

Complaints Core Script

GLOBAL MARK			
CLEAR PASS	BORDERLINE PASS	BORDERLINE FAIL	FAIL

Criteria

Introduces Self, Confirms identity of complainant, Washes hands	2, 1
Confirms relationship to relative	
Makes sure patient is 'being sorted' prior to dealing with complaint	
Uses open question to find out what the problem is	
Listens to the problem	
Checks they've understood the issue	
Explains what DNACPR means in a non-patronising way	
Explains CPR, and its futility in certain circumstances Fit young and healthy versus elderly and unwell Chaotic Chest compressions	
DNACPR form	
DNACPR form doesn't mean Don't treat Don't investigate	
CPR is a treatment, doctors have a duty to only provide treatments that are likely to benefit the patient, if CPR will not benefit the patient it should not be offered/	
Explains that like other medical treatments the decision to have or not have CPR is up to the patient, but because of the nature of deterioration and sudden acute illness it is not always possible to get consent.	
Explains to the family that this is not their decision, it is a medical decision made in the context of understanding the patient, their life, their goals, and the realistic options that they have.	
Elicits views about CPR	
Elicits views about the patient's feelings about CPR	
Explains context of decision	
Doesn't rescind DNACPR order	
Invites questions	
TOTAL	

Tom Bircher 2019