

Actions taken by The Royal Marsden in response to complaints

January-March 2011 – Chelsea

Service area	Concern	Action taken
Transitional care unit	Admission procedures	New process for verifying appointment letters. (n/132/10/11)
Private patients	Clinical	Review of admission letters. (p/135/10/11)
Palliative care	Attitude of staff	Explanation given. (n/142/10/11)
Medical day unit	Attitude of staff	Service review. (n/145/10/11)
Private patients	Clinical	Staff reminded of anti-embolism policy. (p/156/10/11)
Gynaecology	Clinical	Workshops on drain insertion for junior doctors to be held. (n/128/10/11)
Transport	Failure to arrive/incorrect bookings	Complaint discussed with transport controllers. (n/146/10/11)
Breast	Discharge arrangements	Implementation of new pathway for those patients requiring A&E treatment. (n/127/10/11)
Breast	Attitude of staff	Explanation given. (n/144/10/11)
Gastrointestinal	Attitude of staff	Explanation given. (n/140/10/11)
Urology	Prescribing issues	Staff reminded of process for contacting clinical team. (n/129/10/11)
Outpatient services	Clinical	Doctors' local induction updated. (n/141/10/11)
Skin and melanoma unit	Communication issues	Staff reminded of the importance of clear communication. (n/153/10/11)
Sarcoma	Communication issues	Update to the sarcoma patient information leaflet. (n/147/10/11)



January-March 2011 - Sutton

Service area	Concern	Action taken
Pharmacy	Delay in receiving appointments/treatments	Issues discussed with the clinical team. (p/138/10/11)
Pharmacy	Delay in receiving appointments/treatments	Review of patient information leaflets for clinical trials. (n/139/10/11)
Gastrointestinal	Communication issues	Explanation given. (n/149/10/11)
Paediatrics	Environment	Explanation given. (n/150/10/11)
Urology	Clinical	Explanation given. (n/131/10/11)
Pastoral and psychological care	Breach of confidentiality - oral/ written	Implementation of new guidelines regarding good record keeping. (n/151/10/11)
Private patients	Clinical	Nurses reminded of correct observation practice. (p/148/10/11)
Paediatrics	Clinical	Review of feeding pumps. (n/152/10/11)
Breast	Clinical	Changes to breast screening process. (n/155/10/11)
Haemato-oncology	Delay in receiving appointments/treatments	OOH service provision to be reviewed. (n/136/10/11)
Pharmacy	Delay in receiving appointments/treatments	Issues discussed with the clinical team. (p/138/10/11)
Pharmacy	Delay in receiving appointments/treatments	Review of patient information leaflets for clinical trials. (n/139/10/11)
Gastrointestinal	Communication issues	Explanation given. (n/149/10/11)
Paediatrics	Environment	Explanation given. (n/150/10/11)



April-June 2011 – Chelsea

Service area	Concern	Action taken
Breast	Clinical	Explanation provided and meeting to be arranged to discuss further. (n22/11/12)
Breast	Clinical	Explanation of care given. (n24/11/12)
Cancer Services	Clinical	Explanation given. (n35/11/12)
Endoscopy	Delay in receiving appointment/treatment	Changes in policy and procedure. (n08/11/12)
Gastrointestinal	Clinical	Outpatients department to be made aware of transfer procedure between the Trust and a partner hospital. (n07/11/12)
Gynaecology	Clinical	Review of current practice. Ward nurses reminded of importance of identifying intravenous and subcutaneous lines. Additional staff training to be given. (n16/11/12)
Haemato-oncology	Clinical	Explanation about care given. (n01/11/12)
Haemato-oncology	Clinical	Explanation given. (n18/11/12)
Medical Day Unit	Delay in receiving appointment/treatment	Explanation given about delays. (n36/11/12)
Medical Day Unit	Delay in receiving appointment/treatment	Team reminded of procedure for cross-matching blood. (n20/11/12)
Neurology	Attitude of staff	Member of staff reminded of need to maintain professional standards. (n19/11/12)
Pathology	Missing medical records/results/documentation	Staffing changes and training. Protocol changed. (n21/11/12)
Private Patients	Delay in receiving appointment/treatment	Apology and explanation given. (p17/11/12)
Private Patients	Clinical	Explanation of care provided and decisions taken. (p34/11/12)



April-June 2011 - Sutton

Service area	Concern	Action taken
Breast	Attitude of staff	Review of process. (n30/11/12)
Head and Neck	Clinical	No action required – the correct procedure was followed. (n06/11/12)
Leukaemia and Myeloma	Attitude of staff	Assess feasibility of clinics on bank holidays. (n33/11/12)
Lung	Clinical	Assess feasibility of clinics on bank holidays. (n33/11/12)
Lymphoedema	Clinical	Detailed explanation of illness and disease progression given. Details given of bereavement support and pastoral care. (n37/11/12)
Paediatrics	Issues relating to Trust policy	Housekeeping reminded of need to keep areas tidy. (n11/11/12)
Pharmacy	Delay in receiving appointments/treatments	Improve patient information to raise awareness of length of time clinical trial prescriptions can take. (n09/11/12)
Pharmacy	Delay in receiving appointments/treatments	Review of waiting times and consideration of 2-stop visit for patients. (n10/11/12)
Private patients	Clinical	Discussed with staff the necessity of escalation to senior nurse when necessary. (p26/11/12)
Smithers	Attitude of staff	Management of chemotherapy process already under review and comments noted. (n05/11/12)
Transport	Transport/comfort/delays	Transport Control staff instructed to keep all departments fully aware of delays (n02/11/12)
Facilities	Environment	Reinforce non-smoking policy. (n13/11/12)
Outpatients	Delay in receiving appointments/treatments	Patient given matron as named contact. (n27/11/12)
Outpatients	Cancellations	Outpatient department administration staff reminded not to change letters but to forward to medical secretary. Appointment rearranged. (n28/11/12)



April-June 2011 – community services

Service area	Concern	Action taken
District nursing	Nursing	Partner trust responded with an apology for failing to give adequate explanation on discharge. (c08/11/12)
Family planning	Clinical	Reassurance given. (c01/11/12)
Health visitors	Breach of confidentiality	Explanation of referral procedure; team reminded of importance of explaining process to client. (c15/11/12)
Occupational therapy	Delay in receiving appointments/treatments	Apology and explanation. (c17/11/12)
Physiotherapy	Delay in receiving appointments/treatments	Comment obtained but not sent to partner trust as no consent. (c04/11/12)
Podiatry	Appointment bookings	Apology provided and home visit organised. (c03/11/12)
Podiatry	Attitude of staff	Discussed with member of staff; alternative member of staff allocated to patient for future appointments. (c05/11/12)
Physiotherapy	Appointment bookings	Appointment system and rebooking reviewed; regular checks of equipment available to take place. (c06/11/12)
Physiotherapy	Clinical	Appointment booked to review treatment. (c07/11/12)
Physiotherapy	Delay in receiving appointments/treatments	Discussion of complaint with external organisation. (c13/11/12)
Rehabilitation	Delay in receiving appointments/treatments	Policy for provision of physiotherapy amended. (c16/11/12)
Speech and language therapy	Delay in receiving appointments/treatments	Referral system reviewed and referrals to community services team to be highlighted by Stroke Unit. (c10/11/12)
Dietetics - children	Cancellations	Review of diary practice by staff. (c02/11/12)

