

Leicestershire Partnership NHS Trust: Adult Mental Health and Learning Disability Services, Community Health Services, Families, Young People, and Children's Services: April 2016 to March 2017

A quantitative equality analysis of complainants and reasons for complaint

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# 1 Introduction

The Equality Act (2010) describes a 'public sector equality duty' (section 149). The 'public sector equality duty' applies to listed public authorities (including NHS Trusts) and others who exercise public functions.

149 Public sector equality duty:

- (1) A public authority must, in the exercise of its functions, have due regard to the need to—
  - (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
  - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
  - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- (2) A person who is not a public authority but who exercises public functions must, in the exercise of those functions, have due regard to the matters mentioned in subsection (1).
- (3) Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to—
  - (a) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
  - (b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
  - (c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

The public sector equality duty covers people across nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership\*; pregnancy and maternity; race; religion or belief; sex; sexual orientation. (\*Marriage or civil partnership status is only covered by the first aim of the public sector equality duty, to have due regard to the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act.)

Listed public authorities must publish information to demonstrate compliance with the duty imposed by section 149(1) of the Act, at least annually. The information that a listed public authority publishes in compliance with paragraph (1) must include, in particular, information relating to persons who share a relevant protected characteristic who are—

- (a) its employees;
- (b) other persons affected by its policies and practices.

Although, only listed public authorities with 150 or more employees need publish information on their workforce.

Regarding other persons affected by its policies and practices, the types of information that listed authorities could publish to demonstrate compliance include<sup>1</sup>:

- Records kept of how it has had due regard in making decisions, including any analysis undertaken and the evidence used.
- Relevant performance information, especially those relating to outcomes, for example information about levels of educational attainment for boys and girls, health outcomes for people from different ethnic minorities, and reported incidences of disability-related harassment.
- Access to and satisfaction with services, including complaints.
- Any quantitative and qualitative research undertaken, for example patient surveys and focus groups.
- Details of, and feedback from, any engagement exercises.

The present report considers complainants amongst Leicestershire Partnership NHS Trust's service users with respect to the observed and expected distribution of complaints across protected characteristic subgroups and the types of complaint made. The numbers of people raising complaints were analysed and compared against the overall numbers of people accessing services, for LPT overall and within LPT's services: Adult Mental Health and Learning Disability Services, Community Health Services, and Families, Young People and Children's Services. The aim of the analysis was to assess whether the distribution of complainants across services and protected characteristic subgroups reflects each demographic group's representation in the Trust's overall service user base to ascertain whether or not certain groups were overrepresented or underrepresented amongst complainants.

## 1.1 A note on the anonymisation of information about service users within this report

This version of the report has been redacted and edited to allow publication on a publically accessible website. The report contains counts of numbers of service users, analysed in several tables, by their protected characteristics (e.g., age group, gender). The use of these tables to produce aggregated summaries of service user counts has the effect of anonymising much of the information and protecting the identities of individual service users. However, some analyses contain very small counts of service users in some protected characteristic groups, especially when broken down by certain domains of interest. Such small counts could, potentially, be used to identify individual service users, even after aggregation. Consequently, these small counts might be considered personal information that is protected by the Data Protection Act 1998 and other legislation. Where there is a risk that individuals could be identified from a small count, these counts have been redacted from the tables. Where the redacted count can be deduced from other counts in a table, these other counts have been redacted as well. In the present report, as a start point for the anonymisation process, counts below 10 have been redacted to mitigate the risk that individuals might be identifiable. The anonymisation process has followed guidance issued by the Information Commissioner's Office<sup>2</sup>. In the tables of analysis throughout this report, the letter "R" is used to indicate a redacted number.

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<sup>1</sup> This guidance is taken from the technical guidance published by the Equality and Human Rights Commission: Equality Act 2010 Technical Guidance on the Public Sector Equality Duty England (August 2014), page 69

<sup>2</sup> Information Commissioner's Office: Anonymisation: managing data protection risk code of practice (November 2012)

## 2 Summary of main findings

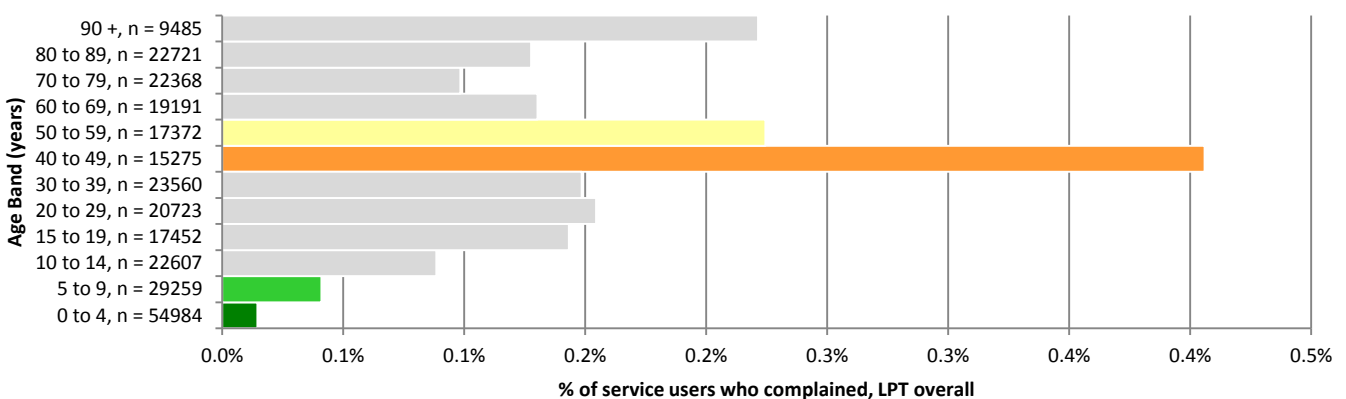
There were 372 complaints recorded for the period April 2016 to March 2017, brought by 346 individual complainants; a rate of 0.13% complainants for a total of 275,020 service users. Below, the main findings of the equality analyses of complainants are summarised. In addition to these main findings, further tables of analyses are presented in the appendices, for reference. These further tables are colour coded to convey the findings of the statistical analyses to which the data have been subjected (please refer to the appendix on methodology for further details). Through this document, the term complainant is used to refer to the patient or service user at the origin of the complaint (as opposed to a relative or advocate who may have raised the complaint on behalf of the service user).

