

SDR 168/2011

21 September 2011

COMPLAINTS TO THE NHS IN WALES, 2010-11

Information in this release is compiled from the KO41(A) and KO41(B) returns. All complaints which go into writing at any stage of the complaints procedure should be recorded on the KO41 returns. The KO41(A) return collects information about complaints relating to hospital and community health services (H&CHS), while the KO41(B) collects information about complaints relating to family health services (FHS).

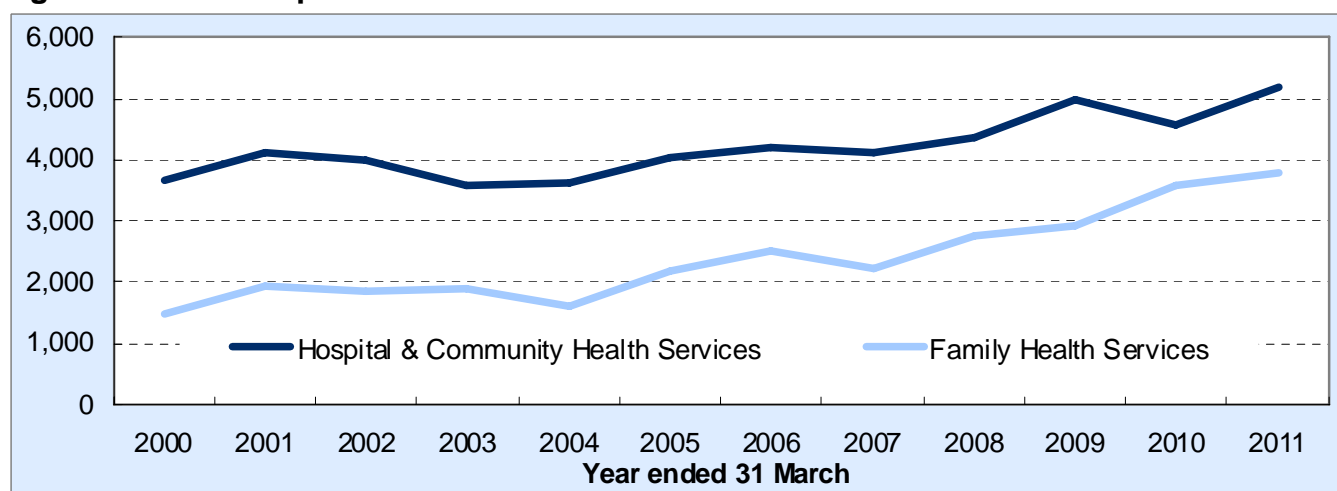
New regulations aimed at streamlining the handling of complaints about the NHS in Wales, referred to as Putting Things Right, came into force on 1 April 2011. Under these arrangements a new set of data will be collected. This is being piloted for the first year (April 2011 - March 2012) and consideration is being given to developing this into a new statistical return. This will therefore be the final release in this series.

Key facts:

In the year ended 31 March 2011:

- There were 8,968 complaints – up 10% on 2009-10;
- Complaints about hospital & community services (5,175) were up 13%;
- Complaints about family health services (3,793) were up 7%;
- 52% of complaints about hospital & community services were concluded within the 4 week target compared with 58% in 2009-10.

Figure 1: Total complaints¹



¹ See 'Key Quality Information' on Page 8

Further data is available on the Assembly's interactive data dissemination service StatsWales: www.statswales.wales.gov.uk

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Next update: Last in series

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Llywodraeth Cymru
Welsh Government

Table 1: Total complaints¹

	2007	2008	2009	2010	2011	% change 2009-10 to 2010-11
Hospital & Community Health Services	4,104	4,348	4,984	4,575	5,175	13%
Family Health Services ¹	2,242	2,742	2,914	3,556	3,793	7%
Total	6,346	7,090	7,898	8,131	8,968	10%

¹ See 'Key Quality Information' on Page 8

HOSPITAL & COMMUNITY HEALTH SERVICES (H&CHS)

