



Queensland
Government
Queensland Health

Bundaberg Health Service District

NOTIFICATION OF COMPLAINT

Original → DMS for action
CC → DM for info

This form is to be completed by either a staff member or the person lodging the complaint.

Date: 27/02/2004 Time: 9:30 am CC: AS&ASU

Name of Facility: Bundaberg Childers Gin Gin Mt. Perry

Complainant: Patient Visitor Other (please state) _____

Name: Geoffrey Leonard Smith UR Number: 061177

Address: _____

Phone: _____

Details of Complaint (attach additional information if necessary):

Mr Smith was very unhappy by the way he was treated by Dr Patel. He attended the Day Surgery Unit yesterday (26/02/04) at 2:00 pm for a procedure on his arm (elbow?). He asked Dr Patel at his initial consultation if he could be asleep for the operation as he doesn't handle anaesthetic well. He said that Dr Patel told him not to be a sook and dismissed his request. When he presented at the hospital for the operation he once again tried to make Dr Patel aware of his fears of having local anaesthetic and again said that he didn't want to be awake for the operation. He said that Dr Patel said to him not to be a baby and to be a big boy. The operation then went ahead with Mr Smith awake. Mr Smith said he told Dr Patel several times (and at one point even swore at him because of the pain to which Dr Patel commented that he shouldn't use that sort of language) that he could feel everything that he was doing. He said because of this he was given a lot of anaesthetic (he's not sure how many shots).

When the operation was over he said he was told to get up and leave. He said he didn't want to get up but was made to. He was feeling dizzy and didn't feel that he should be walking around. He also had a burning pain under his arm. As he started to make his way out he said a nurse did come over to him and said that he didn't look good and asked that someone get him a chair. He was then told to sit in the waiting area until he recovered which he did for ¼ hour. His partner went to Pharmacy to get him some tablets (I assume to help with the pain).

Other things Mr Smith wasn't happy with include the following:

- wasn't given a sling for his arm
- area that was operated on shaved but didn't shave up higher where the bandage was so very painful removing adhesive bandage
- wasn't told how to look after his arm after the operation
- was told by Dr Patel that he would be right to go to work the next day so wasn't given a medical certificate. Mr Smith felt he would need a certificate as he is a Plant Operator and felt he would not be able to continue with his work duties for some days (he has since seen Dr Barnes who gave him a certificate for 1 week).

In closing, Mr Smith said he is a human being and not a number and felt he should be treated as such.

Signature: K. J. Baggett
(of person documenting the complaint)

Date: 27/2/04

Designation: AO
(If staff member)

Queensland Health

**BUNDABERG HEALTH SERVICE DISTRICT
MEDICAL SERVICES**

Enquiries to: Darren Keating
Telephone: 41502210
Facsimile: 41502029
File Ref: DK:jaw

10th March 2004

Mr Geoffrey Smith
61 Narooma Drive
BUNDABERG QLD 4670

Dear Mr Smith

Thank you for your visits of 27th February and 8th March 2004 concerning your recent hospital admission under Dr Patel.

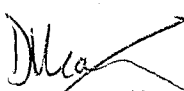
On behalf of Bundaberg Health Service District, I wish to apologise for any distress and unhappiness you experienced in relation to this admission. This district aims to ensure that a high quality of care is provided to each and every patient, who accesses our services. It is always concerning when negative feedback is received. Nevertheless, the organisation and its staff will use this feedback in their efforts to improve the delivery of its services.

As you will remember, you were initially seen in an Outpatient Clinic on 13th January 2004, where you signed a consent form for this operation, which included details about the anaesthetic. Thereafter you were admitted on 26th February 2004 for removal of a skin cancer on your right shoulder. This cancer was removed with a special procedure performed to minimise scar size. After recovery, you were discharged home, before returning next day for review and a medical certificate. It would appear that you suffered from a number of symptoms after the operation that may be related to the large amount of local anaesthetic used during the procedure.

It is very evident that you were fearful of local anaesthetic and attempted on several occasions to discuss this matter with Dr Patel, prior to the operation. Unfortunately your concerns were not heard with the resultant situation in the theatre and recovery area that you described. In order to reduce the likelihood of a similar experience in the future, a review of what anaesthetic information and how it is provided in Pre Admission Clinic will occur. Your medical record will carry an alert regarding local anaesthetics and the Day Surgery Unit will review its processes for patients who experience some difficulty during minor operations. Finally I have discussed your concerns with Dr Patel, who has given an undertaking to review his interactions with patients in such circumstances.

