

Complaints by department, 2017 to 2022

Department	2017	2018	2019	2020	2021	2022
Acute Assessment Unit (AAU - formerly EAU)	6	3	4	6	12	13
Adoption and Fostering	3	1	4	0	0	0
Adult Mental Health - Acute Team	2	6	9	5	10	9
Adult Mental Health - Continuing Care Team	2	4	12	17	3	5
Adult Mental Health - Inpatient Team	8	3	5	11	1	6
Alcohol and Drug Service	0	0	2	1	3	0
Ambulance	5	3	4	3	9	10
Appointments	4	3	5	1	1	3
Assisted Reproduction	0	0	0	6	0	0
Audiology	0	2	0	2	0	0
Cardiology	2	0	3	0	1	2
Care Leavers / Hostel Provision	0	0	0	0	0	1
Child and Adolescent Mental Health Services	4	3	3	1	0	0
Clinical Investigations	2	3	4	2	1	0
Coding and Information	0	0	0	0	1	0
Communications	0	0	0	1	1	0
Community Mental Health Team / Liaison	3	2	0	1	2	1
Community Support and Social Work	20	24	24	8	0	0
Complaints	0	0	1	1	3	3
Complex Needs and Disability	2	0	2	3	0	0
Day Surgery Unit	1	6	3	2	4	4
Dental	6	16	21	24	31	13
Department of Metabolic Medicine	1	11	9	5	2	3
Dermatology	8	13	4	6	5	2
Dietetics	0	1	1	1	1	0
Emergency Department	23	27	27	30	36	28

Endoscopy Unit	9	8	4	4	7	1
Engineering and Facilities	3	5	2	9	14	9
ENT	2	1	6	3	8	2
Family Planning and TOP Service	0	0	1	0	0	0
General Hospital	0	0	0	0	0	1
General Medical Wards	13	17	10	19	27	28
General Surgical Wards	15	13	24	17	21	16
Gynaecology	14	9	10	6	12	6
Head of Nursing and Governance	0	1	0	0	0	0
Health and Safety	0	0	0	0	1	0
Health Protection – Community Health	0	0	0	7	0	0
Human Resources	1	0	0	0	2	0
Independent Safeguarding Standards	2	1	1	0	0	0
Infection Prevention and Control	0	0	0	0	4	0
Information Governance and Legislative Programme	0	1	2	1	3	4
Information Services	0	1	0	0	1	0
Integrated Adults Team	7	2	3	1	1	0
Intensive Care Unit	2	1	0	1	2	2
Jersey Adult Autism Service	0	0	0	1	1	2
Jersey Talking Therapies	0	0	0	0	0	2
Learning Disability Services	0	1	0	0	1	1
Learning Disability Services - Community	1	1	3	0	0	0
Main Outpatients	1	0	10	19	18	3
Main Theatres	0	1	1	0	3	0
Maternity	5	7	2	19	21	10
Medical Day Care Unit	0	0	0	0	0	3
Medical Records Department	1	1	1	0	2	1
Medical Secretaries	1	1	1	2	0	2
Memory Assessment Service	1	1	0	1	0	0

Neurology	2	3	1	6	5	5
Occupational Therapy	1	0	2	1	9	1
Older Adult - Residential	3	2	4	7	3	2
Oncology	1	3	3	4	4	3
Ophthalmology	3	8	13	7	20	9
Overseas Treatment	7	7	1	2	0	1
Paediatrics	5	2	7	3	7	4
Pain Clinic	0	5	4	0	2	0
Pathology	5	7	4	1	4	3
PCGT	0	1	0	2	0	0
Permanence Planning Team	6	1	0	0	0	0
Pharmacy	0	1	1	3	5	0
Phlebotomy	0	0	0	8	5	2
Physiotherapy	7	5	2	7	8	5
Pre-Assessment Team	1	0	0	0	0	0
Preventative Programmes	0	1	0	0	0	0
Primary Care Mental Health Team	1	0	0	0	0	0
Private Patients	5	9	10	8	9	10
Procurement and Supplies	0	0	0	1	0	0
Psychology	1	1	4	4	1	0
Quality and Safety	1	1	0	2	2	0
Radiology	5	5	3	6	7	3
Rehabilitation	2	4	4	2	0	1
Renal	0	0	0	3	2	1
Residential Services	5	2	3	1	0	0
Respite Services	1	0	0	0	0	0
Rheumatology	1	1	0	0	0	17
Safeguarding	0	0	0	0	0	1
SCBU	0	0	1	0	0	0

Sexual Health and Family Planning	1	0	1	0	2	0
Social Work – Adult	0	0	2	1	1	1
Social Work – Older People	0	0	0	0	2	0
Speech and Language Therapy	1	0	3	0	1	1
Surgical Specialist Nurses	0	1	0	1	0	1
TCI	1	0	0	0	5	2
Trauma and Orthopaedics	13	16	8	5	13	21
Travel Office	3	6	5	4	4	0
Urology and Urodynamics	1	0	2	1	0	3

ENT: Ear, Nose and Throat

PCGT: Primary Care Governance Team

SCBU: Special Care Baby Unit

TCI: To Come In (Scheduled Care bookings)

TOP: Termination of Pregnancy

Please note that there was a change to the system used for complaints recording in Health and Community Services in November 2022. Some data has not migrated correctly, and a small number of complaints are not attributed to a department in the system report output.

The number of complaints showing this data migration issue, by year, is shown below:

Issue with complaint log	2017	2018	2019	2020	2021	2022
Department data migration issue	7	14	1	1	0	1