Key facts:

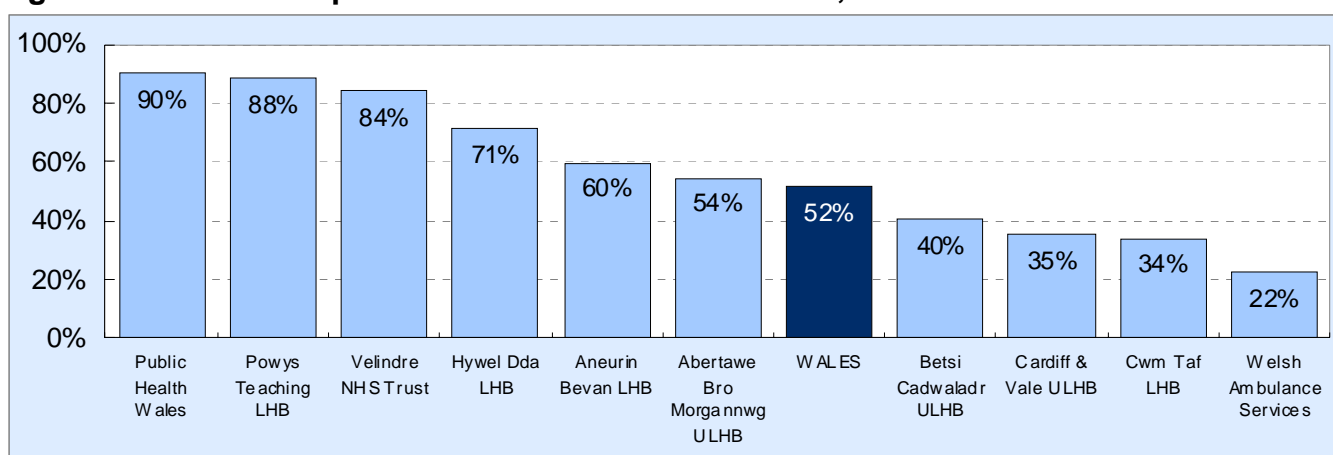
In the year ended 31 March 2011:

- There were 5,175 complaints about H&CHS – up 13% on the previous year;
- 36% of the complaints were about in-patient services; and
- 33% of complaints were about out-patient services.
- By profession, just over half the complaints were about medical staff; and
- By subject, 4 out of 10 were about clinical treatment.

Table 2: H&CHS complaints resolved within 4 weeks, 2010-11

Organisation (LHB/NHS Trust):	Concluded within four weeks	Concluded after more than four weeks	Still being pursued at 31 March	Total H&CHS complaints	Percentage concluded within 4 weeks ¹
Betsi Cadwaladr	278	409	78	765	40%
Powys	53	7	3	63	88%
Hywel Dda	650	262	124	1,036	71%
Abertawe Bro Morgannwg	518	435	53	1,006	54%
Cwm Taf	122	235	10	367	34%
Aneurin Bevan	428	290	85	803	60%
Cardiff & Vale	227	413	81	721	35%
Welsh Ambulance Services	52	181	97	330	22%
Velindre	37	7	0	44	84%
Public Health Wales	36	4	0	40	90%
WALES	2,401	2,243	531	5,175	52%

