

Board of Directors (Public)

Item 3.3

Board Report

Subject: PHSO Complaint Outcome & Recommendations
Date of meeting: 24th November 2015
Prepared by: Lisa Gurrell – Patient and Family Support Manager
Presented by: Sue Pemberton, Director of Nursing

BAF Ref	Impact on BAF Risk Rating
1,2	N/A

1. Background

The purpose of this report is to provide and update the Board of Directors of a complaint from 2012 that was referred to the Parliamentary Health Service Ombudsman for investigation.

2. Case History

The wife of the patient in question was unhappy with issues relating to his surgery in September 2012 and subsequent aftercare. She believed that the treatment received led to on-going problems and ultimately to his death in January 2014. The problems highlighted related to why a vein was harvested from the patient's leg, as opposed to the arm, and that he then developed a wound infection following discharge.

The patient underwent a 2nd CABG on 26th September 2012. During surgery, the left arm was not suitable for blood pressure monitoring and blood pressure had to be monitored via the right arm. This prevented an artery being used from the patient's arm and therefore one was taken from right leg. The patient was subsequently treated for acute pain in the leg following surgery and investigations revealed no evidence of a DVT. The patient was reviewed 5 times in November/December 2012 and was readmitted in December 2012 for further investigations and received treatment by the pain team, tissue viability team and physiotherapy. The patient was transferred to Wrexham Hospital in January 2013 for further treatment. The patient sadly died in January 2014.

3. LHCH Complaint Investigation

The complainant alleged that she was given contradictory information by the Trust and was told there was no infection and then later told that there was. The Trust fully investigated the concerns and responded to the complainant's MP who raised the complaint on behalf of the complainant.

4. Investigation and Outcome by PHSO

The PHSO investigated the complaint in line with the 2nd stage of the NHS complaints process.

PSHO outcome:

- They were satisfied that it was appropriate to use a vein in the patient's leg as part of the surgery.
- They were satisfied that the aftercare provided by LHCH was appropriate and in line with established good practice.
- They felt that the Trust's responses to the complaint were an accurate reflection of the events that took place and suitably explained the decisions that were made.

The PHSO concluded:

Whilst it is unfortunate the complainant feels that the Trust provided contradictory information, they are not persuaded that this is the case. Taking into account the independent clinical advice sought, they are satisfied that the treatment provided during and after surgery was appropriate. They took the decision not to uphold the complaint.

A report detailing the decision was sent to the complainant on 8 September 2015.

5. Recommendations

The Board are asked to receive assurance that:

- This complaint was investigated appropriately and the recommendations by the PHSO were satisfied that the complaint was handled appropriately and no recommendations or action is required.