### 2.1 Data quality

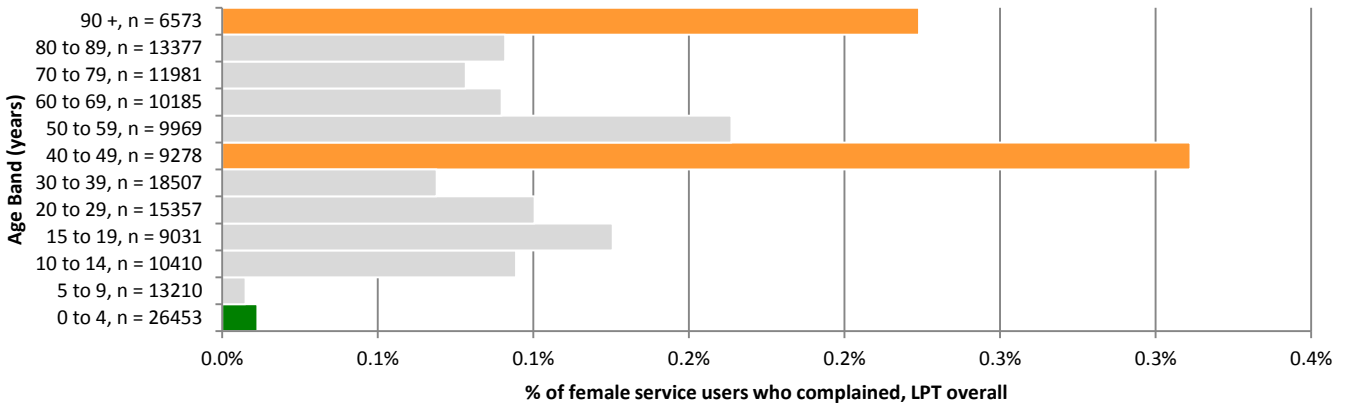
- Equality monitoring information on complainants’ ethnicity was incomplete (not known for 25% of complainants, Table 4), reflecting the near complete absence of this information from the safeguard database and poor levels of completeness in other patient information systems.
- The lack of information on the ethnicity of complainants and on service users in general erodes the confidence that can be placed on findings related to ethnicity.

### 2.2 Variations in the demographic profile of complainants across services by age and gender

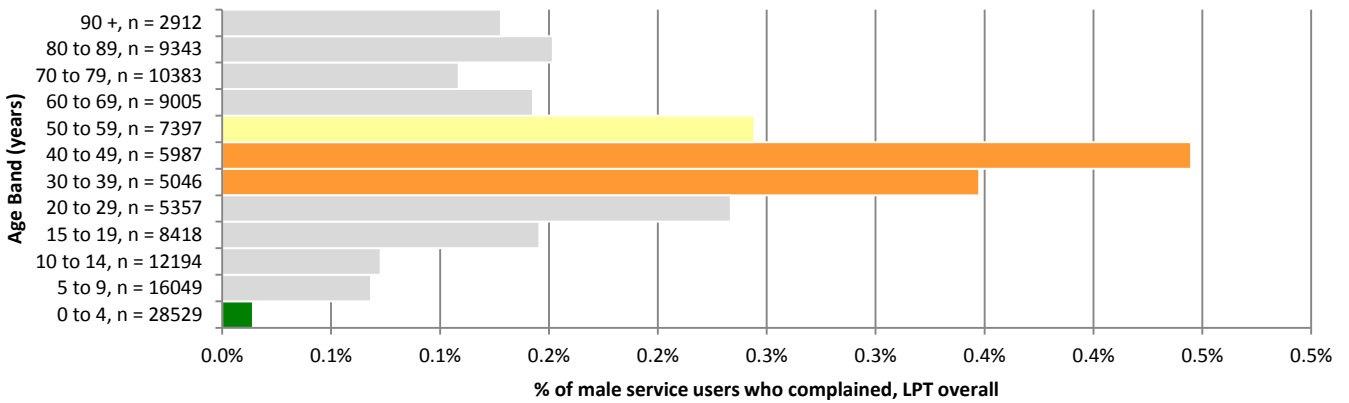
- Across LPT, the rate of complainants was disproportionately high amongst service users in their forties and fifties, and was disproportionately low amongst children under the age of ten (Table 3).



