



66 East Bridge

Eastbrookes

Easternshire

EE3 3E4

16<sup>th</sup> September

*Dear Complaints and Queries*

*I am just writing because I'm a bit annoyed about the situation in my hospital department. I am a fourth year student and currently attached to Ward K (Respiratory) at Eastbrookes. However, a fifth year student is meant to also be on the ward but only comes in for an hour after lunch. However, he has documented that he has been in from 9am to 5pm everyday in his logbook. The consultant is currently away at Eastfields so I haven't been able to speak to him about my concerns. I don't know whether to let you know or perhaps contact the Medical School Dean.*

*Thanks so much*

*Martin*

## **COMPLAINTS & QUERIES**

Mid-Easternshire  
Hospital Trust



33 East Farm

Easterly

Eastcombe

E36 E17E

Hello Complaints and Queries

I am writing to express my disappointment in behaviour shown by some medical students. My endoscopy was scheduled at Eastbury on Monday, and I was happy to let some students observe. However, they were distracted and chatting throughout the entirety of the procedure. One of them was even on their phone. This made me feel rather uncomfortable and to be honest I am really hesitant to let medical students examine me or attend any clinics I am at in the future.

Best

Margaret

**COMPLAINTS  
& QUERIES**

Mid-Easternshire  
Hospital Trust



Dear whomever it may concern

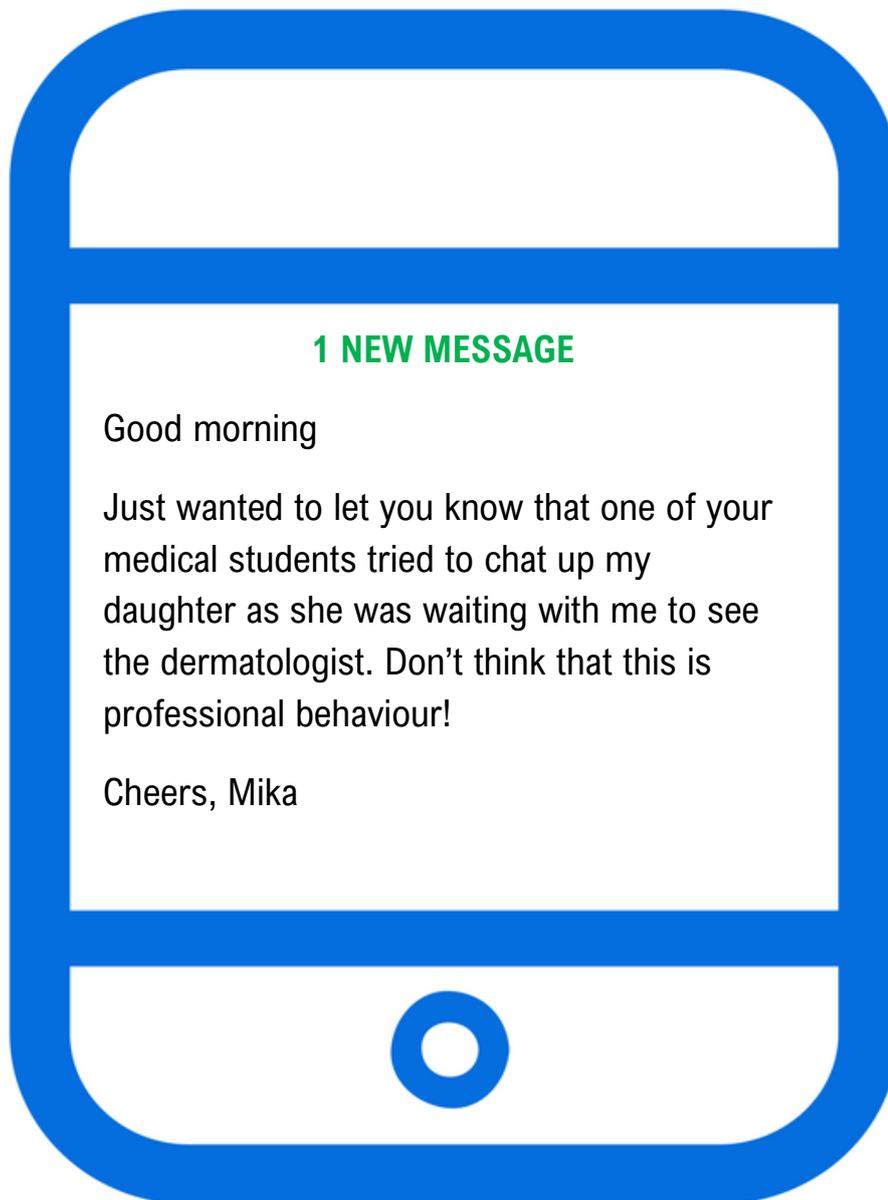
I just wanted to let you know my absolute disgrace at the behaviour shown by some of your medical students. I was approached by two whilst in the waiting room at my local GP surgery. They wanted to take a history. As I was attending the surgery for a complaint of soreness around my groin, they obviously came to the question about sexual history. As an unmarried Christian, I explained to them that I was still a virgin. One of them sniggered, and this made me feel angry and hurt. Please let your students know that this behaviour is really damaging to a patient's confidence in young doctors.

Best

Mandy

## **COMPLAINTS & QUERIES**

Mid-Easternshire  
Hospital Trust



## COMPLAINTS & QUERIES

Mid-Easternshire  
Hospital Trust



Eastern Way

Eastbury

EE4 E56E

Dear Complaints and Queries

An FY1 doctor asked a fourth year medical student whether he could take my blood before I had a skin tag removed at Eastfields hospital. The fourth year student had said he knew how to take blood. He clearly didn't! He got the wrong needle and didn't apply a tourniquet. Please make sure your students know their limits!

Looking forward to hearing from you,

Michelle

**COMPLAINTS  
& QUERIES**

Mid-Easternshire  
Hospital Trust



Hi Complaints and Queries

I just wanted to let you know that I overheard a group of medical students at Eastbrookes talking about a colleague who was homosexual and had recently come out. I know that they were just chatting and weren't intending any harm but it made me feel rather uneasy, being gay myself. Please make sure that this is flagged up.

Yours

Monique

## **COMPLAINTS & QUERIES**

Mid-Easternshire  
Hospital Trust



### 1 NEW MESSAGE

One of your sixth year medical students had agreed to dress a wound for me in A&E at Eastbury. However, she didn't realise I was allergic to some dressings, and it was only when a nurse reminded her to check my notes that she changed what dressing she was using. She didn't apologise and blamed me for not telling her about my allergy.

Mohammed

## COMPLAINTS & QUERIES

Mid-Easternshire  
Hospital Trust



99 East Street

Eastbrookes

E56 E4S2

8<sup>th</sup> October

Dear Complaints and Queries

I was asked by a fifth year medical student if they could perform a cardiovascular exam whilst being an inpatient in Ward H at Eastfields. As I get quite bored just sitting around in the ward I agreed; he left to get his stethoscope and said he would be back in five minutes. However, I waited for an hour and a half and he did not return. In the meantime I had to delay my wife's phone call and turned down a cup of tea from the trolley. I am quite disappointed.

Best

Marianne

**COMPLAINTS  
& QUERIES**

Mid-Easternshire  
Hospital Trust