

FOI291 Request

Q1 How many complaints have you received during the following time period about any of the services you provide from patients/families/medical professionals.

Date Range:

- 1st January 2019 until 22nd of March 2019
- 23rd of March 2019 until 31st December 2019
- 23 March 2020 until 31st December 2020
- 1st January 2021 Until 28th Jan 2021

Please provide figures for each period and the category of the complaint if this is how you record complaints. Please also break month if this is how the information is recorded.

Response

Please see tables below and note the following.

- The data provided is in relation to complaints made by Trust patient.
- Some of the categories of complaints will have “(Staff)” against them, this is in relation to complaints made by patients against staff members.
- Additionally, we have provided the outcomes, along with a definition.
- The number of upheld, partially upheld, and not upheld complaints per time period has been included.
 - **Not upheld** – this outcome is used when an allegation is unproven or, if following investigation, proven to be incorrect. Usually, no action is arising, as Trust processes and procedures have been followed appropriately.
 - **Partially upheld** - this outcome is used when an event occurs that has an unintended outcome, or if there is any doubt of events that took place, or to take into account the complainant’s feelings. An action to prevent any reoccurrence will usually arise from any outcome of this sort.
 - **Upheld** - this outcome is used when an allegation is proven, or if something did not happen that should of, or if Trust policy or procedure was not followed as it should have been. An action to prevent reoccurrence will arise from any outcome of this sort.

Date	Number of Overall Complaints
1st January 2021 Until 28th Jan 2021	2
23 March 2020 until 31st December 2020	68
1st January 2019 until 22nd of March 2019	33
23rd of March 2019 until 31st December 2019	71

1st January 2021 Until 28th Jan 2021	
Complaint Number	Category of Complaint
Complaint 1	Access to Treatment or Drugs
Complaint 2	Clinical Treatment

Complaints from 1st January 2021 - 28th Jan 2021 remain open at the time of submitting this report, and therefore the number of upheld, partially upheld, and not upheld complaints cannot be provided.

23 March 2020 until 31st December 2020

Complaint Number	Category of Complaint
Complaint 1	Clinical Treatment
Complaint 2	Admissions and Discharges (Excluding Delayed Discharge)
Complaint 3	Clinical Treatment
Complaint 4	Communications
Complaint 5	Communications
Complaint 6	Trust Admin/Policies/Procedures Including Patient
Complaint 7	Clinical Treatment
Complaint 8	Values and Behaviours (Staff)
Complaint 9	Communications
Complaint 10	Values and Behaviours (Staff)
Complaint 11	Patient Care
Complaint 12	Trust Admin/Policies/Procedures Including Patient
Complaint 13	Communications
Complaint 14	Patient Care
Complaint 15	Patient Care
Complaint 16	Clinical Treatment
Complaint 17	Prescribing
Complaint 18	Prescribing
Complaint 19	Communications
Complaint 20	Communications
Complaint 21	Values and Behaviours (Staff)
Complaint 22	Patient Care
Complaint 23	Patient Care
Complaint 24	Communications
Complaint 25	Patient Care
Complaint 26	Admissions and Discharges (Excluding Delayed Discharge)
Complaint 27	Communications
Complaint 28	Values and Behaviours (Staff)
Complaint 29	Communications
Complaint 30	Communications
Complaint 31	Patient Care
Complaint 32	Communications
Complaint 33	Other
Complaint 34	Trust Admin/Policies/Procedures Including Patient
Complaint 35	Communications
Complaint 36	Patient Care
Complaint 37	Values and Behaviours (Staff)
Complaint 38	Patient Care
Complaint 39	Prescribing

Complaint 40	Trust Admin/Policies/Procedures Including Patient
Complaint 41	Prescribing
Complaint 42	Communications
Complaint 43	Values and Behaviours (Staff)
Complaint 44	Patient Care
Complaint 45	Communications
Complaint 46	Values and Behaviours (Staff)
Complaint 47	Patient Care
Complaint 48	Patient Care
Complaint 49	Values and Behaviours (Staff)
Complaint 50	Patient Care
Complaint 51	Communications
Complaint 52	Patient Care
Complaint 53	Patient Care
Complaint 54	Communications
Complaint 55	Values and Behaviours (Staff)
Complaint 56	Values and Behaviours (Staff)
Complaint 57	Communications
Complaint 58	Restraint
Complaint 59	Values and Behaviours (Staff)
Complaint 60	Communications
Complaint 61	Values and Behaviours (Staff)
Complaint 62	Communications
Complaint 63	Values and Behaviours (Staff)
Complaint 64	Values and Behaviours (Staff)
Complaint 65	Values and Behaviours (Staff)
Complaint 66	Communications
Complaint 67	Patient Care
Complaint 68	Values and Behaviours (Staff)

Following a full investigation of complaints received from 23 March 2020 - 31st December 2020, the outcomes were as follows.