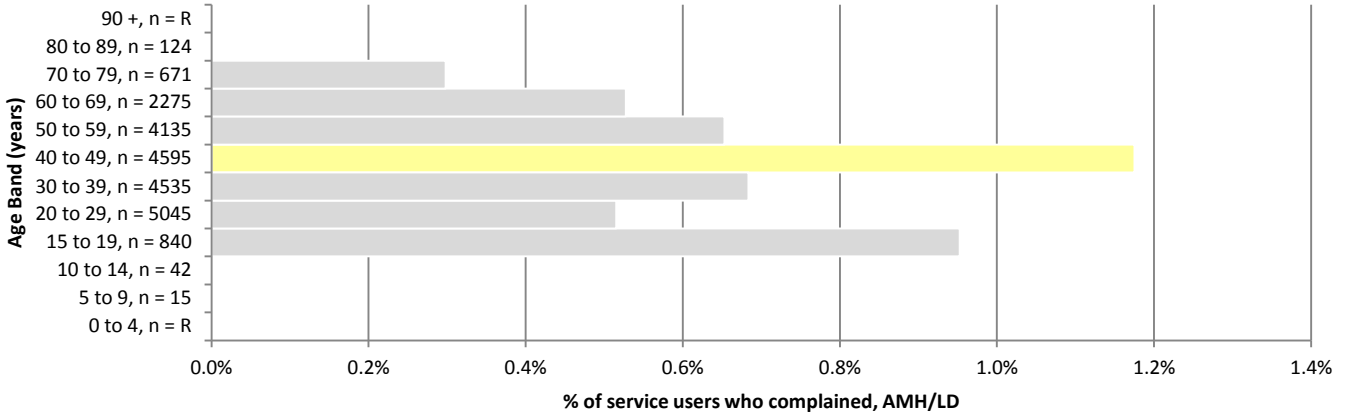
- Patterns varied slightly for men and women (Table 3): amongst women, those in their forties and those aged 90 years old and over were most likely to raise a complaint;



whilst amongst men, those in their thirties, forties, and fifties were most likely to raise a complaint.

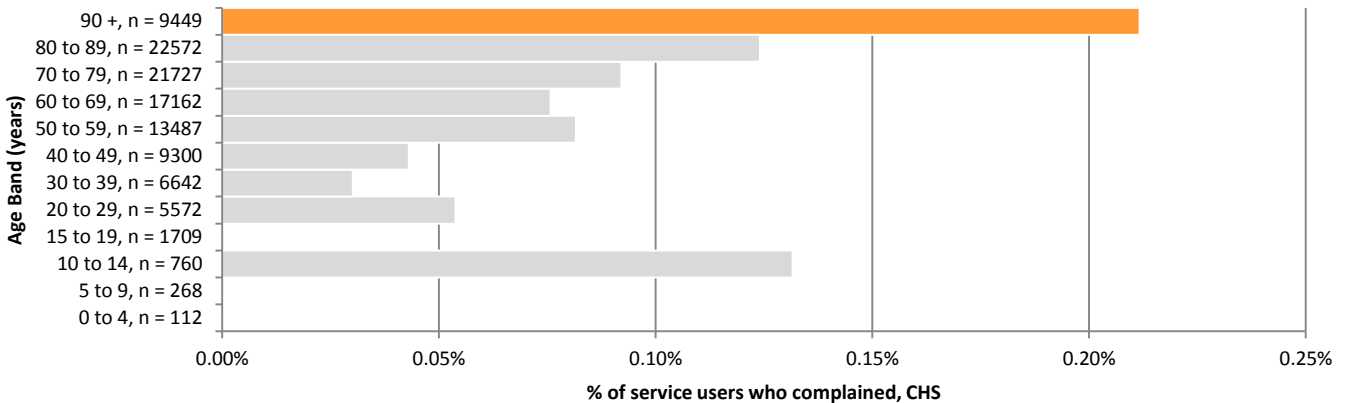


- Patterns of complaint varied by service area:
  - Within AMH/LD, those in their forties were disproportionately more likely to raise a complaint (Table 5, especially amongst women).

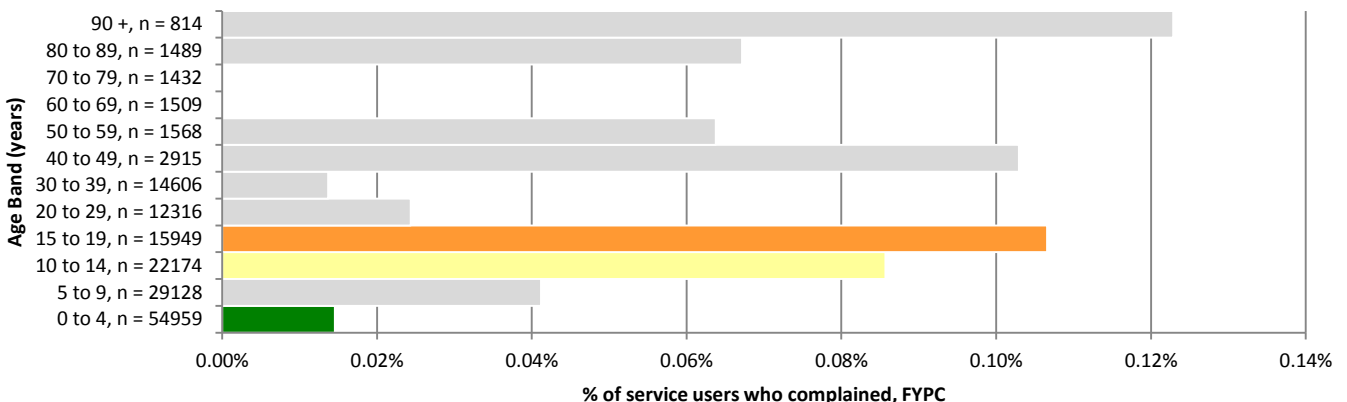


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- Within CHS, those aged 90 years old and over were disproportionately more likely to raise a complaint (Table 7, especially amongst women).

