

Category of Complaint	2020	2021	2022	2023 Jan - March
Complaints Handling	Fewer than 5	Fewer than 5	0	0
Code of Openness	Fewer than 5	0	0	0
Patient Care including nutrition/hydration	Fewer than 5	0	Fewer than 5	0
Appointments, delay/cancellation (inpatient)	Fewer than 5	Fewer than 5	Fewer than 5	Fewer than 5
Patient's status, discrimination (eg racial, gender, age)	Fewer than 5	Fewer than 5	Fewer than 5	0
Policy and commercial decisions of Trusts	Fewer than 5	0	Fewer than 5	0
Smoking issues	Fewer than 5	Fewer than 5	0	0
Failure to follow agreed procedures	Fewer than 5	9	6	0
Other	Fewer than 5	8	16	0
Communications	6	8	6	Fewer than 5
Patients property and expenses	6	6	Fewer than 5	Fewer than 5
Aids & Appliances, equipment, premises (including access)	7	Fewer than 5	Fewer than 5	0
Appointments, delay/cancellation (outpatient)	12	14	19	Fewer than 5
Patients privacy and dignity	15	15	13	Fewer than 5
Personal records (including medical and/or complaints)	15	13	7	Fewer than 5
Attitude of Staff	44	57	33	7
Communication/information to patients (written and oral)	48	79	55	15
Admissions, Discharge & Transfer arrangements	48	31	39	11
All aspects of clinical treatment	137	181	141	27
Clinical	*	*	Fewer than 5	6
Prescribing Error	*	*	Fewer than 5	0
Hotel Services incl Food	*	*	Fewer than 5	0

Equality and Diversity	*	*	Fewer than 5	0
MHA/MCA	*	*	Fewer than 5	0
Access	*	*	Fewer than 5	0
Staff	*	*	Fewer than 5	0