Outcome of Complaints from 23 March 2020- 31st December 2020	
Not upheld	35
Partially upheld	30
Upheld	3
Total Complaints	68

1st January 2019 until 22nd of March 2019

Complaint Number	Category of Complaint
Complaint 1	Patient Care
Complaint 2	Values and Behaviours (Staff)
Complaint 3	Clinical Treatment
Complaint 4	Values and Behaviours (Staff)
Complaint 5	Admissions and Discharges (Excluding Delayed Discharge)
Complaint 6	Clinical Treatment
Complaint 7	Admissions and Discharges (Excluding Delayed Discharge)
Complaint 8	Clinical Treatment
Complaint 9	Communications
Complaint 10	Staff Numbers
Complaint 11	Patient Care
Complaint 12	Patient Care
Complaint 13	Prescribing
Complaint 14	Values and Behaviours (Staff)
Complaint 15	Patient Care
Complaint 16	Admissions and Discharges (Excluding Delayed Discharge)
Complaint 17	Values and Behaviours (Staff)
Complaint 18	Admissions and Discharges (Excluding Delayed Discharge)
Complaint 19	Communications
Complaint 20	Clinical Treatment
Complaint 21	Prescribing
Complaint 22	Values and Behaviours (Staff)
Complaint 23	Values and Behaviours (Staff)
Complaint 24	Prescribing
Complaint 25	Patient Care
Complaint 26	Values and Behaviours (Staff)
Complaint 27	Values and Behaviours (Staff)
Complaint 28	Commissioning
Complaint 29	Patient Care
Complaint 30	Admissions and Discharges (Excluding Delayed Discharge)
Complaint 31	Admissions and Discharges (Excluding Delayed Discharge)
Complaint 32	Values and Behaviours (Staff)
Complaint 33	Clinical Treatment

Following a full investigation of complaints received from 1st January 2019 - 22nd of March 2019 the outcomes were as follows.

Outcome of Complaints from 1st January 2019 - 22nd of March 2019	
Not upheld	9
Partially upheld	23
Upheld	1
Total Complaints	33

23rd of March 2019 until 31st December 2019	
Complaint Number	Category of Complaint
Complaint 1	Appointments
Complaint 2	Values and Behaviours (Staff)
Complaint 3	Clinical Treatment
Complaint 4	Access to Treatment or Drugs
Complaint 5	Access to Treatment or Drugs
Complaint 6	Trust Admin/Policies/Procedures Including Patient
Complaint 7	Clinical Treatment
Complaint 8	Admissions and Discharges (Excluding Delayed Discharge)
Complaint 9	Communications
Complaint 10	Values and Behaviours (Staff)
Complaint 11	Access to Treatment or Drugs
Complaint 12	Values and Behaviours (Staff)
Complaint 13	Trust Admin/Policies/Procedures Including Patient
Complaint 14	Values and Behaviours (Staff)
Complaint 15	Communications
Complaint 16	Communications
Complaint 17	Values and Behaviours (Staff)
Complaint 18	Communications
Complaint 19	Trust Admin/Policies/Procedures Including Patient
Complaint 20	Communications
Complaint 21	Communications
Complaint 22	Admissions and Discharges (Excluding Delayed Discharge)
Complaint 23	Admissions and Discharges (Excluding Delayed Discharge)
Complaint 24	Access to Treatment or Drugs
Complaint 25	Values and Behaviours (Staff)

Complaint 26	Restraint
Complaint 27	Patient Care
Complaint 28	Values and Behaviours (Staff)
Complaint 29	Clinical Treatment
Complaint 30	Access to Treatment or Drugs
Complaint 31	Patient Care
Complaint 32	Admissions and Discharges (Excluding Delayed Discharge)
Complaint 33	Communications
Complaint 34	Clinical Treatment
Complaint 35	Clinical Treatment
Complaint 36	Values and Behaviours (Staff)
Complaint 37	Access to Treatment or Drugs
Complaint 38	Communications
Complaint 39	Values and Behaviours (Staff)
Complaint 40	Clinical Treatment
Complaint 41	Communications
Complaint 42	Communications
Complaint 43	Values and Behaviours (Staff)
Complaint 44	Values and Behaviours (Staff)
Complaint 45	Communications
Complaint 46	Values and Behaviours (Staff)
Complaint 47	Admissions and Discharges (Excluding Delayed Discharge)
Complaint 48	Access to Treatment or Drugs
Complaint 49	Communications
Complaint 50	Communications
Complaint 51	Restraint
Complaint 52	Trust Admin/Policies/Procedures Including Patient
Complaint 53	Communications
Complaint 54	Patient Care
Complaint 55	Communications
Complaint 56	Values and Behaviours (Staff)
Complaint 57	Trust Admin/Policies/Procedures Including Patient
Complaint 58	Values and Behaviours (Staff)
Complaint 59	Appointments
Complaint 60	Access to Treatment or Drugs
Complaint 61	Access to Treatment or Drugs
Complaint 62	Communications
Complaint 63	Admissions and Discharges (Excluding Delayed Discharge)
Complaint 64	Admissions and Discharges (Excluding Delayed Discharge)
Complaint 65	Values and Behaviours (Staff)
Complaint 66	Clinical Treatment

Complaint 67	Prescribing
Complaint 68	Communications
Complaint 69	Communications
Complaint 70	Values and Behaviours (Staff)
Complaint 71	Trust Admin/Policies/Procedures Including Patient

Following a full investigation of complaints received from 23rd of March 2019 until 31st December 2019 the outcomes were as follows.

Outcome of Complaints from 23rd of March 2019 - 31st December 2019	
Not upheld	25
Partially upheld	36
Upheld	6
Total Complaints	71