¹ excluding those cases still being pursued

Figure 2: H&CHS complaints concluded within 4 weeks, 2010-11

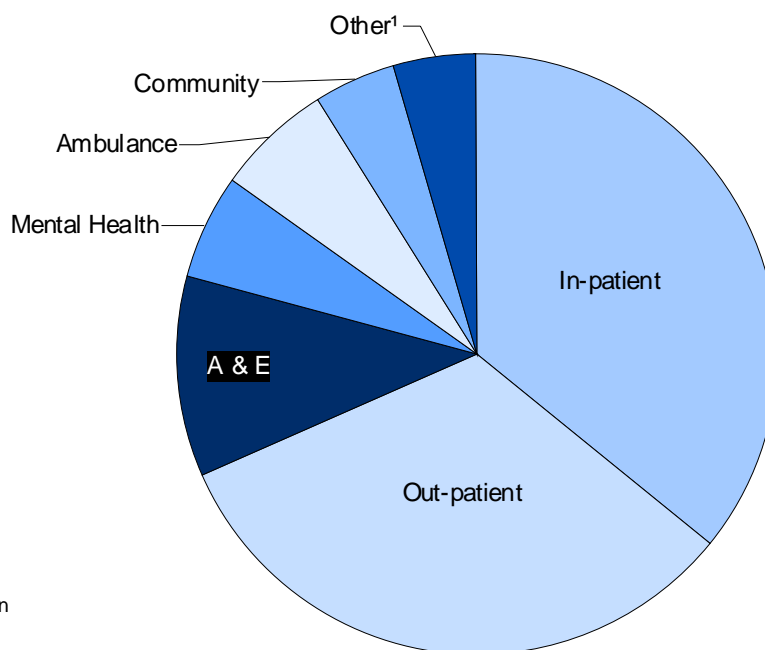
52% of complaints were concluded within 4 weeks, down from 58% in 2009-10. Performance varied from 90% at Public Health Wales to 22% by the Welsh Ambulance Services NHS Trust.

Table 3: H&CHS complaints by service area

Service area	Year ended 31 March					% of total complaints 2011
	2007	2008	2009	2010	2011	
In-patient	1,498	1,703	1,817	1,663	1,850	36%
Out-patient	1,040	1,206	1,493	1,414	1,690	33%
Accident & Emergency	339	387	503	402	554	11%
Geriatric	58	54	31	33	27	1%
Mental Health	226	214	246	252	289	6%
Maternity	127	107	140	163	131	3%
Ambulance	305	288	324	352	325	6%
Community Hospitals	107	111	117	87	54	1%
Other Community Health	183	114	157	156	180	3%
Local Health Board purchasing	207	135	141	35	64	1%
NHS Direct	14	29	15	18	11	-
Total	4,104	4,348	4,984	4,575	5,175	100%

- less than 0.5%

Figure 3: H&CHS complaints by service area, 2010-11

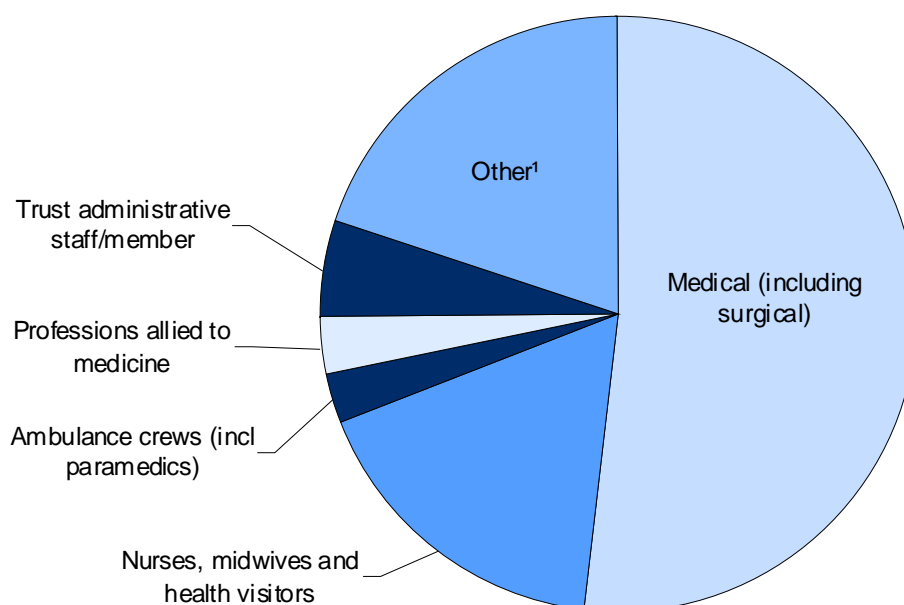


¹ 'Other' includes geriatric, maternity, LHB purchasing and NHS Direct (shown separately in Table 3).

