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Abstract

Introduction: Surgical patient complaints can be used to identify deficiencies within healthcare provision. The Francis report highlighted that at Mid-Staffordshire multiple complaints had demonstrated the problems at the trust. The number of complaints in the NHS is still rising yearly. Review of patient complaints by clinicians could highlight areas of clinical care requiring improvement.

Methods: A University hospitals surgical patient complaints reported to Patient Advice and Liaison Service from 2011-2015 were reviewed. Complaints were classified into: Attitude of Staff, General Nursing, Clinical Treatment, Admission transfer and discharge arrangements, Inpatient appointment delay/cancellation, Consent to Treatment, Communication, Aids and appliances, Other, Outpatient appointment delay/cancellation, Hotel Services and Records.

Results: The number of patient complaints within the NHS is increasing. 869 complaints were received. It is often reported that communication is the basis of most complaints but "All aspects of Clinical Treatment" was the most common complaint category, constituting of >50% of complaints. The other common categories were attitude of staff, admission Delay/Discharge and appointments Inpatients/Outpatient. Within clinical treatment the most frequent issues were suitability of treatment followed by delay in providing results.

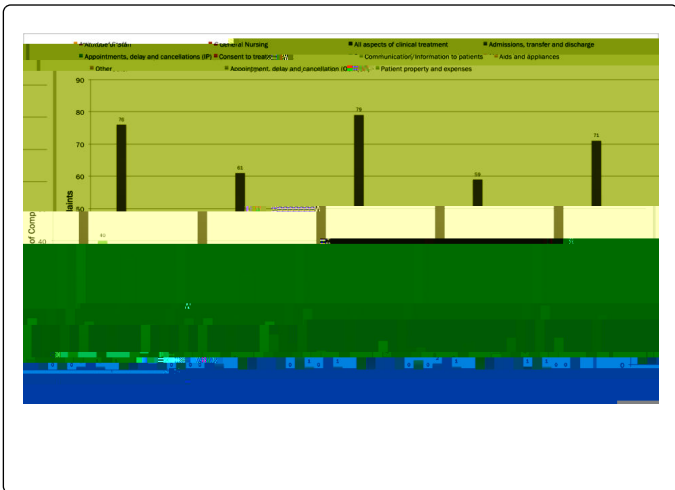
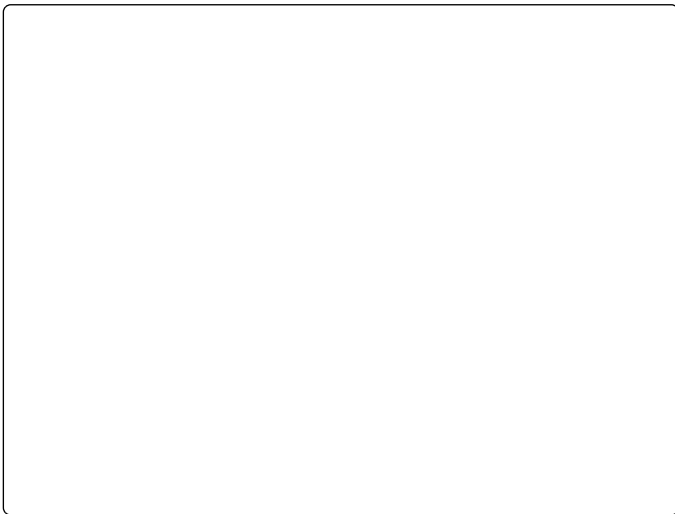
Conclusion: It is often reported that communication is the basis of most complaints however, in this study the commonest complaint related to the suitability of the treatment. This may indicate an underlying problem with communication regarding management decisions, specifically explanation and consent. Clear communication and improving patient engagement in decision could yield dramatic decreases in complaints

Keywords:

Introduction

Methods

Results



Complaints	Total No. of Complaints
Medication	14 (4%)
Suitability of treatment	77 (22%)
Coordination of services	5 (1%)
Tests, procedures	18 (5%)
Delay in providing results	28 (8%)
Failure to follow agreed procedure	14 (4%)
Delay/Failure of referral process	15 (4%)
Diagnosis	42 (12%)
Unplanned return to theatre	15 (4%)
Observations	2 (1%)
Assessments	17 (5%)
Pain control inadequate	5 (1%)
Wound infection	6 (2%)
Cross body issues	24 (7%)
Falls	1 (0%)
Failure to follow-up	20 (6%)

Discussion

