

*The* ROYAL MARSDEN

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Complaints  
completed and  
actions taken  
July 19 – Sept 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
Private patients (RMH)	Very low	Waiting Times	Delay in Outpatients waiting for blood results	Service Manager met with patient and family and apologised for experience	Closed - Upheld
Private patients (RMH)	Low	Patient Care	Concerns surrounding pre scan dye.	All patients will have the opportunity to have an interpreter present during key discussions in future	Closed - Partly upheld
Gynaecology (RMH)	Very low	Patient Care	Second opinion request	Consultant met with patient and discussed concerns - plan suggested by leading hospital supported	Closed - Not upheld
Private patients (RMH)	Very low	Communications	Patient not copied into GP correspondence.	Apology given and records updated.	Closed - Upheld
Head and neck (RMH)	Very low	Values & Behaviour (Staff)	Attitude of consultant	Apology given for miscommunication	Closed - Upheld
Breast (RMH)	Very low	Communications	Administrative errors led to a delay in scan results and treatment	Explanations of care and clarification on decisions given. Apology for miscommunication	Closed - Partly upheld
Diagnostic radiology (RMH)	Very low	Communications	PACS imaging availability and staff attitude	Explanation of process for downloading images given and apology for staff attitude	Closed - Upheld
Gastrointestinal (RMH)	Low	Patient Care	Delay between diagnosis.	Explanations given including need for further investigations.	Closed - Partly upheld
Lung (RMH)	Very low	Patient Care	Miscommunication around whether scan showed metastasis	Explanations given. Delay in results being communicated by other organisation.	Closed - Not upheld
Private patients (RMH)	Low	Patient Care	Concerns surrounding misdiagnosis.	Normal practices followed but follow up appointment could have been offered. Apology given .	Closed - Partly upheld

Service area	Risk grade	Subject	Concern	Action taken	Outcome
Urology (RMH)	Low	Patient Care	Cystoscope incorrectly inserted causing pain and distress	Apologies given. Consent form to be reviewed.	Closed - Partly upheld
Private patients (RMH)	Very low	Patient Care	Patient concerned that they were not been reviewed by a senior member of staff	Patient since reviewed, case discussed, exercise sheets provided.	Closed - Partly upheld
Private patients (RMH)	Very low	Appointments	Patient attended appointment to find that it had not been booked	Resolved with phone call from Service Manager. Apologies given.	Closed - Upheld
Central referrals (RMH)	Very low	Appointments	Unhappy that referral was refused by the hospital on two occasions	Access policy explained.	Closed - Partly upheld
Breast (RMH)	Very low	Communications	Concerns surrounding discharge from service.	Case referred to MDT and discharged appropriately	Closed - Partly upheld
Lung (RMH)	Very low	Communications	Unhappy with consultation and discharge back to GP	Feedback provided to referring organisation regarding information they are giving patients who are referred to RMH.	Closed - Partly upheld
Sarcoma (RMH)	Very low	Communications	Patient not informed of side effects of surgery.	Resolved via meeting and referral to non-cancer service.	Closed - Not upheld
Sarcoma (RMH)	Very low	Access to Treatment or Drugs	Patient concerns surrounding refusal of treatment for benign lesion.	Patient referred to the most appropriate specialist centre for surgery	Closed - Not upheld
Breast (RMH)	Low	Patient Care	Concern around management of pleur x drain.	Explanation of care given provided and policies on drain management reviewed	Closed - Upheld

## The Royal Marsden – Sutton site

Service area	Risk grade	Subject	Concern	Action taken	Outcome
Sarcoma (RMH)	Very low	Patient Care	Unhappy that more was not offered for terminal cancer diagnosis	Explanations for decisions made and apology given if the reasons for the clinical decisions were not communicated as well as they should have been	Closed - Partly upheld

COMPLAINTS COMPLETED AND ACTIONS TAKEN Q2 2019/20

<b>Service area</b>	<b>Risk grade</b>	<b>Subject</b>	<b>Concern</b>	<b>Action taken</b>	<b>Outcome</b>
Macmillan Hotline (RMH)	Low	Communications	Test results should have been communicated to treating hospital sooner which would have prevented unnecessary tests	Explanation given. Scan results were not available at the time therefore advice given was in line with SOPs.	Closed - Not upheld
Paediatrics (RMH)	Very low	Admissions & Discharges	Request to remain on the on ward instead being transferred	Bed management process explained and staff reminded to clearly communicate with patients	Closed - Partly upheld
Private patients (RMH)	Very low	Appointments	Unhappy with appointment system and manner of staff	Apology for poor experience. Communication addressed with member of staff	Closed - Upheld
Paediatrics (RMH)	Very low	Patient Care	Confirmation of diagnosis request	Diagnosis confirmed	Closed - Not upheld
Outpatient services (RMH)	Very low	Communications	Unhappy with treatment from reception staff in Outpatients	Apology for experience. Explanation of efforts to expedite appointment given	Closed - Partly upheld
Breast (RMH)	Low	Patient Care	Concerns surrounding historical misdiagnosis.	No clinical indication for further imaging at time. Apologies for experience given.	Closed - Not upheld
Private patients (RMH)	Very low	Waiting Times	Unhappy with waiting times for blood test and wait in Pharmacy	New analysers installed in the laboratory. Additional signage in Pharmacy and process change to ensure drugs are prepared as soon as they are authorised	Closed - Upheld

