

**WEST GLOUCESTERSHIRE PRIMARY CARE TRUST
COMPLAINTS SUMMARY**

**Complaints where Complaint Receipt Date
between 1.4.2005 and 30.9.2005 (or carried forward from previous year)**

<u>Ref.</u>	<u>Received</u>	<u>Complaint</u>	<u>Response</u>	<u>Action Taken</u>
108	4.4.2005	Concerns regarding OT discharge plans	14.4.2005	Explanation regarding OT assessment & discharge arrangements
109	5.4.2005	Concerns regarding OOHs – PCC GP – language difficulties in understanding GP and GP not familiar with local area	16.5.2005	Apology and confirmation that Locum GP would not be used again because of the language difficulties
110	5.4.2005	Concerns regarding length of wait for Podiatry Service appointment	12.4.2005	Explanation and apology
111	6.4.2005	Concerns regarding Podiatry treatment	14.4.2005	Explanation, apology, review of records and reassurance regarding treatment provided
112	6.4.2005	Concerns regarding length of wait for Adult OT assessment in order for a new shower to be fitted	14.4.2005	Explanation regarding fitting of new shower is responsibility of Housing Association
113	6.4.2005	Concerns regarding OOHs and failure to diagnose Pneumonia by 3 doctors	8.6.2005	Explanation and apology

<u>Ref.</u>	<u>Received</u>	<u>Complaint</u>	<u>Response</u>	<u>Action Taken</u>
114	6.4.2005	Concerns regarding OOHs at PCC & lack of treatment for Angina Attack	9.6.2005	Explanation and apology & reassurance that steps
115	6.4.2005	Concerns regarding OOHs – attitude of GP	10.5.2005	Explanation and apology and confirmation Locum GP is not to be used again by PCT
128	11.4.2005	Concerns regarding OOHs – 1. delay in call handling 2. delay in GP visiting	9.6.2005	Explanation, apology and reassurance that GP provided appropriate advice
120	13.4.2005	Concerns regarding OOHs – triaged for a GP to visit but no GP arrived	6.6.2005	Explanation and apology. Appeared to be a misunderstanding that a GP would visit whereas an appointment had been booked at the OOHS centre
121	19.4.2005	Concerns regarding OOHs – no offer from GP to either attend PCC or to visit	9.6.2005	Explanation, apology and reassurance that GP provided appropriate advice
122	28.4.2005	Concerns regarding appointment system at Lydney Hospital	10.5.2005	Explanation and apology
123	28.4.2005	Concerns regarding OOHs re advice provided by OOH triage	Reply by GAST 3.6.2005	Explanation and apology re triage advice provided

<u>Ref.</u>	<u>Received</u>	<u>Complaint</u>	<u>Response</u>	<u>Action Taken</u>
124	29.4.2005	Concerns regarding Children's OT assessment & waiting list	23.5.2005	Explanation & apology & offer of a further follow up appointment in September 2005
126	29.4.2005	Concerns regarding OOHs re advice provided by OOH GP	1.6.2005	Explanation, apology & reassurance
128	9.5.2005	Concerns regarding possible termination of Podiatry Service in Berkeley	9.5.2005	Explanation regarding alternative premises found
130	9.5.2005	Concerns regarding Podiatry Service: 1. Cancelled appointments 2. staff attitude 3. waiting time between appointments	Awaiting completed consent form from daughter	Consent form not received therefore no further action possible
135	26.5.2005	Concerns regarding OOHs – triage time taken (standard is 20 minutes, 2 ½ hours taken)	25.5.2005	Explanation & apology regarding breach of standard. Meeting arranged with family
136	26.5.2005	Concerns regarding discharge from Podiatry Service	3.6.2005	Explanation re discharge arrangements & scoring system used for eligibility into or remain in service
138	9.6.2005	Concerns regarding attitude & consultation with OOHs GP	11.7.2005	Explanation, apology and reassurance why Locum GP took the approach he did