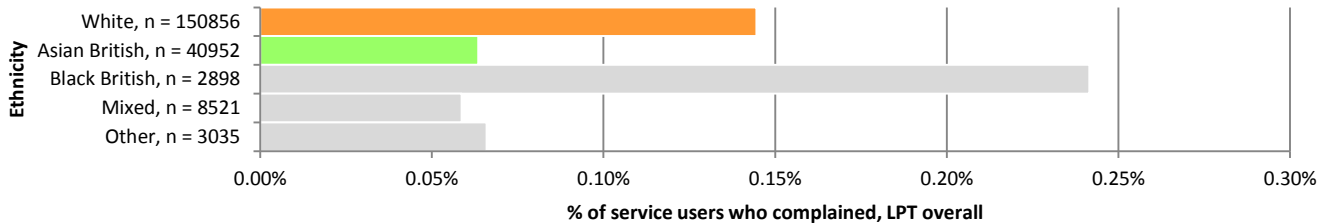


- Within FYPC, those aged 10 to 19 years old were disproportionately more likely to raise a complaint (Table 9, especially those aged 10 to 14 years old amongst girls and those aged 15 to 19 years old amongst boys and young men).

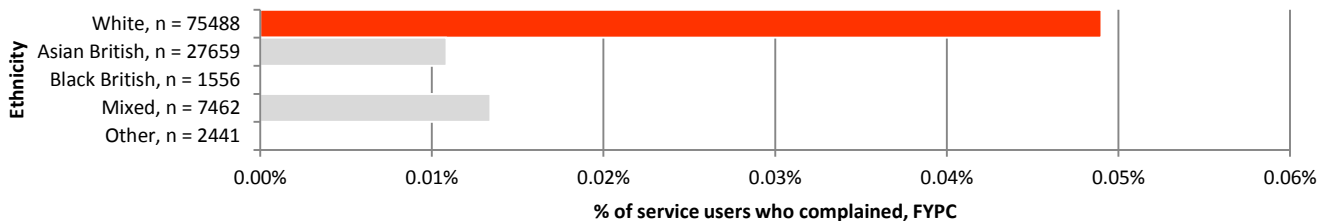


## 2.3 Variations in the demographic profile of complainants across services by ethnicity

- Across LPT, the rate of complainants was disproportionately high amongst White service users, and was disproportionately low amongst Asian British service users (Table 4).



In particular, the rate of complainants was disproportionately high amongst White service users in FYPC (Table 10).



- Differences in the rates of complaint by ethnic group could reflect differences in satisfaction with service and differences in service use, or may indicate that some ethnic groups are more likely to access the complaints procedure than others. It is noted that ethnicity was not known for about a quarter of complainants overall; consequently, findings relating to ethnicity may not be reliable.

## 2.4 Reasons for complaint

- The reasons for making a complaint did not vary to a significant degree in distribution across AMH/LD, CHS, and FYPC (Table 11).
- Across LPT overall (Table 13) and also in AMH/LD in particular (Table 16), BME people were overrepresented amongst those who raised a complaint on the grounds of “Privacy, Dignity, and Wellbeing.” Within FYPC (Table 22), BME people were overrepresented amongst those who raised a complaint on the grounds of “Values and Behaviour (staff).”
- It is noted that ethnicity was not known for about a quarter of complainants overall; consequently, findings relating to ethnicity may not be reliable.



### 3 Appendix: Methodology

#### 3.1 The datasets

Data on complaints were taken from Safeguard for the period 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017 and linked to demographic information held in the Trust's patient information systems.

#### 3.2 Analytical techniques









Differences in rates of complainants by demographic groups were assessed using odds ratios. The categorised degree of difference (small, medium or large, Table 1) followed conventions applied in the social and medical sciences, and was based on the size of the odds ratio. Only groups where rates of complainants had been identified as different to a statistically significant degree were highlighted.

**Table 1: Key to interpreting the colour coding of rates of complainants in the tables of analysis**

	Reference benchmark against which overrepresentation or underrepresentation was evaluated
	A group with a lower odds of raising a complaint to a significant, large degree, compared to the odds of raising a complaint in the reference benchmark
	A group with a lower odds of raising a complaint to a significant, medium degree, compared to the odds of raising a complaint in the reference benchmark
	A group with a lower odds of raising a complaint to a significant, small degree, compared to the odds of raising a complaint in the reference benchmark
	A group with similar odds of raising a complaint, compared to the odds of raising a complaint in the reference benchmark
	A group with a higher odds of raising a complaint to a significant, small degree, compared to the odds of raising a complaint in the reference benchmark
	A group with a higher odds of raising a complaint to a significant, medium degree, compared to the odds of raising a complaint in the reference benchmark
	A group with a higher odds of raising a complaint to a significant, large degree, compared to the odds of raising a complaint in the reference benchmark

Overrepresentation or underrepresentation of a demographic group for a given complaint type was assessed relative to a reference group (usually all complaints pooled together) using a Chi-Squared Test or Fisher’s Exact Test. Where a statistically significant difference was indicated ( $\alpha = .05$ ), this was followed by a *post-hoc* analysis of standardised residuals with the Bonferroni correction applied. The categorised degree of overrepresentation or underrepresentation (small, medium or large, Table 2) followed conventions applied in the social sciences, and was based on the size of the standardised residual. Only groups where overrepresentation or underrepresentation had been identified as statistically significant were highlighted, otherwise the group was considered proportionally represented.

