

*The* ROYAL MARSDEN

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Complaints  
completed and  
actions taken  
April –  
September  
2020



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
Private patients	Very low	Financial	Delay in receiving itemised receipt invoices.	Resolved locally. Measures put in place to prevent delays.	Closed - Partly upheld
Gastro intestinal	Very low	Communication	Lack of support after chemotherapy.	Patient pathway and referrals all appropriate.	Closed - Not upheld
MRI	Very low	Communication	MRI and CT scan appointment delayed, resulting in more time in hospital during pandemic.	MRI scanner had broken down causing delays. Apology given.	Closed - Partly upheld
Private patients	Very low	Communication	Payment requested at bedside despite having health insurance.	Apologies given. Training for staff and new team to be developed for self-paying patients.	Closed - Upheld
Breast	Very low	Communication	Attitude of doctor when conveying COVID-19 restrictions that are in place.	COVID-19 restrictions explained. Apology given.	Closed - Not upheld
Infection Control	Very low	Infrastructure & Resources	Concerns expressed regarding staff usage of PPE.	Processes and procedures explained. Trust has adhered to UK guidance.	Closed - Not upheld
Private patients	Low	Diagnosis	Concerns around wound management and development of infection.	Apologies for experience. Explanations given.	Closed - Upheld
Gastro intestinal	Low	Communication	Inaccuracy of non-malignant diagnosis on discharge.	Review of self-populating discharge information. Additional training for Outpatient and Ward Clerk staff regarding administration.	Closed - Upheld
Skin and melanoma unit	Very low	Diagnosis	Misdiagnosis of tumour.	Explanations for treatment plan given. Staff reminded of the importance of clear communication.	Closed - Not upheld
Gastro intestinal	Very low	Care & Treatment	Very painful procedure. Doctor did not recognise patient's discomfort.	Explanation and apologies given.	Closed - Not upheld
Breast	Very low	Communication	Concerns around lack of understanding from staff around psychological impact of COVID-19.	Treatment plan re-assessed and apologies given.	Closed - Partly upheld
Breast	Very low	Communication	Patient given incorrect surgery date.	Change in practice. Surgery now booked when consultant list received.	Closed - Upheld
Private patients	Very low	Estates/ Environment	Patient served food which did not meet dietary requirement (allergies).	Allergen boards to be updated and checked daily. New patient information leaflets that outline our approach and processes for allergens, intolerances and aversions.	Closed - Upheld
Outpatient services	Low	Communication	Attitude of staff in communicating visiting restrictions.	Feedback to the Cancer Hub to ensure our policy regarding authorisation for carer's is disseminated to non-Trust Consultants.	Closed - Partly upheld

Service area	Risk grade	Subject	Concern	Action taken	Outcome
Critical care	Very low	End of Life Care	Concerns around inappropriate visiting of patient.	Review of the information shared with relatives when consenting for visitation in CCU.	Closed - Partly upheld
Private patients	Very low	Financial	Manner in which patient was asked for funding by Accounts team.	Accounts team to attend refresher Customer Service training.	Closed - Upheld

## The Royal Marsden – Sutton site

Service area	Risk grade	Subject	Concern	Action taken	Outcome
Diagnostic radiology	Very low	Security	Vulnerable patient was not escorted during appointment.	Staff directed to follow the COVID-19 Request for Carer Policy and to contact Clinical Site Practitioners for last minute requests.	Closed - Upheld
Radiotherapy	Low	Communication	Patient being seen by a member of staff who was not accustomed to their condition and who used different equipment.	Explanation given. Reception staff have been reminded to remain vigilant when checking patients in for appointment.	Closed - Partly upheld
Lung	Low	Care & Treatment	Inconsistent treatment.	Explanation given. Treatment was appropriate.	Closed – Not upheld
Radiotherapy	Low	Medical devices & equipment	Patient concerned that they were treated with a faulty radiotherapy machine.	Explanation and assurance around equipment provided.	Closed – Not upheld
Drug development unit	Low	Communication	Patient contacted for an in-depth questionnaire for a trial. Informed afterwards that no appropriate trial was available.	The service are reviewing patient processes around trial eligibility and communication surrounding this.	Closed - Partly upheld
Pharmacy	Very Low	Medication	Patient's chemotherapy was not received.	Review of process for supply of "to follow" chemotherapy treatments. This now includes a second verification from a Pharmacist to confirm that "to follow" doses have been recorded.	Closed - Upheld

