

Complaint case study (October 2019)

Mr S contacted the Trust to complain that his ENT appointment booked for September had been cancelled and rescheduled to December

Mr S had been booked to be seen in the ENT clinic on 18 September 2019. This appointment was cancelled and rescheduled to 19 December 2019.

Our findings

This complaint was investigated by the Complaint Lead and was upheld.

Apologies were offered to Mr S that his appointment in September was cancelled. It had been cancelled as due to staff illness, there were not enough doctors available to see all the patients booked to attend the clinic that day. It was established that Mr S had contacted the booking team directly, very upset, and they had been able to overbook him to be seen as an additional patient on 18 September.