

Ref: - CM006594-19
MR. R. NIJJHAR

Royal Berkshire **NHS**

NHS Foundation Trust

Cardiology Department
Royal Berkshire Hospital
London Road . Reading . RG1 5AN
Tel: 0118 322 6676

AJMAL HUSSAIN [E-SEND]
GREEN ROAD SURGERY
224 WOKINGHAM ROAD
READING
RG6 1JS



H323P2MFC8
A398 c1.71/248 b1

24th January 2019

BS/modl/24991669 MRN:665503

Dear Dr Hussain

Re: NIJJHAR, RAJINDER
144 HAMILTON ROAD READING RG1 5RE

86 years old
DOB: 08/09/1933

NHS No: 494 890 0249

Your patient's case has been brought to my attention by our registrar. I understand your patient was recently admitted with the flu.

I had seen him in the Outpatient Clinic towards the end of last year with symptoms of chest discomfort. I had arranged a CT coronary angiogram. Unfortunately, I did not receive the results.

The CT coronary angiogram shows that there is some coronary artery disease and the recommendation would be to have a functional test. We will return with the results. In the interim period, I would be most grateful if you would add in Imdur 30mg daily (half tablet) in addition to his amlodipine.

I am sorry that the results have taken such a long time to get to you.

Yours sincerely

Electronically signed

Dr Bhavesh Sachdev, BSc (Hons) MBBS FRCP
Consultant Cardiologist

BT^{has} caused this heart, Dementia
and other health and social
problems affecting my life style.
R. Nijjhar.

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Cardiology Outpatients
Battle Block Level 1
Royal Berkshire Hospital
London Road, Reading
RG1 5AN

30 JAN 2019

Mon-Fri: 8.30am-5.30pm

Tel: 0118 322 6676
rbb-tr.CAT11@nhs.net

Mr Rajinder Nijhar

144 Hamilton Road
READING
RG1 5RE

Dear Mr Nijhar

Hospital Number: 0665503

NHS No: 494 890 0249

An appointment has been made for you on:

Monday 08 April 2019 at 13:00 hours

Appointment Location:

Cardiology Outpatients – Battle Block Level 1

Royal Berkshire Hospital, London Road, Reading RG1 5AN

Patient Information Leaflet: Dobutamine Stress Echocardiography

Your Doctor has decided that you should have a Dobutamine Stress Echocardiogram

What is it?

- An echocardiogram or echo is a scan that uses ultrasound (sound waves) to produce pictures of the heart. The test is painless and does not use radioactivity.
- During a Pharmacological Stress Echo, your doctor will give you some medicine to make the heart beat harder and faster whilst pictures are taken of your heart.

Why is it being done?

- A Stress Echo is performed as it allows your doctor to understand how the heart copes when it is made to work harder.
- A Stress Echo is useful to diagnose whether you have angina or not. It can also give your doctor information about the severity of a valve problem, and it can help to decide whether your

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Very bad Flu and I
was in hospital for 5 days,
It will take six months to
recover,

Reference: RBH/18/221

Chief Executive's Office
Royal Berkshire Hospital
Level 4, Main Entrance
London Road
Reading
Berkshire
RG1 5AN

Tel: 0118 322 8338

8 February 2019

Mr Rajinder Nijhar
144 Hamilton Road
Reading
RG1 5RG

Dear Mr Nijhar

Further to our letter of 18 January 2019, I am now in a position to respond to your concerns. Your complaint has been investigated by Ms Georgina Brown, Matron for the Acute Medical Unit (AMU) and Dr Eddie McKeown, Clinical Lead for the AMU. My letter is based on the results of their investigations.

Matron Brown and I are sorry to hear about your poor patient experience during your admission to the Acute Medical Unit (AMU) on 5 and 6 January 2019. Matron Brown would also like to thank you for taking the time to discuss your concerns with her by telephone and is sorry that she could not reassure you further. She explains that all complaints are taken seriously and shared with our teams for reflection and learning in order to improve patients' experiences in the future.

Matron Brown and Dr McKeown have investigated your complaint and addressed your concerns below by reviewing your medical notes and talking to the staff involved in your care. They explain that:

1. Losartan and Doxazosin medication prescribed by your GP were not prescribed by the clerking doctor on admission. When you raised this on 6 January with the AMU nurse she stated that this had not been prescribed so could not administer it. Matron Brown has spoken to the nurse who was looking after you on this day. She did mention to the doctor that this medication was not prescribed but, as you were so poorly at this time requiring very regular nebulizers and assistance from the doctors, your breathing was the priority. Dr McKeown has also reviewed your blood results and your lactate was high. When this is high there are concerns regarding sepsis, so medication for treating high blood pressure is usually held to prevent further organ hypoperfusion (inadequate delivery of vital oxygen and nutrients to body tissues). It is unclear if this was the case or whether it was an oversight. As you stated in your email you were reviewed by doctors on several occasions

We would like to know how we handled your complaint in order to help improve our service. We would, therefore, be grateful if you could kindly complete and return the enclosed survey with your feedback in the freepost envelope provided.

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Royal Berkshire



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whilst on the AMU but they did not discuss or explain your medication with you. We would like to apologise for this and the additional distress that this caused you.

2. To help reassure you the benefit of blood pressure control is over months and years. As this was given the next day, missing one dose will not have caused you any harm. The symptoms that you experienced of wheezing and heavy coughing preventing you from sleeping would have been due to your condition, as you were diagnosed with the Influenza A virus. You were treated with tamiflu, given a course of co-amoxiclav to cover for superadded infection and nebulisers and steroids for the wheeze.
3. Matron Brown can confirm that you were reviewed by the Cardiology Team who explained the results of your previous angiogram. She confirms that they will contact Dr Bhavesh Sachdev, Consultant Cardiologist, who will arrange the appropriate follow-up for you.
4. Matron Brown is sorry that it took several attempts for a nurse to take a blood sample from you on the Sunday morning. After three attempts this was, appropriately, handed over to another nurse who successfully took the sample on the first attempt. She is sorry for this additional discomfort.
5. Matron Brown is sorry that you did not find the shower on the AMU very satisfying and that the design of the shower floor was not sufficient in preventing the water from going around the toilet area, resulting in the nurse having to use towels to control the water. She is also sorry that you were later prevented from having a shower and that the nurses did not offer to assist you with your wash.

Please accept our apologies for your poor patient experience on the AMU, our lack of communication regarding your medication, the possible oversight in not prescribing your Losartan and Doxazosin medication and for the distress that this has caused you. Dr McKeown would also like to reassure you that missing one dose will not have caused you any harm.

We hope that Matron Brown and Dr McKeown's investigation has been helpful in addressing your concerns but if you would like to discuss these further, raise any other issues or have a meeting, please contact the Patient Relations Team, either by email to complaints@royalberkshire.nhs.uk, or by telephone on 01183228338.

Yours sincerely

Steve McManus
Chief Executive

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