

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Thursday 17th August 2023. I am pleased to confirm the following.

How many complaints or concerns were received by MKUH (not skin lesion specific), and how many (of the 26 complaints) identified errors or faults by dermatology, and what type of error or faults were identified?

MKUH had 34 complaints (apologies the original answer of 26 was incorrect) from November 2021 – March 2023.

We log complaints by category and subcategory and here is the breakdown:

Appointments	
Delay	2
Cancellations	4
Breakdown in communication	1
Clinical Treatment	
Treatment / Procedure - Delay / Failure	2
Clinical assistance - Delay / difficulty obtaining	1
Medical care - Doctor	1
Results - Delay in giving results	1
Prescribing error / refusal / failure	2
Communication	
Incorrect information given	3
Method / Style of communication	1
Communication failure with patient	7
Inadequate information provided	3
Communication failure with relatives/carers	1
Documentation	1
Values and Behavior's	
Failure to act in a professional manner	2
Staff attitude	2

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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