

Complaint Outcome Summary

Name of Service:	Merchant City Medical Group
Complaint Case Number:	CAS-01192-F3F1Q

1. Complaint Overview

The complaint areas we investigated were:

- a) There was no appropriate emergency patient care protocol in place to ensure the safety of the patient or it was not followed by staff.
- b) Staff were not appropriately trained to deal with a patient emergency.
- c) Staff were not appropriately qualified to carry out procedures including administering local anaesthetic.
- d) There was no appropriate local anaesthetic toxicity protocol in place, or it was not followed by staff.
- e) Staff were not appropriately trained in dealing with local anaesthetic toxicity.
- f) Staffing in the service was not appropriate having regard to the size and nature of the service, and the number and needs of service users.
- g) Staff did not follow procedures/guidelines/best practice for administering local anaesthetic.
- h) The service failed to provide appropriate aftercare following the procedure.
- i) The service failed to provide information regarding their care and treatment to the patient following treatment.
- j) The service did not carry out a review of the incident.