

**WEST GLOUCESTERSHIRE PRIMARY CARE TRUST
COMPLAINTS SUMMARY**

**Complaints where Complaint Receipt Date
between 1.4.2003 and 30.9.2003 (or carried forward from previous year)**

<u>Ref.</u>	<u>Received</u>	<u>Complaint</u>	<u>Response</u>	<u>Action Taken</u>
01/03	19.3.2003	Concerns regarding delay with Occupational Therapy appointment for son	28.3.2003	Explanation provided with review of waiting list position arranged
02/03	7.6.2002	Concerns regarding Health Visitor (Request for an Independent Review Panel – granted)	2.8.2002	Report received and ongoing follow-up action relating to recommendations contained within report involving PCDM and Director of Ops & Nursing relating to Health Visiting Policy, information to staff and the sharing of information to GPs
03/03	20.3.2003	Concerns regarding treatment and care provided to her daughter by Lydney Hospital	6.5.2003	Explanation & apology provided with review of knee protocol
04/03	27.2.2003	Concerns regarding registration and allocation to GP practices	27.3.2003	Explanation provided regarding GP closed lists
05/03	10.3.2003	Concerns regarding attitude of Health Visitor	27.3.2003	Explanation and apology provided

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06/03	12.11.2002	Concerns regarding Health records	Resolved informally	
07/03	6.3.2003	Concerns regarding length of wait for Podiatry appointment	27.3.2003	Explanation regarding a review of the Podiatry appointment system and apology provided
08/03	6.3.2003	Concerns regarding length of wait for son's foot appliance	27.3.2003	Explanation and a review of position. Appointment provided
09/03	18.2.2003	Concerns regarding not being notified of a cancelled clinic at Dilke Hospital	5.3.2003	Explanation and apology provided and change to appointment system to ensure all patients are notified of cancelled clinics
10/03	28.1.2003	Concerns regarding FHS Registration Department	17.2.2003	Explanation provided
11/03	30.1.2003	Concerns regarding FHS Registration Department	Resolved informally	Explanation provided
12/03	14.3.2003	Concerns regarding length of wait for Podiatry appointment	14.4.2003	Explanation and meeting with patient to explain changes planned to Podiatry Service and the appointment system
13/03	24.1.2003	Concerns regarding treatment and care provided by a Podiatrist	18.3.2003	Explanation and apology

<u>Ref.</u>	<u>Received</u>	<u>Complaint</u>	<u>Response</u>	<u>Action Taken</u>
14/03	2.4.2003	Concerns regarding length of wait for Occupation Therapy appointment (via ICAS)	10.4.2003	Explanation regarding waiting system
15/03	7.4.2003	Concerns regarding Lydney Hospital & request for compensation	Withdrawn	
16/03	2.5.2003	Concerns regarding lack of emergency Podiatry appointment following hip replacement surgery	29.5.2003	Explanation regarding the commissioning and review of the Podiatry Service and information relating to the planning for the provision of toenail cutting by care assistants
17/03	5.5.2003	Concerns regarding attitude and treatment by Health Visitor	15.7.2003	Full investigation and explanation and apology provided
18/03	13.5.2003	Concerns regarding length of wait for Podiatry appointment	10.6.2003	Explanation and apology provided. Meeting arranged with patient to explain more fully changes planned to the appointment system
19/03	21.5.2003	Concerns regarding length of wait for son's Occupation Therapy appointment in view of the fact that they have moved in the area and were already receiving OT in Leeds	16.6.2003	Explanation and apology provided, together with a review of patients who are already receiving OT elsewhere and are referred into the service from one area to another

<u>Ref.</u>	<u>Received</u>	<u>Complaint</u>	<u>Response</u>	<u>Action Taken</u>
20/03	5.6.2003	Concerns regarding "missed" fracture and attitude at Lydney Hospital	11.7.2003	Full investigation and explanation and apology provided
21/03	3.6.2003	Concerns regarding length of wait for Podiatry appointment	24.6.2003	Explanation and apology provided re changes planned to the appointment system
22/03	20.6.2003	Concerns regarding attitude of Nurse at Dilke Hospital (rec'd via PALS)	No further action as patient decided not to take matter forward	Waiting consent from family
23/03	25.6.2003	Concerns regarding length of wait for Occupational Therapy	23.7.2003	Explanation & acknowledgement of length waiting times and information provided re revised criteria used and availability of telephone access to a therapist for parents
24/03	10.7.2003	Concerns regarding length of wait for Podiatry appointment	Resolved informally by meeting with patient	Explanation of current position of service and changes to appointment system planned
25/03	14.7.2003	Concerns regarding length of wait for Occupational Therapy	11.8.2003	Explanation & acknowledgement of length waiting times and information provided re revised criteria used and availability of telephone access to a therapist for parents
26/03	16.7.2003	Concerns regarding length of wait for Podiatry appt	13.8.2003	Explanation of current position of service and changes to appointment system planned

	<u>Received</u>	<u>Complaint</u>	<u>Response</u>	<u>Action Taken</u>
31/03	16.9.2003	Concerns regarding attitude of Health Visitor	Resolved informally by Complaints Manager meeting with family	Opportunity to discuss in detail issues and concerns. An explanation and apology from Health Visitor to family forwarded