

Complaints recorded in the Health and Community Services database by category, 2018 to 15 March 2023

<b>Primary Subject</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Aids / Appliances / Equipment	2	2	1	2	0	0
Appointments / Admissions / Transfers / Discharge procedures	39	71	81	61	65	13
Attitude and behaviour	72	78	67	67	57	27
Care	70	72	87	161	151	35
Catering	2	1	1	0	1	0
Cleanliness / Laundry	0	2	1	0	2	1
Communication (Oral)	12	9	17	15	15	6
Communication (Written)	13	6	12	11	13	1
Competence	2	3	2	4	1	0
Complaint handling	0	0	1	1	2	1
Confidentiality	3	1	5	4	8	0
Consent to treatment	1	0	0	1	0	0
Date for appointment	21	4	3	4	11	0
Date of admission / attendance	1	0	0	4	2	0
Failure to follow agreed procedures	2	4	1	6	5	0
Mixed accommodation	1	0	0	0	0	0
Mortuary / Post mortem arrangements	0	1	0	2	1	0
NHS Board purchasing	0	0	1	0	0	0
Other	0	3	14	14	12	1
Outpatients and other clinics	1	0	0	0	0	0
Patient privacy / Dignity	2	1	2	3	2	2
Patient property / Expenses	13	12	6	6	10	1
Patient status	0	0	0	3	0	0
Personal records	6	2	0	4	6	1
Policy and commercial decisions of NHS Board	1	3	10	3	1	0
Premises	6	3	8	9	9	3
Subject not recorded	0	1	1	1	2	26
Test results	2	0	1	0	1	0
Travel	6	0	2	2	1	0
<b>Total</b>	<b>278</b>	<b>279</b>	<b>324</b>	<b>388</b>	<b>378</b>	<b>119</b>