<u>Ref.</u>	<u>Received</u>	<u>Complaint</u>	<u>Response</u>	<u>Action Taken</u>
142	20.6.2005	Concerns regarding HMP Gloucester – access to dentist	20.6.2005	Explanation and confirmation that dental appointment has been brought forward
143	20.6.2005	Concerns regarding treatment and care of mother at Dilke Memorial Hospital	Awaiting completed consent form from daughter	
144	20.6.2005	Concerns regarding HMP Gloucester – medication	11.7.2005	Explanation regarding why unable to allow a box of medication be kept in his possession
145	23.6.2005	Concerns regarding HMP Gloucester – access to Radiography	14.7.2005	Explanation regarding clinical indication of x-rays
146	23.6.2005	Concerns regarding difficulty in accessing Podiatry Clinic by telephone	Resolved informally by Clinical Lead - Podiatry	Explanation & apology & follow up arranged
147	23.6.2005	Concerns regarding length of wait for Occupational Therapy (Children's) assessment	7.7.2005	Explanation & apology & request to return signed consent form in order to obtain further information
148	24.6.2005	Concerns regarding non-diagnosis of 2 broken legs at Lydney Hospital		Awaiting further information and whether patient wishes to pursue legal action for possible reimbursement of private medical fees paid

<u>Ref.</u>	<u>Received</u>	<u>Complaint</u>	<u>Response</u>	<u>Action Taken</u>
149	28.6.2005	Concerns regarding HMP Gloucester – medication	7.7.2005	Explanation why medication is unable to be prescribed in tablet form
150	28.6.2005	Concerns regarding attitude of Podiatrist	20.7.2005	Explanation regarding encouragement of patients towards self care when a clinical/podiatric need has no longer been identified and they are therefore no longer eligible to remain in service for simple footcare needs
151	29.6.2005	Concerns regarding length of time taken for Xray results to reach GP in order for diagnosis to be made	30.6.2005	Explanation re Xrays requiring to be reviewed by a Radiologist which is not done instantaneously
152	29.6.2005	Concerns regarding appointment time	Resolved informally by Clinical Lead - Podiatry	Explanation and apology and offer of urgent appointment
153	5.7.2005	Concerns regarding previous treatment	Resolved informally by Clinical Lead - Podiatry	Explanation and apology and future appointments to be arranged with a shorter interval time
154	6.7.2005	Concerns regarding HMP Gloucester – access to dentist	18.7.2005	Explanation regarding access to dentist and review will be arranged as soon as possible
155	6.7.2005	Concerns regarding HMP Gloucester – medication	15.7.2005	Explanation regarding procedure for re-ordering repeat medication

<u>Ref.</u>	<u>Received</u>	<u>Complaint</u>	<u>Response</u>	<u>Action Taken</u>
156	6.7.2005	Concerns regarding length of time waited for OOHs GP to visit & also clinical concerns	17.8.2005	Explanation and apology and copy of voice recording transcript
157	6.7.2005	Concerns regarding length of time waited for OOHs GP to visit & concerns regarding Ambulance – 999 call being cancelled		Awaiting outcome of investigation
158	11.7.2005	Concerns regarding HMP Gloucester – medication	28.7.2005	Explanation and reassurance that medication was appropriate
159	14.7.2005	Concerns regarding HMP Gloucester – access to dentist	28.7.2005	Explanation and offer to arrange appointment with Prison Doctor to discuss and review further
160	20.7.2005	Concerns regarding HMP Gloucester – treatment and care	3.8.2005	Explanation of care provided
162	1.8.2005	Concerns regarding attitude of OOHs Call Handler		Awaiting outcome of investigation
164	28.7.2005	Concerns regarding HMP Gloucester – transport arrangements	16.8.2005	Explanation regarding transport arrangements