**Table 2: Key to interpreting the colour coding of overrepresentation and underrepresentation in the tables of analysis**

	Reference benchmark against which overrepresentation or underrepresentation was evaluated
	A group that was underrepresented to a significant, large degree amongst complainants, compared to its level of representation in the reference benchmark
	A group that was underrepresented to a significant, medium degree amongst complainants, compared to its level of representation in the reference benchmark
	A group that was underrepresented to a significant, small degree amongst complainants, compared to its level of representation in the reference benchmark
	A group that was proportionately represented amongst complainants, compared to its level of representation in the reference benchmark
	A group that was overrepresented to a significant, small degree amongst complainants, compared to its level of representation in the reference benchmark
	A group that was overrepresented to a significant, medium degree amongst complainants, compared to its level of representation in the reference benchmark
	A group that was overrepresented to a significant, large degree amongst complainants, compared to its level of representation in the reference benchmark

### 3.3 Tables of analyses

#### 3.3.1 Rate of complainants: LPT overall

**Table 3: The rate of complainants by age band and gender for service users across LPT**

	All Persons			Females			Males		
	Service Users	Compl-ainants	Rate	Service Users	Compl-ainants	Rate	Service Users	Compl-ainants	Rate
	n	n	%	n	n	%	n	n	%
Age Band (years)									
0 to 4	54984	R		26453	R		28529	R	
5 to 9	29259	R		13210	R		16049	R	
10 to 14	22607	20	0.088%	10410	R		12194	R	
15 to 19	17452	25	0.143%	9031	12	0.133%	8418	13	0.154%
20 to 29	20723	32	0.154%	15357	17	0.111%	5357	14	0.261%
30 to 39	23560	35	0.149%	18507	14	0.076%	5046	19	0.377%
40 to 49	15275	62	0.406%	9278	32	0.345%	5987	29	0.484%
50 to 59	17372	39	0.224%	9969	18	0.181%	7397	20	0.270%
60 to 69	19191	25	0.130%	10185	10	0.098%	9005	14	0.155%
70 to 79	22368	22	0.098%	11981	10	0.083%	10383	12	0.116%
80 to 89	22721	29	0.128%	13377	13	0.097%	9343	15	0.161%
90 +	9485	21	0.221%	6573	R		2912	R	
<b>Total known</b>	<b>274997</b>	<b>330</b>	<b>0.120%</b>	<b>154331</b>	<b>156</b>	<b>0.101%</b>	<b>120620</b>	<b>164</b>	<b>0.136%</b>
Not known	0.01%	4.62%		0.00%	2.50%		0.00%	2.96%	
Grand total	275020	346	0.126%	154331	160	0.104%	120620	169	0.140%

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**Table 4: The rate of complainants by ethnicity for service users across LPT**

	All Persons		
	Service Users	Complainers	Rate
	n	n	%
Ethnicity			
White	150856	218	0.145%
Asian British	40952	26	0.063%
Black British	2898	R	
Mixed	8521	R	
Other	3035	R	
<b>Total known</b>	<b>206262</b>	<b>258</b>	<b>0.125%</b>
Not known	25.00%	25.43%	
Grand total	275020	346	0.126%

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### 3.3.2 Rate of complainants: AMH/LD

**Table 5: The rate of complainants by age band and gender for service users within AMH/LD**

	All Persons			Females			Males		
	Service Users	Compl-ainants	Rate	Service Users	Compl-ainants	Rate	Service Users	Compl-ainants	Rate
	n	n	%	n	n	%	n	n	%
Age Band (years)	R	R		R	R		R	R	
0 to 4	15	R		R	R		R	R	
5 to 9	42	R		14	R		R	R	
10 to 14	840	R		423	R		416	R	
15 to 19	5045	26	0.515%	2554	14	0.548%	2490	12	0.482%
20 to 29	4535	31	0.684%	2306	12	0.520%	2227	17	0.763%
30 to 39	4595	54	1.175%	2405	27	1.123%	2189	26	1.188%
40 to 49	4135	27	0.653%	2259	10	0.443%	1874	16	0.854%
50 to 59	2275	12	0.527%	1202	R		1073	R	
60 to 69	671	R		348	R		323	R	
70 to 79	124	R		84	R		40	R	
80 to 89	R	R		R	R		R	R	
90 +	R	R		R	R		R	R	
<b>Total known</b>	<b>22289</b>	<b>160</b>	<b>0.718%</b>	<b>11612</b>	<b>75</b>	<b>0.646%</b>	<b>10667</b>	<b>80</b>	<b>0.750%</b>
Not known	0.00%	4.19%		0.00%	2.60%		0.00%	1.23%	
Grand total	22289	167	0.749%	11612	77	0.663%	10667	81	0.759%

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**Table 6: The rate of complainants by ethnicity for service users within AMH/LD**

	All Persons		
	Service Users	Compl-ainants	Rate
	n	n	%
Ethnicity	13666	102	0.746%
White	2217	15	0.677%
Asian British	525	R	
Black British	392	R	
Mixed	223	R	
Other	<b>17023</b>	<b>127</b>	<b>0.746%</b>
<b>Total known</b>	23.63%	23.95%	
Not known	22289	167	0.749%
Grand total			

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### 3.3.3 Rate of complainants: CHS

**Table 7: The rate of complainants by age band and gender for service users within CHS**

	All Persons			Females			Males		
	Service Users	Compl-ainants	Rate	Service Users	Compl-ainants	Rate	Service Users	Compl-ainants	Rate
	n	n	%	n	n	%	n	n	%
Age Band (years)									
0 to 4	112	R		48	R		64	R	
5 to 9	268	R		145	R		123	R	
10 to 14	760	R		403	R		356	R	
15 to 19	1709	R		802	R		907	R	
20 to 29	5572	R		2795	R		2770	R	
30 to 39	6642	R		3754	R		2883	R	
40 to 49	9300	R		5366	R		3925	R	
50 to 59	13487	11	0.082%	7710	R		5773	R	
60 to 69	17162	13	0.076%	9031	R		8130	R	
70 to 79	21727	20	0.092%	11613	R		10110	R	
80 to 89	22572	28	0.124%	13278	12	0.090%	9293	15	0.161%
90 +	9449	20	0.212%	6543	R		2906	R	
<b>Total known</b>	<b>108760</b>	<b>102</b>	<b>0.094%</b>	<b>61488</b>	<b>53</b>	<b>0.086%</b>	<b>47240</b>	<b>46</b>	<b>0.097%</b>
Not known	0.02%	5.56%		0.00%	3.64%		0.00%	4.17%	
Grand total	108782	108	0.099%	61488	55	0.089%	47240	48	0.102%

