

## General Hospital Complaints by department & subjects

	2010	2011	2012	2013	2014	2015	2016	2017	Total
Aids / appliances / equipment	0	0	0	3	0	0	2	0	5
Appointment/Admissions / transfers / di	0	0	0	8	7	11	20	9	55
Attitude and behaviour	0	0	0	11	59	48	237	75	430
Care	0	0	0	27	73	71	149	33	353
Catering	0	0	0	0	1	4	6	0	11
Cleanliness / laundry	0	0	0	0	1	1	0	0	2
Communication (oral)	0	0	0	4	18	19	111	25	177
Communication (written)	0	0	0	4	8	3	22	4	41
Competence	0	0	0	0	2	3	4	0	9
Confidentiality	0	0	0	0	0	0	4	2	6
Consent to treatment	0	0	0	0	0	0	1	0	1
Date for appointment	0	0	0	4	39	28	36	12	119
Date of admission / attendance	0	0	0	0	2	3	10	1	16
Hospital acquired infection	0	0	0	0	0	0	1	0	1
Outpatient and other clinics	0	0	0	2	3	1	1	0	7
Patient privacy / dignity	0	0	0	1	1	1	2	0	5
Patient property / expenses	0	0	0	2	3	7	12	5	29
Personal records	0	0	0	1	2	4	1	1	9
Policy & commercial decisions of NHS I	0	0	0	0	1	2	1	0	4
Premises	0	0	0	1	4	2	1	4	12

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	2010	2011	2012	2013	2014	2015	2016	2017	Total
Test results	0	0	0	0	0	1	1	0	2
Travel	0	0	0	1	2	4	0	1	8
Behaviour (pre 01/10/2013)	0	12	31	31	0	0	0	0	74
Cancellation (pre 01/10/2013)	0	3	0	0	0	0	0	0	3
Charges/claims (pre 01/10/2013)	1	8	12	9	0	0	0	0	30
Communication (pre 01/10/2013)	1	16	30	10	0	0	0	0	57
Untoward event (pre 01/10/2013)	0	6	8	6	0	0	0	0	20
Facilities (pre 01/10/2013)	0	2	2	2	0	0	0	0	6
Medication (pre 01/10/2013)	0	1	1	0	0	0	0	0	2
Not recorded (pre 01/10/2013)	0	0	1	0	0	0	0	0	1
Policies (pre 01/10/2013)	0	0	0	1	0	0	0	0	1
Treatment (pre 01/10/2013)	3	75	110	77	0	0	0	0	265
Transfer of patient (pre 01/10/2013)	0	0	6	0	0	0	0	0	6
No value	0	3	9	1	0	0	0	0	13
<b>Total</b>	<b>5</b>	<b>126</b>	<b>210</b>	<b>206</b>	<b>226</b>	<b>213</b>	<b>622</b>	<b>172</b>	<b>1780</b>