

Attachment 2: Patient feedback recorded for Gynaecology services in the HCJ Feedback Management System, from 2015 to 2025

FOI REFERENCE 755199787

Feedback Type	2015	2016	2017	2018	2019	2020	2021
Comment	0	1	2	0	0	1	5
Complaint	7	11	14	9	10	6	12
Compliment	0	1	2	1	1	10	13
Totals	7	13	18	10	11	17	30

Feedback Type	2022	2023
Comment	3	0
Complaint	10	27
Compliment	4	29
PALS	0	9
Totals	17	65

Feedback Type	2024	2025
Care Question / Co-ordination	3	3
Comment	1	3
Complaint	12	10
Compliment	54	61
PALS Concern	18	35
PALS Enquiry	14	42
PAL Signposted – Internal	4	2
Suggestion	1	1
Totals	107	157