

Breakdown of complaints by hospital department (speciality)

	2019	2020	2021 (to 30 April)
Ambulance	4	4	1
Appointments	5	1	
Assisted Reproduction		6	
Audiology		2	
Cardiology	3		1
Clinical Investigations	4	2	
Day Surgery Unit	3	2	1
Dental	21	24	13
Department of Metabolic Medicine	9	5	
Dermatology	4	6	3
Dietetics	1		1
EAU	4		6
Emergency Department	27	31	9
Endoscopy Unit	5	4	1
ENT	6	3	3
Family Planning and TOP Service	1		
General Medical Wards	10	19	13
General Surgical Wards	24	17	8
Gynaecology	10	6	3
Intensive Care Unit		1	1
Main Outpatients	10	19	7
Main Theatres	1		
Maternity	2	20	5
Medical Records Department	1		1
Medical Secretaries	1	2	
Neurology	1	6	1
Oncology	3	4	3
Ophthalmology	13	7	6
Overseas Treatment	1	3	
Paediatrics	7	3	2
Pain Clinic	4		1
Paediatrics		3	
Pathology	5	1	
Pharmacy	1	4	2
Phlebotomy		8	1
Physiotherapy	2	7	2
Private Patients	10	10	
Radiology	3	6	3
Rehabilitation	4	2	
Renal		2	1
SCBU	1		
Sexual Health and Family Planning	1		
Surgical Specialist Nurses		1	
Trauma and Orthopaedics	8	5	3
Travel Office	5	4	
Urology and Urodynamics	2	1	