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**Table 8: The rate of complainants by ethnicity for service users within CHS**

	All Persons		
	Service Users	Complainants	Rate
	n	n	%
Ethnicity			
White	72799	78	0.107%
Asian British	13045	R	
Black British	1113	R	
Mixed	983	R	
Other	484	R	
<b>Total known</b>	<b>88424</b>	<b>89</b>	<b>0.101%</b>
Not known	18.71%	17.59%	
Grand total	108782	108	0.099%

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### 3.3.4 Rate of complainants: FYPC

**Table 9: The rate of complainants by age band and gender for service users within FYPC**

	All Persons			Females			Males		
	Service Users	Complainants	Rate	Service Users	Complainants	Rate	Service Users	Complainants	Rate
	n	n	%	n	n	%	n	n	%
Age Band (years)	0 to 4	54959	R	26443	R		28515	R	
	5 to 9	29128	12	13139	R	0.041%	15989	R	
	10 to 14	22174	19	10177	R	0.086%	11997	R	
	15 to 19	15949	17	8338	R	0.107%	7609	R	
	20 to 29	12316	R	11581	R		734	R	
	30 to 39	14606	R	14249	R		357	R	
	40 to 49	2915	R	2510	R		405	R	
	50 to 59	1568	R	1030	R		538	R	
	60 to 69	1509	R	898	R		611	R	
	70 to 79	1432	R	813	R		619	R	
	80 to 89	1489	R	939	R		550	R	
90 +	814	R	594	R		220	R		
<b>Total known</b>	<b>158859</b>	<b>67</b>	<b>0.042%</b>	<b>90711</b>	<b>28</b>	<b>0.031%</b>	<b>68144</b>	<b>37</b>	<b>0.054%</b>
Not known	0.00%	0.00%		0.00%	0.00%		0.00%	0.00%	
Grand total	158860	67	0.042%	90711	28	0.031%	68144	37	0.054%

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**Table 10: The rate of complainants by ethnicity for service users within FYPC**

	All Persons		
	Service Users	Complainants	Rate
	n	n	%
Ethnicity	White	75488	R
	Asian British	27659	R
	Black British	1556	R
	Mixed	7462	R
	Other	2441	R
	<b>Total known</b>	<b>114606</b>	<b>41</b>
Not known	27.86%	38.81%	
Grand total	158860	67	0.042%

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### 3.3.5 Subject of complaints: LPT overall

**Table 11: Complaints by complaint type and area across LPT**

Complaint Type	Area							Total known	Not known	Grand total
	Adult Mental Health And Learning Disabilities	Community Health Services	Families Young People And Children	Chief Executive / Communications / Deputy Chief Nurse	Facilities / Estates	Pharmacy				
<b>Overall</b>	50.7%	29.6%	R	R	R	R	R	371	0.0%	371
Admissions, Discharges And Transfers Excluding Delays	R	R	R	R	R	R	R	13	0.0%	13
Appointments	48.8%	26.8%	R	R	R	R	R	41	0.0%	41
Clinical	53.8%	R	R	R	R	R	R	26	0.0%	26
Communications	R	R	R	R	R	R	R	17	0.0%	17
Consent To Treatment	R	R	R	R	R	R	R	R	0.0%	R
Integrated Care Including Delayed Discharge	R	R	R	R	R	R	R	R	20.0%	R
Patient Care	44.9%	36.5%	R	R	R	R	R	156	0.0%	156
Patient Safety	R	R	R	R	R	R	R	R	0.0%	R
Prescribing Error	R	R	R	R	R	R	R	R	0.0%	R
Privacy, Dignity And Wellbeing	83.3%	R	R	R	R	R	R	18	0.0%	18
Trust Administration/Policies/Procedures	R	R	R	R	R	R	R	16	0.0%	16
Values And Behaviours (Staff)	61.9%	22.2%	R	R	R	R	R	63	0.0%	63

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**Table 12: Complaints by complaint type and age group across LPT**

Complaint Type	Age Group					Total known	Not known	Grand total
	0 to 15	16 to 29	30 to 49	50 to 74	75 and over			
<b>Overall</b>	13.2%	15.4%	30.6%	24.2%	16.6%	356	4.0%	371
Admissions, Discharges And Transfers Excluding Delays	R	R	R	R	R	10	23.1%	13
Appointments	R	R	26.8%	24.4%	R	41	0.0%	41
Clinical	R	R	R	R	R	25	3.8%	26
Communications	R	R	R	R	R	15	11.8%	17
Consent To Treatment	R	R	R	R	R	R	0.0%	R
Integrated Care Including Delayed Discharge	R	R	R	R	R	R	0.0%	R
Patient Care	14.3%	12.2%	28.6%	21.8%	23.1%	147	5.8%	156
Patient Safety	R	R	R	R	R	R	0.0%	R
Prescribing Error	R	R	R	R	R	R	0.0%	R
Privacy, Dignity And Wellbeing	R	R	R	R	R	18	0.0%	18
Trust Administration/Policies/Procedures	R	R	R	R	R	15	6.3%	16
Values And Behaviours (Staff)	R	17.5%	33.3%	27.0%	R	63	0.0%	63

