

Complaints by category, 2017

Primary Subject	Number of Complaints
Aids / appliances / equipment	0
Appointment/Admissions / transfers / discharge procedure	13
Attitude and behaviour	84
Care	67
Catering	0
Cleanliness / laundry	1
Communication (oral)	28
Communication (written)	9
Competence	2
Complaint Handling	0
Confidentiality	11
Consent to treatment	0
Date for appointment	26
Date of admission / attendance	2
Failure to follow agreed procedures	0
Mixed accommodation	0
Mortuary / post mortem arrangements	0
NHS board purchasing	0
Other	2
Outpatient and other clinics	0
Patient privacy / dignity	0
Patient property / expenses	13
Patient status	1
Personal records	2
Policy & commercial decisions of NHS board	0
Premises	5
Shortage / availability	0
Subject Not Recorded	0
Test results	0
Travel	4