<u>Ref.</u>	<u>Received</u>	<u>Complaint</u>	<u>Response</u>	<u>Action Taken</u>
165	1.8.2005	Concerns regarding not being called by Podiatrist at the Podiatry Clinic	Resolved informally by Clinical Lead - Podiatry	Explanation and apology
166	4.8.2005	Concerns regarding delays in OOHs		Explanation and apology
167	5.8.2005	Concerns regarding delay in Cardiology referral from Dilke to GHT	Resolved informally by PCDM – North Forest	Explanation and apology and information that change to be made to referral form
168	5.8.2005	Concerns regarding insulin not being administered by District Nurse on 4+ occasions	Resolved informally by PCDM – South Forest	Explanation and apology and action plans to ensure it does not happen again
169	8.8.2005	Concerns regarding HMP Gloucester – request for test results	18.8.2005	Explanation and confirmation that test results have been passed to him
171	18.8.2005	Concerns regarding Adult OT Services	16.9.2005	Explanation re criteria and apology
172	25.8.2005	Concerns regarding HMP Gloucester – medication	24.8.2005	Explanation and offer of review with Prison Doctor
173	30.8.2005	Concerns regarding HMP Gloucester – medication	4.10.2005	Explanation regarding dose of medication prescribed

<u>Ref.</u>	<u>Received</u>	<u>Complaint</u>	<u>Response</u>	<u>Action Taken</u>
174	31.8.2005	Concerns regarding HMP Gloucester – access to dentist	15.9.2005	Explanation regarding dental service available and appointments now arranged
175	2.9.2005	Concerns regarding Adult SALT Services	27.9.2005	Explanation of role of SALT in treatment & care plan
176	2.9.2005	Concerns regarding Podiatry Service	3.10.2005	Explanation and apology re delayed appointments and information regarding current pressures on service and that toenail cutting is of medium – low priority
177	5.9.2005	Concerns regarding HMP Gloucester – help to give up smoking	4.10.2005	Explanation and apology that help is currently not available until healthcare unit is re-furbished
178	5.9.2005	Concerns regarding Lydney Hospital	29.9.2005	Explanation re GHT responsibility regarding GHT clinics at Lydney & apologising
179	7.9.2005	Concerns regarding Trinity Surgery	3.10.2005	Apology re error made and information regarding steps taken to ensure incident does not happen again
180	7.9.2005	Concerns regarding Podiatry Service	21.12.2005	Awaiting consent form - Explanation and apology regarding protocols in place following this type of incident
181	7.9.2005	Concerns regarding Speech & Language Therapy Service	4.10.2005	Explanation regarding treatment & care provided by SALT
184	26.9.2005	Concerns regarding HMP Gloucester – access to dentist	4.10.2005	Explanation and apology for delay. Confirmation that appointments now arranged

<u>Ref.</u>	<u>Received</u>	<u>Complaint</u>	<u>Response</u>	<u>Action Taken</u>
185	15.9.2005	Concerns regarding Podiatry Service	12.10.2005	Explanation regarding treatment & care provided by Podiatry Service and reassurance of links with the other health teams involved in patient's care
187	12.9.2005	Concerns regarding Podiatry Service	12.9.2005	Resolved informally by Head of Podiatry Service
188	12.9.2005	Concerns regarding Podiatry Service	12.9.2005	Resolved informally by Head of Podiatry Service
189	30.9.2005	Concerns regarding FHS Dental Helpline Team – delay in being registered with a NHS dentist	24.10.2005	Explanation and apology and information relating to process in place at the time for registering with a dentist
190	30.9.2005	Concerns regarding Podiatry Service	30.9.2005	Resolved informally by Clinical Lead - Podiatry Service
191	30.9.2005	Concerns regarding Podiatry Service	30.9.2005	Resolved informally by Clinical Lead - Podiatry Service
192	30.9.2005	Concerns regarding Podiatry Service	30.9.2005	Resolved informally by Clinical Lead - Podiatry Service
193	11.10.2005	Concerns regarding HMP Gloucester – access to dentist & medication	1.11.2005	Explanation regarding clinical advice provided
196	17.10.2005	Concerns regarding Occupational Therapy Service	14.11.2005	Explanation regarding assessments prior to discharge