Table 4: H&CHS complaints by profession

Profession	Year ended 31 March					% of total complaints 2011
	2007	2008	2009	2010	2011	
Medical (including surgical)	1,915	2,209	2,638	2,467	2,668	52%
Dental (including surgical)	76	59	93	65	45	1%
Professions allied to medicine	189	164	285	154	165	3%
Nurses, midwives and health visitors	895	874	889	882	890	17%
Scientific, technical and professional	70	35	50	42	45	1%
Ambulance crews (incl paramedics)	314	41	73	36	145	3%
Maintenance and ancillary staff	65	58	54	34	20	-
Local Health Board / Trust admin staff / member (excluding FHS admin)	195	217	281	273	303	6%
Other	385	691	621	622	894	17%
Total	4,104	4,348	4,984	4,575	5,175	100%

- less than 0.5%

Figure 4: H&CHS complaints by profession, 2010-11

¹ includes all other professions shown in Table 5

In the year ended 31 March 2011:

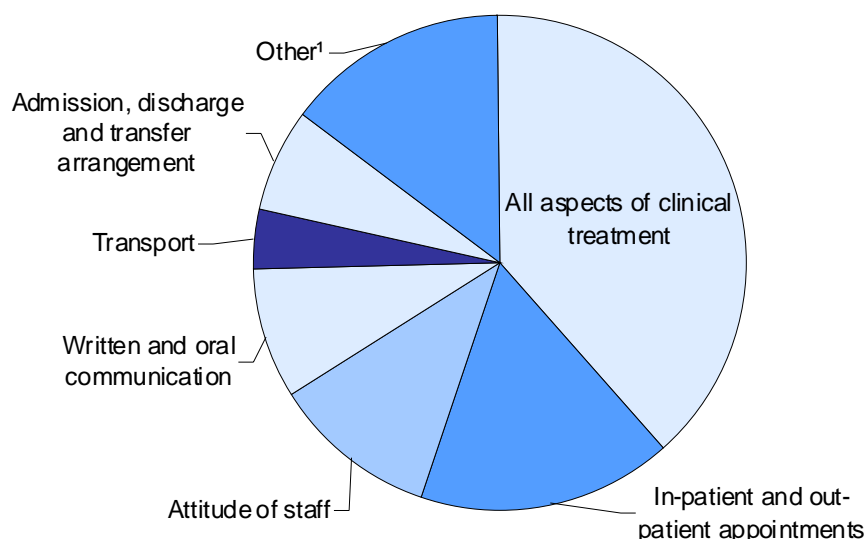
- More than half of the complaints related to medical/surgical staff;
- Nurses, midwives and health visitors accounted for 1 in 6 of all complaints.

Table 5: H&CHS complaints by subject

Subject	Year ended 31 March					% of total complaints 2011
	2007	2008	2009	2010	2011	
Admission/discharge/transfer arrangements	201	200	287	246	353	7%
Aids, appliances, equipment and premises	105	83	86	81	90	2%
Outpatient appointments	371	435	559	555	622	12%
Inpatient appointments	145	184	227	173	217	4%
Attitude of staff	433	390	470	453	564	11%
All aspects of clinical treatment	1,642	1,863	2,078	1,895	2,002	39%
Written and oral communication	419	410	451	386	453	9%
Consent to treatment	11	4	4	6	10	-
Complaints handling	5	1	4	1	0	0%
Privacy and dignity	44	41	53	45	38	1%
Property and expenses	20	15	18	13	22	-
Local Health Board (LHB) purchasing	156	133	140	14	57	1%
Independent sector services/LHBs	1	2	3	10	3	-
Independent sector services/Trusts	2	5	0	1	1	-
Personal records	28	46	36	45	37	1%
Failure to follow procedure	21	25	41	47	44	1%
Status, discrimination	4	8	7	5	3	-
Mortuary and post mortem arrangements	5	2	1	3	2	-
Transport	178	189	171	277	200	4%
Policy and commercial decisions	12	23	29	33	39	1%
Code of openness complaints	0	1	0	0	0	0%
Hotel service	54	46	43	26	22	-
Other	247	242	276	260	396	8%
Total	4,104	4,348	4,984	4,575	5,175	100%

