

Site	Division	Outcome	Description	Outcome
Chelsea and Westminster Hospital	Clinical Support Services	Upheld	Patient unhappy that inaccuracies in her medical record, diagnosis relating to other patients and incorrect NHS number will affect the clinical assessment of her treatment.	Apologies given for inaccuracies in the patient's medical record and explained that during the migration of Cerner, there was an issue with the interface between Cerner and Endobase which caused an incorrect formatting of her NHS number. This has been reported and investigated as a clinical incident.
West Middlesex University Hospital	Clinical Support Services	Upheld	Patient's T&O apt was cancelled and re-scheduled to a date she was out of the country, she asked for another apt date. She is unhappy of threatening re-scheduling letter received.	Apologies given for the wording of letter and explained it was not intended to be threatening and our teams will take exceptional circumstances into account, particularly in light of the COVID-19 pandemic and restrictions to travel. The patient's feedback has been taken on board and it has been fed back to a working group that has been convened to review the wording of the Cerner letter templates.
Chelsea and Westminster Hospital	Emergency and Integrated Care	Partially upheld	Parents unhappy of patient's care lack of assessment and delayed treatment.	Medical team at CW needed to wait for a bed to be available from RBH for patient to be transferred. CW were in constant contact with RBH. Parent had three different meetings with teams from CW to discuss his concerns.
Chelsea and Westminster Hospital	Emergency and Integrated Care	Not Upheld	Patient has raised concerns regarding her care and treatment and attitude of staff	Patient refused to start treatment and the doctor explained the risks of not starting immediate treatment. Patient raised concern that her mother was not able to stay with her but this is incorrect - it was documented clearly that mother of patient was allowed to stay.
Chelsea and Westminster Hospital	Emergency and Integrated Care	Not Upheld	Complaining about care and treatment received in ED.	Patient details incorrect therefore could not find her on the system. E-mailed for confirmation and patient rang one of the managers and was rude and shouting. We still do not have the correct information therefore cannot investigate. Complaint closed until patient comes back.

Chelsea and Westminster Hospital	Emergency and Integrated Care	Upheld	Partner of patient has raised concerns regarding the behaviour of the Nurse. issues around whether husband could stay with patient in a 'patient only' room due to COVID-19.	Matron apologised to partner of patient for misunderstanding. Partner and patient happy with outcome.
West Middlesex University Hospital	Emergency and Integrated Care	Partially upheld	Wife of patient has raised concerns regarding patient's care and treatment, lack of communication. Patient RIP	Complainant raised concerns regarding communication - Investigation found that the staff had discussed with the patient whether he would like to update his family and he was happy to do so. Lesson learned to ensure discussions take place with family too, to determine if they are happy being updated by patient. Issues around CPAP- patient didn't need to be on CPAP as his O2 levels did not signify he needed CPAP. Bloods were constantly reviewed Issues around newspaper article- Apologies as we did not have oversight of this before it was published and that some information was incorrect.
West Middlesex University Hospital	Emergency and Integrated Care	Upheld	Family not happy with the care and treatment patient received. Lack of communication with family regarding patient's diagnosis.	Issues around communication with family. Nursing and medical team spoke with patient to determine whether he was happy to update his family regarding his care and treatment- patient was happy to do so. Outcome of this is that nurses should still endeavour to update families. Lock on door was broken and patient found it hard to leave room - this was fixed once reported. Buzzer was also not working and this is in the process of being replaced due to system faults. Communication issues regarding PPE and apology given.

Chelsea and Westminster Hospital	Emergency and Integrated Care	Not Upheld	Patient unhappy of continuing healthcare problems and lipid clinic review.	Doctor addressed patients concern and has explained as to why raised cholesterol could not be easily defined. He has given the patient two possible diagnosis. Response also explains why the patient could not be investigated for dyslipidaemia.
Chelsea and Westminster Hospital	Emergency and Integrated Care	Not Upheld	Patient is not happy with doctors care and treatment. Feels as though doctor has not taken her condition seriously and has caused delay in her receiving treatment elsewhere.	Patient alleged consultant spoke to another Hospital regarding her care but this was in fact not true. Patient also alleged that she was not reviewed but she has had 3 follow up appointments with consultant
West Middlesex University Hospital	Emergency and Integrated Care	Not Upheld	Issues surrounding feeding tube and lack of communication.	Reason behind not having PEG explained - apology given for not explaining clearly at the time. Decision behind removing NG tube given and clear explanation that patient was able to receive food intake orally.
West Middlesex University Hospital	Planned Care	Upheld	Issues surrounding lost property and grade 4 pressure ulcer. Concerns regarding patient's transfer	Explanation given for care in ITU and that capacity was tripled. We confirmed that patient was not repositioned as frequently and pressure sore developed despite being on pressure relieving mattress. We apologised for this and confirmed that ward based nurses working in critical care are given additional training and support. We also apologised for the lost property.
West Middlesex University Hospital	Planned Care	Partially upheld	Patient unhappy that Consultant attitude resulted in delayed septicaemia treatment, he has been left with physical and mental scars and his family were put at risk of contracting the infection.	Consultant treatment explained and confirmation that swab was taken for microbiology testing and result was given to him by his GP. Outcome was confirmed as not being septicaemia and no evidence of systemic or blood stream infection.

