

Informal Complaints/PALS Enquiries

Summary

Outcome Details

Patient referred for cancer appointment and contacted Trust with concerns relating to impact of COVID-19 on services.

Concerns raised with relevant service and confirmed that patient does have an appointment date.

Patient concerns over appointment delays due to COVID-19 .

Contacted service manager and patient booking manager. Patient has now received an appointment date.

Patient concerns over appointment delays due to COVID-19 .

Concerns raised with relevant service and confirmed that patient does have an appointment date.

Patient concerns over appointment delays due to COVID-19 and comments about staff attitude.

Communication with patient and an appointment now in place.

Patient concerns over appointment delays due to COVID-19 .

Appointment now in place for the patient.

