a DNA appointment. Unhappy with staff manner and experience | Apologies given that appointment letter did not arrive in timely manner and for poor experience. | Upheld |
| Drug development unit (RMH) | Low | Appointments | Request for change of consultant. | Explanation as to why second opinions in the same team are not provided | Not upheld |
| Critical care (RMH) | Very low | Communications | Attitude of nurse who was unhelpful | Apology for experience Complaint used for learning in team | Upheld |
| Gastrointestinal (RMH) | Very low | Patient Care | Lack of follow up care | Explanations given that care was appropriate | Not upheld |
| Breast (RMH) | Very low | Communications | Unhappy with inaccuracies in clinic letter | Apology for errors Limitations of computer system explained. | Upheld |

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| Head and neck (RMH) | Very low | Patient Care | Delay in surgery Issues with coordinating care | Surgery and treatment timeframe explained Apologies for lack of care coordination | Partly upheld |
| Head and neck (RMH) | Very low | Communications | Results of PET scan not sent to external consultant | Process around sharing imaging with other organisations explained. | Partly upheld |

The Royal Marsden – Sutton site

| Service area | Risk grade | Subject | Concern | Action taken | Outcome |
|------------------------------|------------|-------------------------|--|---|---------------|
| Private patients (RMH) | Very low | Admissions & Discharges | Unhappy with waiting time for admission to ward | Apologies given and process reminder to staff. | Partly upheld |
| Private patients (RMH) | Very low | Communications | Miscommunication and delays in treatment and medication collection | Apology for breakdown in communication between teams which lead to delays. | Upheld |
| Breast (RMH) | Very low | Communications | Attitude of member of staff. | Apologies given and staff reflection of experience. | Upheld |
| Breast (RMH) | Very low | Patient Care | Unhappy with care/treatment and communication. | Care and treatment explained but staff reminded of importance of clear communication. | Not upheld |
| Skin and melanoma unit (RMH) | | Appointments | Inappropriate referral for trial as patient did not fit criteria | Eligibility criteria including clinical review explained. | Not upheld |
| Paediatrics (RMH) | Very low | Communications | Unhappy with care and treatment. Staff lacked helpfulness and sympathy | Explanations and apologies given. | Partly upheld |
| Capital projects (RMH) | Very low | Other | Unhappy with physiotherapy and diagnosis given | Explanations and apologies given. | Partly upheld |
| Outpatient services (RMH) | Very low | Waiting Times | Unhappy with clinic waiting times. | Advised of plans to address capacity issues | Upheld |
| Gastrointestinal (RMH) | Very low | Communications | Attitude of Consultant and lack of communication of results. | Apologies provided regarding lack of communication and attitude. | Partly upheld |

COMPLAINTS COMPLETED AND ACTIONS TAKEN Q1 2019/20

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|--|----------|-------------------------|---|---|---------------|
| Sarcoma (RMH) | Very low | Communications | Lack of communication of the referral system and waiting time. | Apologies for lack of clarity and communication Explanation provided on new process of establishing local diagnostic centres so patients can be seen more swiftly and closer to home | Partly upheld |
| Urology (RMH) | Very low | Communications | Dissatisfied with care received by consultant | Apology for unacceptable administration and impact on patient | Upheld |
| Haemato-oncology (RMH) | Low | Communications | Breach of confidentiality concerns. | Apologies and explanation given | Not upheld |
| Gynaecology (RMH) | Very low | Communications | Delay in communication regarding referral | Service Manager called complainant and resolved complaint | Upheld |
| Pharmacy (RMH) | Very low | Prescribing | Difficulties obtaining prescription from pharmacy | Apology for poor communication and difficulties in obtaining medication as a result | Upheld |
| Head and neck (RMH) | Very low | Patient Care | Unhappy with advice given from Oncologist which impacted care at another hospital | Information given to leading Trust to respond to patient directly | Not upheld |
| Private patients (RMH) | Low | Communications | Inadequate communication regarding stem cell treatment/condition | Appropriate advice given by clinical nurse specialist | Not upheld |
| Day surgery (RMH) | Very low | Communications | Communication issues regarding results of a biopsy | Apologies given Reminder to staff to record all communication with patients | Partly upheld |
| Private patients (RMH) | Very low | Communications | Concerns around charging for a scan. | Confirmation that billing accurate and appropriate. | Partly upheld |
| Leukaemia and myeloma (RMH) | | Patient Care | Treatment concerns around transplant | Explanations of treatment and transplant given | Partly upheld |
| Admissions and pre-assessment unit (RMH) | Very low | Admissions & Discharges | Lack of bed availability | Apology that patient had to be transferred due to lack of beds. Information on decision given. | Partly upheld |

COMPLAINTS COMPLETED AND ACTIONS TAKEN Q1 2019/20

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|------------------------|----------|----------------|---|--|---------------|
| Capital projects (RMH) | Very low | Communications | Unhappy with physiotherapy appointment and that MRI scan was not booked | Booking of scan criteria explained and reasons given | Partly upheld |
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