

Complaint Outcome Summary – for upheld complaints only

Name of Service:	Ross Hall Hospital
Complaint Case Number:	CAS-01226-G8M8Y

1. Complaint Overview

The complaint areas we investigated were:

- a) The service did not follow national guidelines for conducting an MDT prior to treatment.
- b) The service did not follow their complaints policy.
- c) The service did not follow legal requirements and professional best practice in relation to patient care records.