Leicestershire Partnership NHS Trust

Complaints from Service Users

April 2017 to March 2018

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[1]:

- 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, ethnicity). 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 data and "special category" personal data that are protected by the General Data Protection Regulations (Data Protection Act 2018) 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[2]. In the tables of analysis throughout this report, the letter "R" is used to indicate a redacted number.

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[1] 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
[2] Information Commissioner's Office: Anonymisation: managing data protection risk code of practice (November 2012)

2 Summary of main findings

There were 466 complaints recorded for the period April 2017 to March 2018, brought by 435 individual complainants; an incidence of 0.14% (complainants) for a total of 315,609 service users in the financial year. 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). Throughout 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 27.1% of complainants, Table 4), reflecting the near complete absence of this information from the Safeguard database and incompleteness 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, service users in their late teens, forties, fifties, and eighties were more likely to raise a complaint, whilst children under the age of ten were less likely to raise a complaint (Table 3).
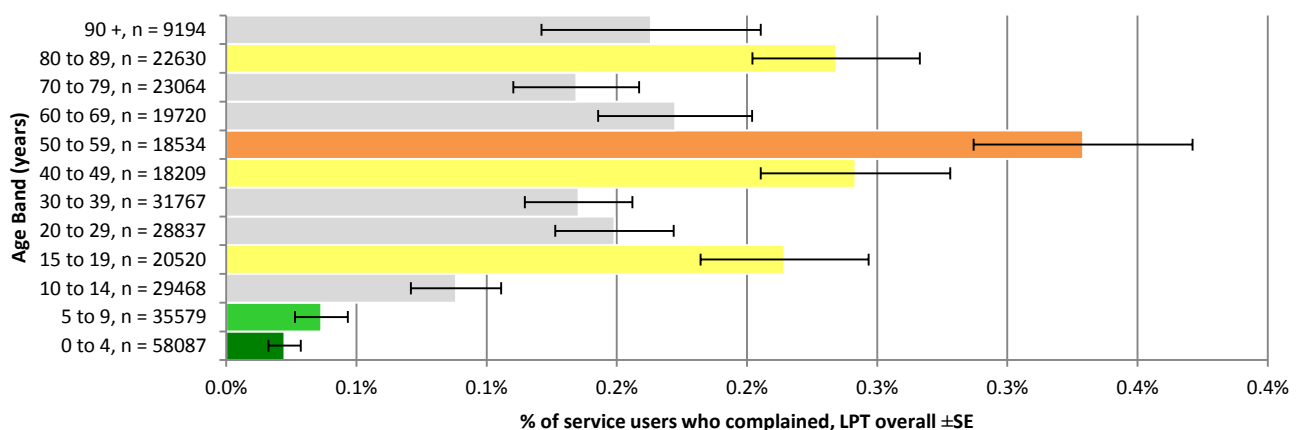
- Patterns of complaint varied slightly for men and women (Table 3): amongst women, those in their forties, fifties, and eighties were most likely to raise a complaint;
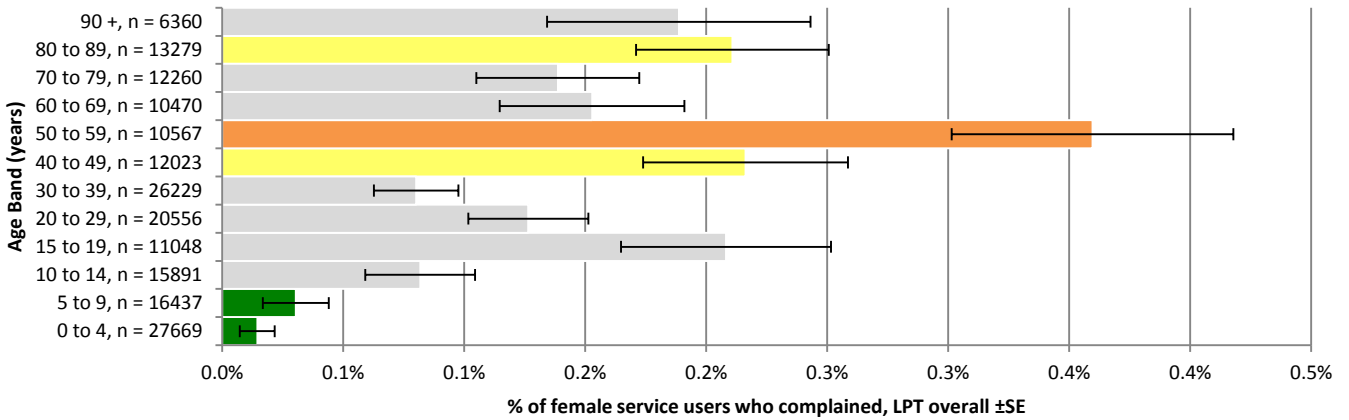

