

Complaint about an older patient's wait in the department



Assume that today's date is 22 October 2026. Mr Tehrani has given written consent for the department to reply to his daughter about his care. You are the superintendent radiographer in the Medical Imaging Department of a metropolitan hospital. Using the information in the case notes, write a letter to Ms Kristine Ferrara, the daughter of Mr Tehrani, in response to her letter of complaint. Explain what happened, acknowledge what went wrong and outline the changes being made. Address the letter to Ms Kristine Ferrara, Unit 2, 15 Kingfisher Lane. In your answer: expand the relevant notes into complete sentences; do not use note form; use letter format. The body of the letter should be approximately 180–200 words.

Choose one box per line: I = Include / C = Compress / O = Omit. Answers and reasons are on the webpage (scan QR).

Patient details

- | | I | C | O |
|---|--------------------------|--------------------------|--------------------------|
| 1. Name: Mr Ronan Tehrani | ☐ | ☐ | ☐ |
| 2. DOB: 03/05/1945 (81 yrs) | ☐ | ☐ | ☐ |
| 3. Inpatient, general medical ward; admitted 12/10/26 with abdominal pain | ☐ | ☐ | ☐ |
| 4. Discharged home 18/10/26 | ☐ | ☐ | ☐ |
| 5. Written consent given for daughter to receive reply re complaint | ☐ | ☐ | ☐ |

Social background

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|---|--------------------------|--------------------------|--------------------------|
| 6. Lives alone; daughter (Ms Kristine Ferrara, next of kin) visits daily | ☐ | ☐ | ☐ |
| 7. Retired carpenter; keen gardener | ☐ | ☐ | ☐ |
| 8. Daughter states her brother 'never helps' with father's care | ☐ | ☐ | ☐ |
| 9. Hearing impaired, wears hearing aids; aids left on ward on day of scan | ☐ | ☐ | ☐ |

Medical history

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| 10. Osteoarthritis both hips; R total hip replacement 2015 | ☐ | ☐ | ☐ |
| 11. Type 2 diabetes, diet-controlled | ☐ | ☐ | ☐ |
| 12. Hypertension, on medication | ☐ | ☐ | ☐ |

Complaint (letter received 19/10/26)

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| 13. 14/10/26: CT abdomen requested by ward team; pt brought to imaging on trolley 10:15, returned to ward 13:35 (> 3 hrs) | ☐ | ☐ | ☐ |
| 14. Not told reason for delay or expected wait; daughter phoned dept 11:30, told only 'he is in the queue' | ☐ | ☐ | ☐ |
| 15. Not offered a drink; asked for toilet, waited approx. 20 min | ☐ | ☐ | ☐ |
| 16. Uncomfortable on trolley → hip pain; no pillow | ☐ | ☐ | ☐ |
| 17. Daughter states hospital she used previously was 'much better run' | ☐ | ☐ | ☐ |

Complaint (letter received 19/10/26)

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| 18. Asks: why so long, why no one informed them, what will be done to prevent recurrence | ☐ | ☐ | ☐ |
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Investigation findings

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| 19. 10:30–12:00: 2 unplanned emergency CT scans (seriously injured pts from ED) — prioritised as per standard practice | ☐ | ☐ | ☐ |
| 20. Pt scanned 12:20; scan completed without complications | ☐ | ☐ | ☐ |
| 21. Return to ward delayed approx. 1 hr — no porter available | ☐ | ☐ | ☐ |
| 22. No staff member assigned to check waiting trolley pts that morning; no comfort checks documented | ☐ | ☐ | ☐ |
| 23. Ward not informed of delay | ☐ | ☐ | ☐ |
| 24. Pt without hearing aids → may not have heard staff explanations | ☐ | ☐ | ☐ |
| 25. Radiographer on duty commented that portering dept is 'always useless' | ☐ | ☐ | ☐ |
| 26. CT reported 14/10; findings discussed with pt by ward team | ☐ | ☐ | ☐ |
| 27. Skin checked by ward nurse on return — no pressure injury | ☐ | ☐ | ☐ |

Changes agreed

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| 28. From 01/11/26: dedicated staff member to check trolley pts every 30 min (comfort, drinks if permitted, toilet, update on expected wait) | ☐ | ☐ | ☐ |
| 29. Ward to be phoned if wait expected > 1 hr | ☐ | ☐ | ☐ |
| 30. Communication training for all imaging staff incl. phone enquiries and pts with hearing loss — Nov 2026 | ☐ | ☐ | ☐ |
| 31. Escalation to portering manager if return transfer not arranged within 30 min of scan | ☐ | ☐ | ☐ |
| 32. Pressure-relieving mattresses ordered for imaging trolleys | ☐ | ☐ | ☐ |

Plan

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| 33. Apologise; offer meeting or phone call to discuss further | ☐ | ☐ | ☐ |
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