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**Table 13: Complaints by complaint type and ethnicity across LPT**

Complaint Type	Ethnicity		Total known	Not known	Grand total
	BME	White			
<b>Overall</b>	14.8%	85.2%	283	23.7%	371
Admissions, Discharges And Transfers Excluding Delays	R	R	10	23.1%	13
Appointments	R	R	33	19.5%	41
Clinical	R	R	18	30.8%	26
Communications	R	R	13	23.5%	17
Consent To Treatment	-	-	0	100.0%	R
Integrated Care Including Delayed Discharge	R	R	R	20.0%	R
Patient Care	12.9%	87.1%	116	25.6%	156
Patient Safety	R	R	R	14.3%	R
Prescribing Error	R	R	R	11.1%	R
Privacy, Dignity And Wellbeing	R	R	14	22.2%	18
Trust Administration/Policies/Procedures	R	R	12	25.0%	16
Values And Behaviours (Staff)	R	R	49	22.2%	63

R - REDACTED

**Table 14: Complaints by complaint type and gender across LPT**

Complaint Type	Gender		Total known	Not known	Grand total
	Female	Male			
<b>Overall</b>	47.9%	52.1%	359	3.2%	371
Admissions, Discharges And Transfers Excluding Delays	R	R	11	15.4%	13
Appointments	41.0%	59.0%	39	4.9%	41
Clinical	41.7%	58.3%	24	7.7%	26
Communications	R	R	16	5.9%	17
Consent To Treatment	R	R	R	0.0%	R
Integrated Care Including Delayed Discharge	R	R	R	0.0%	R
Patient Care	52.6%	47.4%	152	2.6%	156
Patient Safety	R	R	R	0.0%	R
Prescribing Error	R	R	R	0.0%	R
Privacy, Dignity And Wellbeing	R	R	18	0.0%	18
Trust Administration/Policies/Procedures	R	R	16	0.0%	16
Values And Behaviours (Staff)	49.2%	50.8%	61	3.2%	63

R - REDACTED



### 3.3.6 Subject of complaints: AMH/LD

**Table 15: Complaints by complaint type and age group within AMH/LD**

Complaint Type	Age Group			Total known	Not known	Grand total
	16 to 29	30 to 49	50 to 74			
<b>Overall</b>	21.0%	53.0%	26.0%	181	3.7%	188
Admissions, Discharges And Transfers Excluding Delays	R	R	R	R	20.0%	R
Appointments	R	R	R	20	0.0%	20
Clinical	R	R	R	13	7.1%	14
Communications	R	R	R	R	0.0%	R
Consent To Treatment	R	R	R	R	0.0%	R
Integrated Care Including Delayed Discharge	-	-	-	-	-	0
Patient Care	21.5%	56.9%	21.5%	65	7.1%	70
Patient Safety	R	R	R	R	0.0%	R
Prescribing Error	R	R	R	R	0.0%	R
Privacy, Dignity And Wellbeing	R	R	R	15	0.0%	15
Trust Administration/Policies/Procedures	R	R	R	R	0.0%	R
Values And Behaviours (Staff)	R	51.3%	R	39	0.0%	39

R - REDACTED

**Table 16: Complaints by complaint type and ethnicity within AMH/LD**

Complaint Type	Ethnicity		Total known	Not known	Grand total
	BME	White			
<b>Overall</b>	18.4%	81.6%	147	21.8%	188
Admissions, Discharges And Transfers Excluding Delays	R	R	R	20.0%	R
Appointments	R	R	16	20.0%	20
Clinical	R	R	R	R	14
Communications	R	R	R	12.5%	R
Consent To Treatment	-	-	0	100.0%	R
Integrated Care Including Delayed Discharge	-	-	-	-	0
Patient Care	R	R	55	21.4%	70
Patient Safety	R	R	R	0.0%	R
Prescribing Error	R	R	R	25.0%	R
Privacy, Dignity And Wellbeing	R	R	13	13.3%	15
Trust Administration/Policies/Procedures	R	R	R	22.2%	R
Values And Behaviours (Staff)	R	R	31	20.5%	39

R - REDACTED

**Table 17: Complaints by complaint type and gender within AMH/LD**

Complaint Type	Gender		Total known	Not known	Grand total
	Female	Male			
<b>Overall</b>	47.8%	52.2%	182	3.2%	188
Admissions, Discharges And Transfers Excluding Delays	R	R	R	0.0%	R
Appointments	R	R	20	0.0%	20
Clinical	R	R	12	14.3%	14
Communications	R	R	R	0.0%	R
Consent To Treatment	R	R	R	0.0%	R
Integrated Care Including Delayed Discharge	-	-	-	-	0
Patient Care	49.3%	50.7%	67	4.3%	70
Patient Safety	R	R	R	0.0%	R
Prescribing Error	R	R	R	0.0%	R
Privacy, Dignity And Wellbeing	R	R	15	0.0%	15
Trust Administration/Policies/Procedures	R	R	R	0.0%	R
Values And Behaviours (Staff)	55.3%	44.7%	38	2.6%	39