whilst amongst men, those in their thirties, forties, fifties, and eighties were most likely to raise a complaint (cf. women in their thirties who were not disproportionately more likely to raise a complaint).
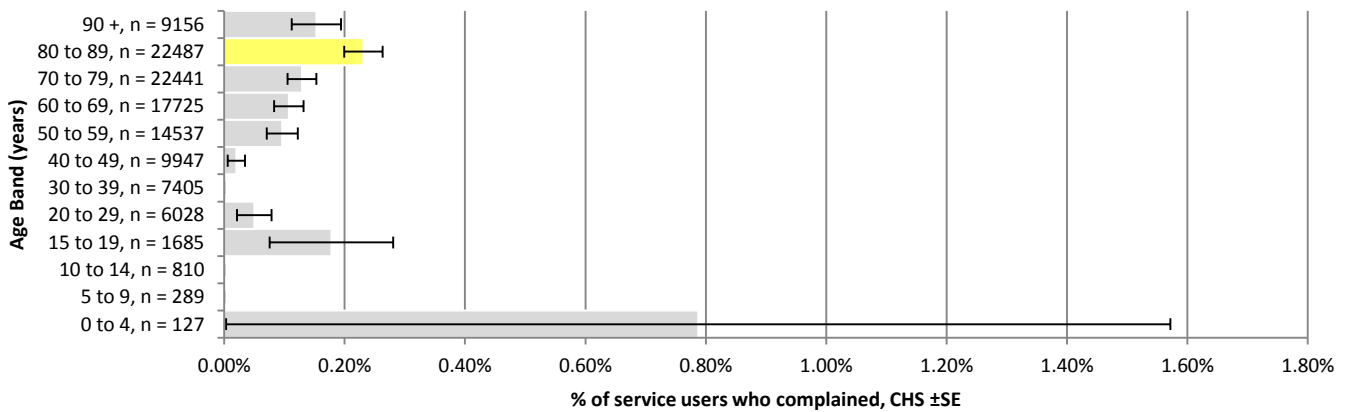
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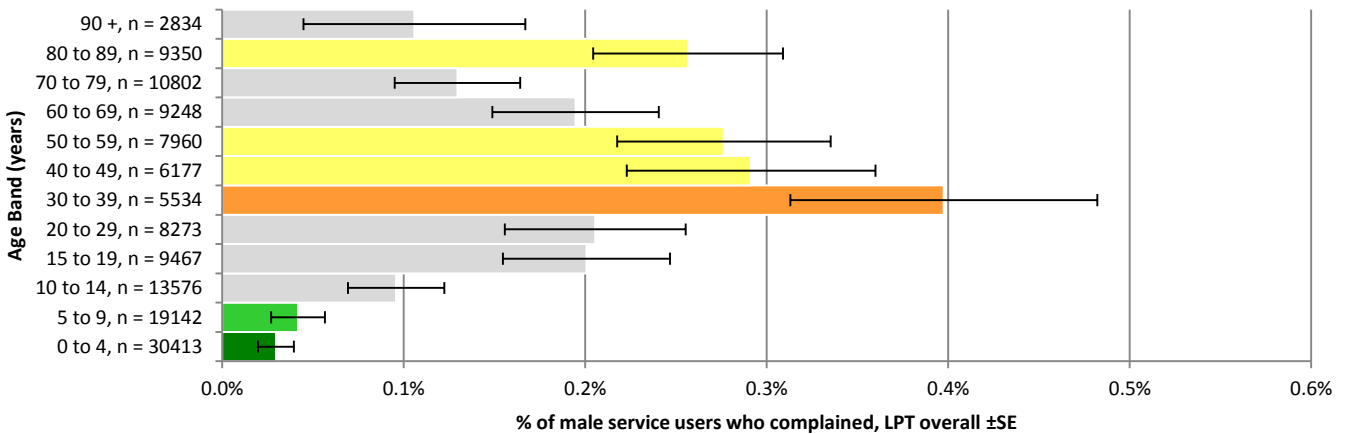
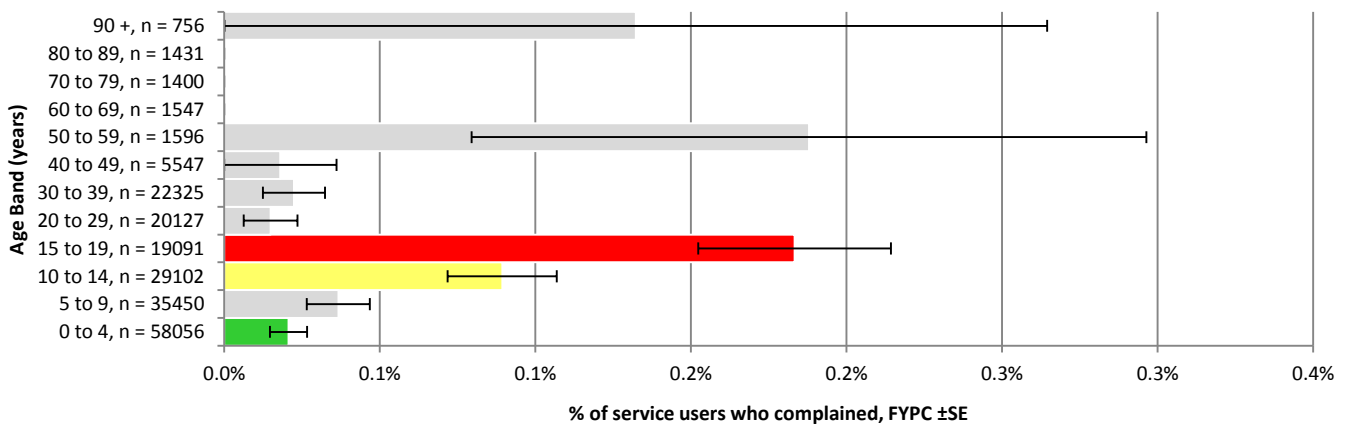- Patterns of complaint by age band varied by service area:

