

Complaint case study (November 2019)

**Anna contacted the Trust to raise a complaint about her experience when she attended the recurrent miscarriage clinic**

Anna was invited to attend the recurrent miscarriage clinic to see a consultant, Miss C. Anna had a number of blood tests in readiness for the appointment. On her arrival at the clinic, Anna was seated in the main Women's and Children's waiting area. She noted in her complaint that given the purpose of the clinic she was attending, she was asked to wait alongside pregnant women and women with young babies.

Anna was called in to see a male doctor. He did not introduce himself, but asked Anna why she was there, as Miss C was on holiday. Anna asked about her blood results, but the doctor could not locate the results. At this point, Anna became upset. She described the doctor telling her to 'just relax' and that 'things will happen.....sometimes you get what you want and sometimes you don't'. Anna ended the consultation at this point and as she left, the doctor said he would arrange an urgent appointment with Miss C. Anna subsequently received a letter inviting her to another appointment in five months' time.

Having experienced a miscarriage earlier in the year, a few weeks after the appointment described above, Anna received a telephone message from the antenatal clinic asking her to arrange an appointment before her due date. She received a second message the following day to advise that an antenatal home appointment had been booked for her. Anna called the clinic to explain the situation. The staff member apologised and amended the records accordingly.

**Our findings**

This complaint was investigated by the Deputy Head of Midwifery and Lead for Quality. The complaint was upheld.

Apologies were offered that Anna had not been directed to a more appropriate waiting area when attending the outpatient clinic. There is a separate waiting area for women attending the recurrent miscarriage clinic. The reception team were reminded to offer this waiting area to women attending this clinic in the future.

Apologies were offered for the unsatisfactory consultation Anna had. The feedback from the complaint was shared with the doctor's educational supervisor for review with him, to look at ways in which he could improve his practice.

It was confirmed that following receipt of the complaint, Anna's follow-up appointment with Miss C was brought forwards.

Unreserved apologies were offered for the distress Anna was caused when she was contacted regarding antenatal appointments. There had been an error in a scan being uploaded to the maternity system and this had resulted in the health visiting team contacting her. The maternity service is working to fix the system error and in the meantime, staff were advised not to upload any scans to the system, unless the mother had been booked for her maternity care.