- less than 0.5%

Figure 5: H&CHS complaints by subject, 2010-11



¹ includes all other subjects shown in Table 6

In the year ended 31 March 2011:

- 38% of complaints related to clinical treatment, down from 41% in 2009-10;
- In-patient and out-patient appointments accounted for 16% of complaints, the same as in 2009-10;
- Complaints about staff attitude accounted for 11% of the total complaints, up from 10% in 2009-10.

Table 6: H&CHS complaints, independent reviews, 2010-11

Service area	Cases requesting independent review	Number of these still being considered at 31 March	Independent review action ¹			Total
			Concluded within performance target	Concluded outside performance target	Still being pursued at 31 March	
Hospital acute:						
- In-patient	74	23	0	7	7	14
- Out-patient	33	8	0	1	1	2
- Accident & Emergency	9	4	0	0	0	0
Geriatric	4	2	0	0	0	0
Mental Health	6	1	0	0	0	0
Maternity	2	1	0	0	0	0
Ambulance	8	2	0	0	0	0
Community hospitals	1	0	0	0	0	0
Other Community Health	11	4	0	0	0	0
LHB purchasing	1	1	0	0	0	0
NHS Direct	0	0	0	0	0	0
Total	149	46	0	8	8	16

¹ Not all requests for an independent review result in one being held

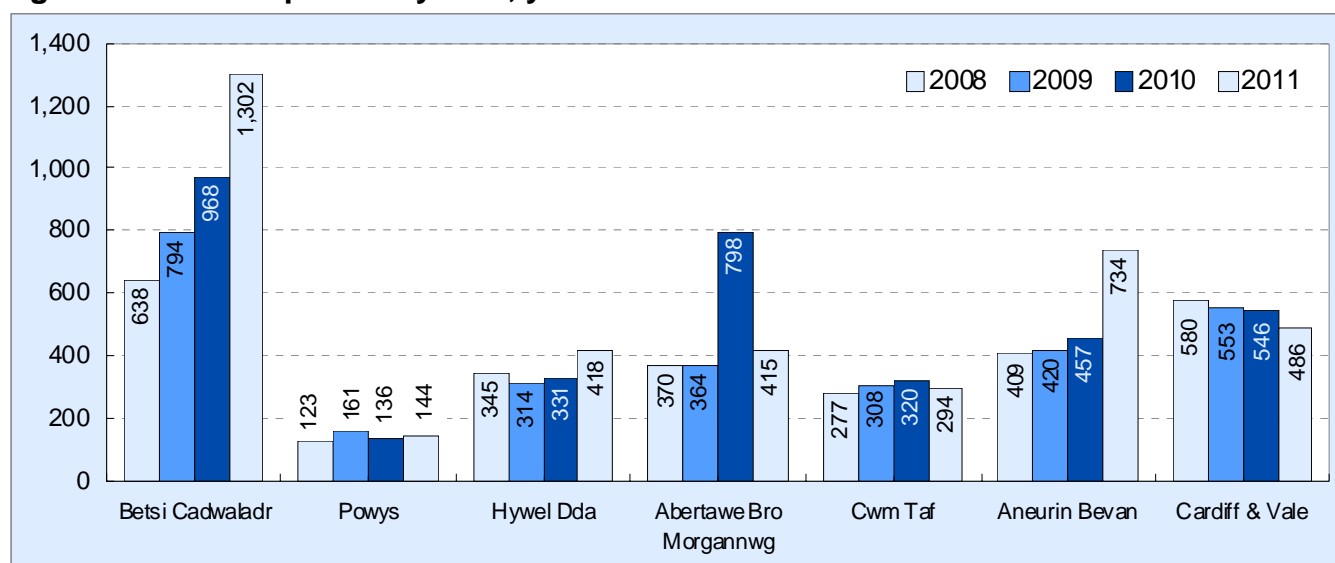
FAMILY HEALTH SERVICES (FHS)¹

Key facts:

