- Failure to answer the phone at the Call Centre for Out Patients
- Cancelled admissions (surgery) and the impact it has on the patient and their family. Surgery cancelled on the day
- Patient notes unavailable in clinic
- Delay in receiving results
- Poor communication between Doctors, Nurses and Parents/carers
- Staff attitude/customer care
- Issues regarding the patient environment, e.g. glass walk-ways, seating in main areas, parent accommodation, hospital facilities, services supplied by Sodexo such as catering and cleaning, restaurant costs

3. Action

3.1 The senior management group for the Children's Division and PALS are working closely to strengthen the response system, which is focused upon, where appropriate, face to face meetings with the person who has expressed their concerns and senior staff members who have the authority to initiate changes.

3.2 Other initiatives have been to provide a "you said, we did" notice board for patient and their visitors to post comments about any issues regarding the hospital. Actions by the Trust in response to the comments have been posted on the notice board.

3.3 The response to and resolution of patients', their relatives and the public's concerns remains of significant importance to the Trust Board, and forms part of the Trust's overall Quality Campaign to continually improve the patient experience. Hence the learning gained through any division is shared Trust wise.

Barry Williams
Operational Manager
PALS/ Complaints