

Ref. No: 002010422
From: Public
Date: 01/04/22
Subject: Complaints registered against St. Helens hospital

REQUEST

I am writing for advice on how I obtain data about complaints registered with St. Helens hospital for the past two plus years - Jan 01 2020 to date. Therefore, could you please assist with whom I contact/process to follow to obtain:

Complaints registered against St. Helens hospital in the form:

1. Total complaints received.
2. Total complaints upheld against St. Helens hospital
3. Complaints sorted by specific area, e.g. complaints about poor administration, poor communication to patients, etc.

RESPONSE

All received	2020	2021	2022
Admissions and Discharges (excl.delayed discharge re care package)	4	1	0
Appointments	5	5	1
Clinical Treatment	16	11	2
Communications	7	5	0
Prescribing	0	2	1
Privacy and Dignity	1	0	0
Trust Admin/ Policies/ Procedures (Inc. Patient Record Management)	2	3	0
Values and Behaviours (Staff)	8	4	0
Waiting Times	0	2	0

Upheld only	2020	2021	2022
Admissions and Discharges (excl.delayed discharge re care package)	1	0	0
Appointments	1	0	0

Clinical Treatment	5	1	0
Trust Admin/ Policies/ Procedures (Inc. Patient Record Management)	2	0	0
Values and Behaviours (Staff)	1	1	0