In the year ended 31 March 2011:

- There were 3,793 complaints about Family Health Services – up 7% on the previous year;
- Complaints about General Medical Practitioners rose by 12% and complaints about General Dental Practitioners rose by 1%
- Complaints about out-of-hours services fell by 29%;
- There were 70 requests for independent review - of the 5 reviews granted, 3 were concluded outside the performance target, while 2 were still being pursued at 31 March

Figure 6: FHS complaints by LHB, year ended 31 March¹



¹ See 'Key Quality Information' on Page 8

Table 7: Family Health Services, total complaints¹

	Year ended 31 March					% change 2009-10 to 2010-11
	2007	2008	2009	2010	2011	
Medical (GMPs)¹:						
Betsi Cadwaladr	382	522	626	713	1,026	
Powys	52	98	116	104	114	
Hywel Dda	167	206	167	230	265	
Abertawe Bro Morgannwg	271	278	296	568	314	
Cwm Taf	217	208	251	258	248	
Aneurin Bevan	181	316	293	376	610	
Cardiff & Vale	283	430	407	394	393	
Total:	1,553	2,058	2,156	2,643	2,970	12.4%
Dental (GDPs)¹:						
Betsi Cadwaladr	93	68	118	210	231	
Powys	20	5	27	23	15	
Hywel Dda	101	59	115	74	132	
Abertawe Bro Morgannwg	31	54	45	113	59	
Cwm Taf	30	26	30	33	21	
Aneurin Bevan	57	60	95	62	116	
Cardiff & Vale	64	89	100	116	64	
Total:	396	361	530	631	638	1.1%
FHS administration						
Betsi Cadwaladr	11	14	12	12	21	
Powys	2	1	2	0	0	
Hywel Dda	1	67	2	2	3	
Abertawe Bro Morgannwg	3	3	6	55	11	
Cwm Taf	5	11	21	6	5	
Aneurin Bevan	8	15	15	11	0	
Cardiff & Vale	6	18	17	4	9	
Total:	36	129	75	90	49	-45.6%
Out-of-hours services						
Betsi Cadwaladr	49	34	38	33	24	
Powys	29	19	16	9	15	
Hywel Dda	13	13	30	25	18	
Abertawe Bro Morgannwg	21	35	17	62	31	
Cwm Taf	55	32	6	23	20	
Aneurin Bevan	24	18	17	8	8	
Cardiff & Vale	66	43	29	32	20	
Total:	257	194	153	192	136	-29.2%
Total complaints	2,242	2,742	2,914	3,556	3,793	6.7%

¹ See 'Key Quality Information' on Page 8

Table 8: Family Health Services - complaints by Local Health Board, 2010-11

Local Health Board	Medical ¹	Dental ¹	FHS Out-of-hours		Total
			admin	services	
Betsi Cadwaladr	1,026	231	21	24	1,302
Powys	114	15	0	15	144
Hywel Dda	265	132	3	18	418
Abertawe Bro Morgannwg	314	59	11	31	415
Cwm Taf	248	21	5	20	294
Aneurin Bevan	610	116	0	8	734
Cardiff & Vale	393	64	9	20	486
Wales	2,970	638	49	136	3,793
Subject % of total	78%	17%	1%	4%	100%