Chelsea and Westminster Hospital	Planned Care	Partially upheld	Patient unhappy of care and treatment received, lack of communication and delayed wait for surgery.	Patient treatment explained and informed he was offered elective surgery however, he preferred to stay in the hospital. Unfortunately, the emergency surgery workload is unpredictable and therefore a time for his surgery was not confirmed. He was included onto the waiting list for surgery however, due to the Covid-19 epidemic surgery waiting times was affected. Consultant will expedite his surgery at Lister Hospital.
West Middlesex University Hospital	Planned Care	Upheld	Daughter raised concerns regarding wrong vein being entered following patient's saphenous vein ablation which has resulted in severe pain and Consultant attitude.	Apology given for experience. New appointment provided to patient.
Chelsea and Westminster Hospital	Womens, Childrens, HIV, GUM and Dermatology	Partially upheld	Took 4 hospital visits and a call from their friend for patient to get admitted into hospital. Had a very poor experience at hospital now are questioning whether the hospital is a good choice to go ahead with maternity care.	Apologies offered for complainant not being kept up to date with management from team as their focus at the time was on patient. Reassured complainant that wife's medical and obstetric care was appropriate throughout and has been analysed through a joint review of both the ED and Gynaecology team leads. Explanation provided why care was not discussed with a third party and why no visitors are allowed on a ward.
West Middlesex University Hospital	Womens, Childrens, HIV, GUM and Dermatology	Partially upheld	Traumatic experience when giving birth-baby had lack of oxygen at birth and mother was told only after giving birth that that baby was born with Down Syndrome.	There were no concerns raised when reviewing scan by senior Sonographer. Midwives did document aspects appropriately. Apologies offered that patient felt lack of communication from staff and not being listened to.

Chelsea and Westminster Hospital	Womens, Childrens, HIV, GUM and Dermatology	Upheld	Concerned about the ramifications of the condition their daughter has and the effect it may have on her future health and development. States the "process so far has been a bit of a mess".	Apologies offered from both consultants for not communicating properly with lack of explanation.
Chelsea and Westminster Hospital	Womens, Childrens, HIV, GUM and Dermatology	Upheld	Complaint about experience at A&E with Paediatric consultant. Conflicting information given and lack of reassurance and support.	<ol style="list-style-type: none"> 1) Confirmation that doctor did note a history of reflux symptoms as the presenting complaint and all her concerns had been documented. 2) Wearing face masks can impact communication so apologies were offered as patient felt doctor did not introduce themselves. 3) Apologies offered for patient felt being judged for not breast feeding. 4) Patient was frustrated at interpretation of goo weight gain- has been passed onto staff for learning. 5) Apologies offered if patient felt doctor at PED undermined the previous clinicians view, was not their intention. 6) Apologies offered for patient not being seen by consultant when they attended-usual practice for a junior staff to get someone senior. 7) Patient was correct to state NICE guidelines regarding Gaviscon, apologies offered for why there was a reluctance to prescribe.

Chelsea and Westminster Hospital	Womens, Childrens, HIV, GUM and Dermatology	Partially upheld	Complaint about staff contacting social services after parents brought an infant to Paediatric ED.	<p>Patient was not allowed as it was against Trust COVID 19 Policy and staff recognised she was in distress hence wanted to help calm baby or carry baby to give patient a break.</p> <p>Apologies offered for delay in assistance, senior nurse was attending an emergency however later did visit patient, apologised and gave an explanation for the delay.</p> <p>Explanation provided for why wards do not routinely stock baby jar food due to short life span and apologies offered for mother not being made aware of being able to request from kitchen.</p> <p>Apologies offered for lack of communication regarding social services referral, assured referral was only made due to her condition not as a family as there was no case open regarding her son.</p>
Chelsea and Westminster Hospital	Womens, Childrens, HIV, GUM and Dermatology	Not Upheld	Complaint about experience at Kensington Wing regarding their baby.	<p>Reassured baby checks were done daily and was documented as normal hence no concerns regarding jaundice. Consultant also was not concerned as baby was passing urine and stool fine which were a reassuring sign he was hydrated.</p> <p>Informed there is no evidence to suggest that babies born via induction of labour for suspected low birth weight are more predisposed to developing jaundice.</p> <p>Regarding her inpatient stay and her feeling alone it has been documented there was regular interactions throughout the day and night.</p> <p>Confirmed with the discharge coordinator that patient was discharged correctly to the Topaz team and all relevant information was given to them and relevant paperwork given to patient.</p>