

FOI058/2024 Response

I am writing to make a freedom of information request for the following information.

1. I would like to know how many complaints have been logged against the trust by patients for the years 2024 to date, 2023,2022, 2021 and 2020.

Please see the data below and note:

- The data has been provided for formal complaints received between 01/01/2020 and 30/04/2024.
- Complaints that have been subsequently withdrawn, and where consent hasn't been received for a Third Party are not counted in this analysis.

Year	Count of Formal Complaints Received
2020	85
2021	94
2022	130
2023	84
2024	20
Grand Total	413

2. I would also like to know what the complaint was for.

Please see the data below and note:

- The data has been provided for formal complaints received between 01/01/2020 and 30/04/2024.
- Complaints that have been subsequently withdrawn, and where consent hasn't been received for a Third Party are not counted in this analysis.
- We categorise complaints to two levels. The Category Type and Category.

Category Type

Category Type	Count	%
Communications	133	32%
Values and Behaviours (Staff)	64	16%
Clinical Treatment	50	12%
Patient Care	49	12%
Access to Treatment or Drugs	43	10%
Appointments	17	4%
Admissions and Discharges (Excluding Delayed Disch	17	4%
Prescribing	15	4%
Trust Admin/Policies/Procedures Including Patient	10	2%

Other	7	2%
Facilities	2	0%
Privacy, Dignity & Wellbeing (PDW)	2	0%
Restraint	1	0%
Waiting Times	1	0%
(blank)		0%
Grand Total	411	100%