R - REDACTED

### 3.3.7 Subject of complaints: CHS

**Table 18: Complaints by complaint type and age group within CHS**

Complaint Type	Age Group					Total known	Not known	Grand total
	0 to 15	16 to 29	30 to 49	50 to 74	75 and over			
<b>Overall</b>	R	R	R	35.6%	54.8%	104	5.5%	110
Admissions, Discharges And Transfers Excluding Delays	R	R	R	R	R	R	33.3%	R
Appointments	R	R	R	R	R	11	0.0%	11
Clinical	R	R	R	R	R	R	0.0%	R
Communications	R	R	R	R	R	R	0.0%	R
Consent To Treatment	-	-	-	-	-	-	-	0
Integrated Care Including Delayed Discharge	R	R	R	R	R	R	0.0%	R
Patient Care	R	R	R	R	61.1%	54	5.3%	57
Patient Safety	R	R	R	R	R	R	0.0%	R
Prescribing Error	R	R	R	R	R	R	0.0%	R
Privacy, Dignity And Wellbeing	R	R	R	R	R	R	0.0%	R
Trust Administration/Policies/Procedures	R	R	R	R	R	R	50.0%	R
Values And Behaviours (Staff)	R	R	R	R	R	14	0.0%	14

R - REDACTED

**Table 19: Complaints by complaint type and ethnicity within CHS**

Complaint Type	Ethnicity		Total known	Not known	Grand total
	BME	White			
<b>Overall</b>	12.1%	87.9%	91	17.3%	110
Admissions, Discharges And Transfers Excluding Delays	R	R	R	33.3%	R
Appointments	R	R	R	R	11
Clinical	R	R	R	0.0%	R
Communications	R	R	R	0.0%	R
Consent To Treatment	-	-	-	-	0
Integrated Care Including Delayed Discharge	R	R	R	25.0%	R
Patient Care	R	R	46	19.3%	57
Patient Safety	R	R	R	0.0%	R
Prescribing Error	R	R	R	0.0%	R
Privacy, Dignity And Wellbeing	R	R	R	50.0%	R
Trust Administration/Policies/Procedures	R	R	R	50.0%	R
Values And Behaviours (Staff)	R	R	13	7.1%	14

R - REDACTED

**Table 20: Complaints by complaint type and gender within CHS**

Complaint Type	Gender		Total known	Not known	Grand total
	Female	Male			
<b>Overall</b>	52.8%	47.2%	106	3.6%	110
Admissions, Discharges And Transfers Excluding Delays	R	R	R	33.3%	R
Appointments	R	R	10	9.1%	11
Clinical	R	R	R	0.0%	R
Communications	R	R	R	0.0%	R
Consent To Treatment	-	-	-	-	0
Integrated Care Including Delayed Discharge	R	R	R	0.0%	R
Patient Care	62.5%	37.5%	56	1.8%	57
Patient Safety	R	R	R	0.0%	R
Prescribing Error	R	R	R	0.0%	R
Privacy, Dignity And Wellbeing	R	R	R	0.0%	R
Trust Administration/Policies/Procedures	R	R	R	0.0%	R
Values And Behaviours (Staff)	R	R	14	0.0%	14

R - REDACTED

### 3.3.8 Subject of complaints: FYPC

**Table 21: Complaints by complaint type and age group within FYPC**

Complaint Type	Age Group					Total known	Not known	Grand total
	0 to 15	16 to 29	30 to 49	50 to 74	75 and over			
<b>Overall</b>	67.6%	20.6%	R	R	R	68	0.0%	68
Admissions, Discharges And Transfers Excluding Delays	R	R	R	R	R	R	0.0%	R
Appointments	R	R	R	R	R	10	0.0%	10
Clinical	R	R	R	R	R	R	0.0%	R
Communications	R	R	R	R	R	R	0.0%	R
Consent To Treatment	-	-	-	-	-	-	-	0
Integrated Care Including Delayed Discharge	-	-	-	-	-	-	-	0
Patient Care	R	R	R	R	R	28	0.0%	28
Patient Safety	R	R	R	R	R	R	0.0%	R
Prescribing Error	-	-	-	-	-	-	-	0
Privacy, Dignity And Wellbeing	R	R	R	R	R	R	0.0%	R
Trust Administration/Policies/Procedures	R	R	R	R	R	R	0.0%	R
Values And Behaviours (Staff)	R	R	R	R	R	10	0.0%	10

R - REDACTED

**Table 22: Complaints by complaint type and ethnicity within FYPC**

Complaint Type	Ethnicity		Total known	Not known	Grand total
	BME	White			
<b>Overall</b>	R	R	42	38.2%	68
Admissions, Discharges And Transfers Excluding Delays	R	R	R	0.0%	R
Appointments	R	R	R	20.0%	10
Clinical	R	R	R	33.3%	R
Communications	R	R	R	25.0%	R
Consent To Treatment	-	-	-	-	0
Integrated Care Including Delayed Discharge	-	-	-	-	0
Patient Care	R	R	15	46.4%	28
Patient Safety	R	R	R	50.0%	R
Prescribing Error	-	-	-	-	0
Privacy, Dignity And Wellbeing	-	-	0	100.0%	R
Trust Administration/Policies/Procedures	R	R	R	20.0%	R
Values And Behaviours (Staff)	R	R	R	50.0%	10

R - REDACTED

**Table 23: Complaints by complaint type and gender within FYPC**

Complaint Type	Gender		Total known	Not known	Grand total
	Female	Male			
<b>Overall</b>	42.4%	57.6%	66	2.9%	68
Admissions, Discharges And Transfers Excluding Delays	R	R	R	0.0%	R
Appointments	R	R	R	R	10
Clinical	R	R	R	0.0%	R
Communications	R	R	R	0.0%	R
Consent To Treatment	-	-	-	-	0
Integrated Care Including Delayed Discharge	-	-	-	-	0
Patient Care	R	R	28	0.0%	28
Patient Safety	R	R	R	0.0%	R
Prescribing Error	-	-	-	-	0
Privacy, Dignity And Wellbeing	R	R	R	0.0%	R
Trust Administration/Policies/Procedures	R	R	R	0.0%	R
Values And Behaviours (Staff)	R	R	R	R	10

R - REDACTED