Thank you for bringing this matter to my attention and I hope this information is of assistance.

Yours sincerely


Dr Darren Keating
Director of Medical Services

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Queensland Health
Bundaberg Health Service
District
Medical Services

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Queensland
Government
Queensland Health

Bundaberg Health Service District 0204.21
COMPLAINT REGISTRATION FORM

This form is to be completed the staff member who is registering the complaint.

Complaint Identifier: 0204.21
Office Use Only

Type of Complaint: Written Verbal Telephone

Name of person handling complaint: Darren Keating DMS
Name and Designation of Staff handling the complaint

Facility: Bundaberg Childers Gin Gin Mt. Perry

Source of Complaint
 Patient/Client Relative/Carer Friend/Advocate
 Staff Member Volunteer Anonymous
 Other – Please specify

Complainant Details
 Name: Geoffery Leonard Smith UR: 061177
 Election Status: _____ Admission Status: _____
 Gender: M DOB: _____ Post Code: 4670
 Complainant Name If different to above: _____

Complaint referred by: If from an external source
 Ministerial Local MLA Other QH Department
 HRC MP Staff Referral
 Response to Survey Other Not Known

Complaint Handling Details
Please provide the date each action was completed
 Complaint submitted: 27/02/2004 Complaint registered: 16/03/2004
 Acknowledgment: 03/03/2004 First progress report: _____
 Date of Resolution/Closure: 10/03/2004

Complaint Issue See Complaint Categories and Description
 Category
 1. Access to Services
 2. Communication
 3. Consent
 4. Corporate Services
 5. Cost
 6. Grievances
 7. Privacy/discrimination
 8. Professional Conduct
 9. Treatment
 Description
Mr Smith is concerned regarding his recent hospital admission under Dr Patel.

Service Type Location of Incident: Operating theatre

Staff Category Staff involved in the complaint: Dr Patel

Severity of Complaint

Level One:	Trivial, misconceived, subject matter not warranting acceptance for investigation
Level Two:	Complainant could have resolved complaint easily with support from staff involved
Level Three:	Legitimate consumer complaints, especially about communication or practice management, but no lasting detriment
Level Four:	Significant issues of standards, quality of care, or denial of rights, complaints with clear quality assurance implications
Level Five:	Long-term or severe damage, including death, serious adverse outcome, professional misconduct

Complainant Objective What does the complainant want to happen?	<input checked="" type="checkbox"/> Register concern	<input type="checkbox"/> Receive explanation	<input type="checkbox"/> Obtain apology
	<input type="checkbox"/> Obtain refund	<input type="checkbox"/> Access service	<input type="checkbox"/> Change procedure
	<input checked="" type="checkbox"/> Change policy	<input type="checkbox"/> Compensation	<input type="checkbox"/> Disciplinary action
Please provide details:			

Resolution Mechanism/ Outcome By what means was the complaint resolved?	<input type="checkbox"/> Concern registered	<input checked="" type="checkbox"/> Explanation given	<input type="checkbox"/> Apology provided
	<input type="checkbox"/> Costs refunded	<input type="checkbox"/> Services provided	<input type="checkbox"/> Procedure/practice change
	<input type="checkbox"/> Policy change	<input type="checkbox"/> Compensation received	<input type="checkbox"/> Disciplinary action taken
	<input type="checkbox"/> No action taken		
Please provide details:			
Letter of explanation written by Darren Keating (DMS).			

Recommendation/ Action taken What action has been taken as a result of this complaint?	<input type="checkbox"/> Staff member/contractor counselled	<input type="checkbox"/> Training/education of staff provided
	<input type="checkbox"/> Duties changed	<input type="checkbox"/> Dismissal/ termination of contract
	<input type="checkbox"/> Quality improvement activity initiated	<input checked="" type="checkbox"/> No action taken
Please provide details:		
Letter of explanation written by Darren Keating (DMS).		

Adverse Outcome	
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Narrative	Mr Smith was unhappy by the way he had been treated by Dr Patel. Mr Smith tried to tell Dr Patel that he had fears about being under local anaesthetic and wanted to be asleep during the operation; this did not happen. Mr Smith said that Dr Patel told him "not to be a baby and a to be a big boy", he also has complaints that Dr Patel did not explain things well to him and also swore at him.
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Office Use Only Performance indicators	Acknowledgment letter - 3 days	Progress report - 21 days	Resolution - 35 days
	Date		
Reported in trends analysis			