¹ See 'Key Quality Information' on Page 8

Table 9: Family Health Services – requests for independent review, 2010-11

	Medical	Dental	FHS Out-of		Pharmaceutical	Ophthalmic	Total
			admin	-hours			
Betsi Cadwaladr	18	5	1	2	0	0	26
Powys	0	1	0	0	0	0	1
Hywel Dda	5	0	0	0	0	0	5
Abertawe Bro Morgannwg	5	0	0	1	0	0	6
Cwm Taf	8	1	0	0	0	0	9
Aneurin Bevan	15	0	2	0	0	0	17
Cardiff & Vale	3	3	0	0	0	0	6
Wales	54	10	3	3	0	0	70

¹ Not all requests for an independent review result in one being held

Of the 70 requests for an independent review, 5 were granted; 3 of the reviews were concluded outside the performance target while 2 were still being pursued at 31 March.

Further data is available on the Assembly's interactive data dissemination service StatsWales:
www.statswales.wales.gov.uk

A report on complaints made to the NHS in England is available [here](#)

KEY QUALITY INFORMATION:

The KO41(A) return collects information about complaints relating to hospital and community health services (H&CHS), while the KO41(B) collects information about complaints relating to family health services (FHS).

This release contains information on complaints made to the NHS in Wales. For 'Hospital & Community Health Services' it includes data by service area, profession and subject, the numbers resolved within 4 weeks, and numbers requesting an independent review. For 'Family Health Services' it is the number of complaints made, and the numbers of independent reviews requested.

Complaints about Family Health Services (FHS) are collected from Local Health Boards (LHBs). As not all of the General Medical Practitioners (GMPs) and General Dental Practitioners (GDPs) submit details of the number of complaints received by them to their LHB, the numbers shown in Figure 1 and Table 1, plus all the tables and charts in the FHS section of this release, may understate the numbers of complaints made about Family Health Services. Increased efforts by LHBs to collect the data in 2009-10 and 2010-11 are likely to have affected the rise in the total number of complaints.

In Figure 6 and Table 7, complaints about predecessor organisations have been aggregated to give notional LHB complaints for years before 2009.

National Statistics are produced to high professional standards set out in the National Statistics Code of Practice. They undergo regular quality assurance reviews to ensure that they meet customer needs. They are produced free from any political interference.

NHS re-organisation:

The reorganisation of NHS Wales, which came into effect on 1st October 2009, has created single local health organisations. These are responsible for delivering all healthcare services within a geographical area and replace the Trust and Local Health Board system that existed previously. For more information visit the NHS reform website: <http://www.wales.nhs.uk/sites3/home.cfm?orgid=811>

Current Organisation	Predecessor Organisation	
	NHS Trust	Local Health Board
Abertawe Bro Morgannwg University Local Health Board	Abertawe Bro Morgannwg University NHS Trust	Bridgend LHB
		Neath Port Talbot LHB
		Swansea LHB
Aneurin Bevan Local Health Board	Gwent Healthcare NHS Trust	Blaenau Gwent LHB
		Caerphilly LHB
		Monmouthshire LHB
		Newport LHB
		Torfaen LHB
Betsi Cadwaladr University Local Health Board	North West Wales NHS Trust & North Wales NHS Trust	Anglesey LHB
		Conwy LHB
		Denbighshire LHB
		Flintshire LHB
		Gwynedd LHB
		Wrexham LHB
Cardiff & Vale University Local Health Board	Cardiff & Vale NHS Trust	Cardiff LHB
		Vale of Glamorgan LHB
Cwm Taf Local Health Board	Cwm Taf NHS Trust	Merthyr Tydfil LHB
		Rhondda Cynon Taf LHB
Hywel Dda Local Health Board	Hywel Dda NHS Trust	Carmarthenshire LHB
		Ceredigion LHB
		Pembrokeshire LHB
Powys Teaching Local Health Board		Powys Teaching LHB

In addition to the new LHBs, the three NHS Trusts are:

- Velindre NHS Trust;
- Welsh Ambulance Services NHS Trust; and
- Public Health Wales NHS Trust.

Users and uses:

The statistical Release is likely to be of interest to central government and NHS managers dealing with complaints, and to the general public.