

The ROYAL MARSDEN

Complaints
completed
where actions
were taken

Jan 20 – Mar 20



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
Haemato-oncolog	Very low	Care & Treatment	Delay in obtaining new chemotherapy drug	The information given to patients when drugs are requested via the Compassionate Use Programme has been reviewed and staff have been informed of the pathway to ensure timeframes are communicated clearly	Closed - Partly upheld
Outpatient services	Very low	Communication	Automated service provided incorrect appointment information	Reminder that all appointments must be cancelled promptly	Closed - Partly upheld
Urology	Very low	Care & Treatment	Insertion of catheter led to excessive bleeding	Review of communication and advice following self-catheterisation	Closed - Partly upheld
Lymphoedema services	Very low	Appointments	Attitude of staff. Patient not informed of discharge from lymphoedema service	Discharge policy information to be included on appointment letters. Creation of a poster with key points of the policy for the staff office as a reminder to staff when booking and rescheduling appointments	Closed - Partly upheld
Catering	Very low	Estates/Environment	Patient offered food that did not meet her dietary requirements	Catering staff to undergo further training. Ward staff to update white board with clear dietary information	Closed - Partly upheld
Friends of the Royal Marsden	Very low	Communication	Attitude of volunteer	Review of induction and training	Closed - Partly upheld

The Royal Marsden – Sutton site

COMPLAINTS COMPLETED AND ACTIONS TAKEN Q4 2019/20

Service area	Risk grade	Subject	Concern	Action taken	Outcome
Transport	Very low	Communication	Patient requested a stretcher and an escort.	Patient Transport staff will review clinical records when an escort request is made in order to determine if this has been clinically indicated	Closed - Partly upheld
Palliative care	Low	Care & Treatment	Concerns regarding administration of chemotherapy and pain relief	Reminder of good communication with patients and their family	Closed - Partly upheld
Breast	Low	Communication	Communication issues	Reminder of the importance of being open and as clear as possible when it comes to discussing prognosis. Reminded of the importance of accurate record keeping	Closed - Partly upheld