<u>Ref.</u>	<u>Received</u>	<u>Complaint</u>	<u>Response</u>	<u>Action Taken</u>
197	18.10.2005	Concerns regarding Podiatry Service	18.10.2005	Resolved informally by Clinical Lead - Podiatry Service
198	20.10.2005	Concerns regarding Trinity Surgery	20.10.2005	Resolved informally by Primary Care Development Manager
199	1.11.2005	Concerns regarding Dilke Memorial Hospital	14.12.2005	Explanation regarding action taken to ensure incident does not happen again & apology
201	26.10.2005	Concerns regarding Podiatry Service	3.11.2005	Resolved informally by Clinical Lead - Podiatry Service
202	8.11.2005	Concerns regarding HMP Gloucester	21.11.2005	Explanation regarding care provided by Prison Healthcare
203	8.11.2005	Concerns regarding HMP Gloucester	21.11.2005	Explanation regarding care provided by Prison Healthcare
204	8.11.2005	Concerns regarding Lydney Hospital	13.12.2005	Explanation & apology and action regarding steps taken to ensure incident does not happen again
206	9.11.2005	Concerns regarding Primary Mental Health Team	22.11.2005	Explanation regarding service provided
207	14.11.2005	Concerns regarding Occupational Therapy Service	14.12.2005	Explanation & apology
208	14.11.2005	Concerns regarding Podiatry Service	14.11.2005	Resolved informally by Clinical Lead - Podiatry Service

<u>Ref.</u>	<u>Received</u>	<u>Complaint</u>	<u>Response</u>	<u>Action Taken</u>
209	16.11.2005	Concerns re delay in delivery of new wheelchair	16.11.2005	Resolved informally by Head of Wheelchair Service & Complaints Manager
210	18.11.2005	Concerns regarding HMP Gloucester	7.12.2005	Explanation provided
211	18.11.2005	Concerns regarding HMP Gloucester	7.12.2005	Explanation provided
212	18.11.2005	Concerns regarding Health Visiting Service	14.12.2005	Explanation and apology
213	22.11.2005	Concerns regarding Occupational Therapy Service	13.12.2005	Explanation and apology provided
214	23.11.2005	Concerns regarding Wheelchair Service	20.12.2005	With explanation regarding eligibility criteria
217	28.11.2005	Concerns regarding HMP Gloucester	20.12.2005	Explanation and offer of further review
218	6.12.2005	Concerns regarding Wheelchair Service	28.12.2005	Explanation regarding why cushion which was not supplied with new chair was not used
219	6.12.2005	Concerns regarding Lydney Hospital		Awaiting investigation
220	9.12.2005	Concerns regarding Wheelchair Service		Awaiting investigation

<u>Ref.</u>	<u>Received</u>	<u>Complaint</u>	<u>Response</u>	<u>Action Taken</u>
221	13.12.2005	Concerns regarding HMP Gloucester		Awaiting investigation
222	15.12.2005	Concerns regarding OOHs		Awaiting investigation
225	21.12.2005	Concerns regarding OOHs		Awaiting investigation
226	23.12.2005	Concerns regarding OOHs		Awaiting investigation
227	23.12.2005	Concerns regarding Podiatry Service	23.12.2005	Resolved informally by Clinical Lead - Podiatry Service
228	19.12.2005	Concerns regarding Commissioning Decision - OATS		Awaiting confirmation of investigation via Complaints Route
229	29.12.2005	Concerns regarding HMP Gloucester		Awaiting signed authority
230	22.12.2005	Concerns regarding OOHs	6.1.2006	Resolved informally by Maria Metherell
231	30.12.2005	Concerns regarding HMP Gloucester		Awaiting investigation
239	30.12.2005	Concerns regarding Podiatry Service	30.12.2005	Resolved informally by Clinical Lead - Podiatry Service