

# User Experience

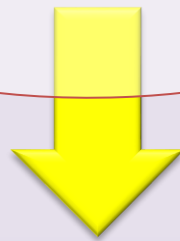
## Complaints Outcomes

Jul 2020 – Sep 2020



There were 14 complaints reported this 2nd Quarter

The main root causes were failure to follow procedure, failure/lack of checking and human error. One was cause indeterminable, also one training issue and another incorrect data/finding.



BIO X 2  
BT x 2  
Cell Path x 2  
Micro x 1  
Phlebotomy x 2  
POCT x 1  
Spec Rec x 4

Please can staff be vigilant and apply great care when carrying out their duties.

**Complaints Can Be a Learning Opportunity**