Complaints

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| Date & Time Complaint was received: | 17/4/21 |
| Designation of staff member receiving complaint and name: | Lucy Haywood - Home Manager |
| How was the complaint received i.e. verbally, written, e-mail: | Verbally |
| Name of the person making the complaint:  Is this a patient, external professional, relative etc? | JC  Relative |
| Did the patient give consent to raise the complaint on their behalf and investigate or was this completed in the patients best interest:  : | Yes |
| Time, date the complaint was referred to the Family Liaison Officer: | 19/4/21 |
| If the complaint required a more urgent response or needed a senior member of the management team to manage who was the complaint referred to including name, date and time: | No |
| Description of complaint:   * Treatment & Care * Communication * Facilities * Policy and procedures | JC complained that Jobtained some Optrex eye drops that he bought himself and the nurses were refusing to instill the eye drops, as JC is unable to administer himself we need GP permission. |
| Was the complaint acknowledged within 5 working days: In the case of a serious complaint has a letter of acknowledgement been sent within 5 working days: | Yes |
| Immediate action taken:  Was the course of action agreed with the complainant: | I spoke to JC (Patient) on17/4/21 and found out that JC had had an Opthmology apt on 14/4/21, the Consultant advised that JC to purchase these eye drops which JC purchased himself. I explained to JC that the nurses are unable to administer these eye drops as they haven’t been prescribed by his GP and we have no evidence about the above, I informed JC that we will as the GP on Monday to prescribe.  19/4/21 – GP contacted re above and agreed that JC can have Optrex eye drops 3-4 times a day, same written onto MAR chart and administered to JC the same day. |
| Name and designation of person investigating the complaint: | D Coupe RGN |
| Was this completed within 14 days: | Yes |
| Outcome and date complaint resolved: | 19/4/21 – Eye drops resolved |
| What changes have been made as a direct result of receiving the complaint if any:   * Service improvement * Policy improvement/update * New policy or procedure * Training for staff * Facilities improvement | GP tasked as soon as possibe |
| What lessons have been learnt as a direct result of receiving the complaint if any: | Nursing team contacted GP immediately as they cannot administer anything that is not prescribed and written up, so maybe a conversation with patients/carers/nurses to ask consultants for a prescription instead of buying over the counter then items would be delivered with mar sheet. |
| Was the complaint resolved within 28 days of receiving the complaint: | Yes |
| Was feedback given to the complainant  Please include in what format i.e. written, verbally, date and time and were they satisfied with the outcome: If no what additional measures were taken. | yes |