

The ROYAL MARSDEN

Complaints
completed
where actions
were taken
Oct 19 – Dec 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
Head and neck	Very low	Values & Behaviour	Attitude of staff member during consultation.	Apology given. Review of communications relating to wheelchair use in the Outpatients.	Closed - Upheld
Sarcoma	Very low	Communications	Unhappy with inaccuracies in clinic letter.	Reminder to all staff regarding the amendment of clinical documentation.	Closed - Partly upheld
Gastrointestinal	Low	Patient Care	Delay in appointment to confirm diagnosis.	The Outpatient team have been reminded to check with the clinicians if a timeframe for follow up is not indicated on the outcome form.	Closed - Partly upheld
Breast	Very low	Communications	Patient not made aware of change of appointment, communication issues and uncaring attitude by MDU staff.	Individual staff meetings held to identify training needs.	Closed - Partly upheld
Diagnostic radiology	Very low	Communications	Patient was given another patient's scan results.	SOP developed to follow when there is a requirement to delete or move data in PACS. Review of out of hours support.	Closed - Upheld
Skin and melanoma unit	Very low	Communications	Patient was not advised to stop taking regular medication and procedure was postponed.	SOP created for minor ops which will include a pre-procedure checklist.	Closed - Upheld
Private patients	Very low	Patient Care	Long term patient has not been reviewed by a senior member of staff.	Patients are to be informed of the difference in staff roles within the lymphoedema team.	Closed - Partly upheld

COMPLAINTS COMPLETED AND ACTIONS TAKEN Q3 2019/20

Service area	Risk grade	Subject	Concern	Action taken	Outcome
Private patients	Very low	Communications	Patient states that a number of their appointments are not recorded correctly. Also received another patient's medical records.	Data breach logged. Apology given to both patients. Review of administrative processes within International Relations team.	Closed - Upheld
Private patients	Very low	Communications	Financial arrangements were discussed in a public area.	Apology given. Management discussion has been held with staff member involved.	Closed - Partly upheld
Private patients	Very low	Values & Behaviour	Attitude of a nurse Waiting time for move to the ward.	All staff members will attend Customer Service training as a mandatory requirement. Creation of a welcome pack.	Closed - Partly upheld
Diagnostic radiology	Very low	Communications	Unhappy with treatment leading up to diagnosis and discrepancies in the investigations done.	Introduction of a new electronic request system to request diagnostic imaging. Discrepancy grading will be reviewed.	Closed - Upheld
Breast	Low	Patient Care	Patient concerned about the management of PlueurX drain between Trusts.	Review of the pathway for the management of drains. Review of the information given to the community teams. Teaching session to ensure understanding of the possible complications of indwelling pleural catheters.	Closed - Upheld

The Royal Marsden – Sutton site

Service area	Risk grade	Subject	Concern	Action taken	Outcome
Community	Very low	Communications	Unhappy with treatment and outcome of Physiotherapy appointment.	Explanation given. Communication within the department will be reviewed.	Partly upheld
Sarcoma	Very low	Patient Care	Unhappy that more was not done to accommodate patient's needs.	Expanded capacity within the blood room. Explore the option of having a designated area for patients who need to lay down or are feeling unwell when blood testing moves to the new Oak building.	Partly upheld

