

Ref. No: 356
From: Commercial
Date: 14/02/23
Subject: complaints received

REQUEST

I am seeking information about the number of complaints received by your hospital Trust in the past five years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery.

Specifically, I would like to request the following information for each specialty:

- The total number of complaints received for each specialty in each of the past five years.
- The nature of the complaint.
- The outcome of the complaint, including any actions taken by the hospital Trust to address the issue.

I would appreciate if the information could be provided in an electronic format, such as a spreadsheet or PDF document. If there are any fees associated with fulfilling this request, please let me know in advance.

RESPONSE

Please note that Neurosurgery, Cardiothoracic and Vascular surgery are not specialties at STHK. With regards to Orthopaedic Surgery, between 01/01/2018 to 31/12/2022:

Total number of complaints = 101

Year	No. of Complaints	Nature of Complaint (Main Complaint)
2018	19	Access to treatment/drug
		Admissions and Discharges
		Clinical Treatment
		Consent
		Waiting times
2019	27	Appointments

		Clinical Treatment
		Communications
		Patient Care / Nursing Care
		Prescribing
		Values and Behaviours (staff)
		Waiting times
2020	23	Admissions and Discharges
		Clinical Treatment
		Communications
		Facilities
		Patient Care / Nursing Care
		Privacy and Dignity
		Values and Behaviours (staff)
2021	16	Admissions and Discharges
		Appointments
		Clinical Treatment
		Communications
		Patient Care / Nursing Care
		Privacy and Dignity
		Values and Behaviours (staff)
2022	16	Waiting times
		Clinical Treatment
		Prescribing
		Values and Behaviours (staff)
		Waiting times

Outcome of complaints:

Outcome of Complaint	2018	2019	2020	2021	2022
Not Upheld Locally	10	11	12	9	5
Partially Upheld	8	11	9	5	4
Upheld	1	5	2	2	1
Total	19	27	23	16	10*

*Some incidents have yet to be closed.