

Complaints against hospital staff 1 January 2015 to 31 January 2018

2015	Appointment /Admissions/ Transfers/ discharge procedure	Attitude and behaviour	Communication	Care	Competence	Personal records	Test results	Total
Ambulance		3	1					4
Cardiology				1				1
Dental		1						1
Dietetics					1			1
EAU				2				2
Emergency Department	2	7		11	1	1		22
Endoscopy	1							1
Engineering & facilities		1	2					3
Family Planning & TOP service				1				1
General medical wards	1		1					2
General surgical wards	2	1	1	6				10
Gynaecology		2		4			1	7
Intensive care unit				1				1
Main outpatients		1						1
Main Theatre				1				1
Maternity		1	1	2				4
Neurology				1				1
Not specified	1	6	1	2		1		11
Oncology				2				2
Ophthalmology				2				2
Paediatrics				1				1
Pain clinic				1				1
Pathology		1						1
Pharmacy			1					1
Physio		1						1
Radiology		1				1		2
Rehabilitation		1						1
Trauma and Orthopaedics	1		1	5				7
Travel office		1						1
Urology and Urodynamics		1						1
<b>Total</b>	<b>8</b>	<b>29</b>	<b>9</b>	<b>43</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>95</b>

2016	Appointment /Admissions/ Transfers/ discharge procedure	Attitude and behaviour	Communication	Care	Competence	Patient property / expenses	Total
Ambulance		6		1			7
Appointments	2		1				3
Assisted Reproduction		1					1
Cardiology			1				1
Clinical Investigations	1			2			3
Day Surgery Unit			1	1			2
Dental		3	2	2			7
Dermatology		1					1
EAU				3			3
Emergency Department	2	8	2	12	1	1	26
Endoscopy			1	4			5
Engineering & facilities		2	1				3
ENT		1	1				2
General medical wards		2		2		2	6
General surgical wards	2	1		7			10
Gynaecology	1	1	3	4			9
Intensive care unit		2					2
Main outpatients			2				2
Maternity		3	1	1			5
Not specified		2	1	1			4
Oncology				1			1
Ophthalmology		2					2
Paediatrics			1	1			2
Pathology		2		1			3
Physio				1			1
Private patients		3		1			4
Radiology		2	1	1			4
Renal		1					1
Trauma and Orthopaedics		3		4			7
Travel office		1					1
<b>Total</b>	<b>8</b>	<b>47</b>	<b>19</b>	<b>50</b>	<b>1</b>	<b>3</b>	<b>128</b>

2017	Appointment /Admissions/ Transfers/ discharge procedure	Attitude and behaviour	Communication	Competence	Care	Other	Patient property / expenses	Personal records	Total
Ambulance		4				1			5
Appointments		1	2						3
Cardiology	1	1							2
Clinical Investigations			1						1
Day Surgery Unit	1								1
Dental	1	1			1				3
Dermatology		4			4				8
EAU	1	2			2				5
Emergency Department	1	8	3		10				22
Endoscopy		1			2				3
Engineering & facilities			1						1
ENT		1							1
General medical wards	1	2			6				9
General surgical wards	1	4	3		3		1		12
Gynaecology	1	5	2		4		1		13
Intensive care unit	1	1							2
Maternity			2		3				5
Medical records dept.								1	1
Medical secretaries			1						1
Neurology			1		1				2
Not specified			1		2				3
Oncology					1				1
Ophthalmology		2	1						3
Overseas department		1							1
Paediatrics	1	1	1		1			1	5
Pathology		3			2				5
Physio			1	1	1				3
Private patients		2			1				3
Radiology			2		1				3
Rehabilitation					2				2
Rheumatology		1							1
Sexual health & family planning		1							1

TCI		1							1
Trauma and Orthopaedics	1	2	3		4				10
Travel office		1							1
Urology and Urodynamics		1							1
<b>Total</b>	<b>11</b>	<b>51</b>	<b>25</b>	<b>1</b>	<b>51</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>144</b>

2018 (to 30/01/2018)	Appointment /Admissions/ Transfers/ discharge procedure	Attitude and behaviour	Communication	Care	Personal records	Total
Clinical Investigations		1				1
Department of Metabolic Medicine			2			2
Emergency Department	1	1		1		3
General medical wards	1			4		5
Gynaecology		1				1
Ophthalmology					1	1
Pathology				1		1
Rheumatology				1		1
<b>Total</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>15</b>