within AMH/LD, there were no systematic variations by age group in the likelihood of raising a complaint (Table 5);
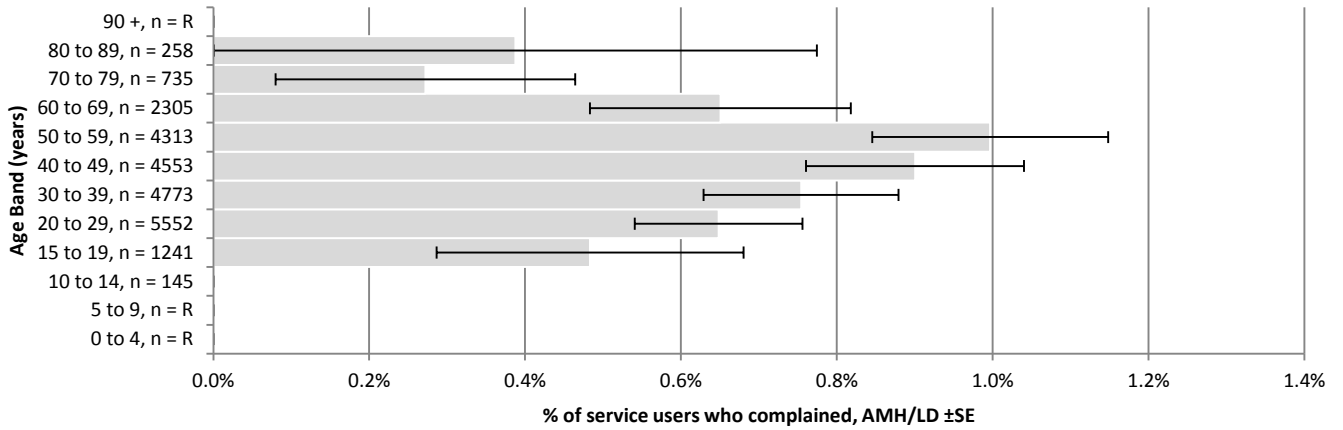
whilst within CHS, those in their eighties were more likely to raise a complaint (Table 7);


and within FYPC, those aged 10 to 19 years old were more likely to raise a complaint (Table 9).

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

- Across LPT, White service users were more likely to raise a complaint, whilst Asian British and Mixed Race service users were less likely to raise a complaint (Table 4).
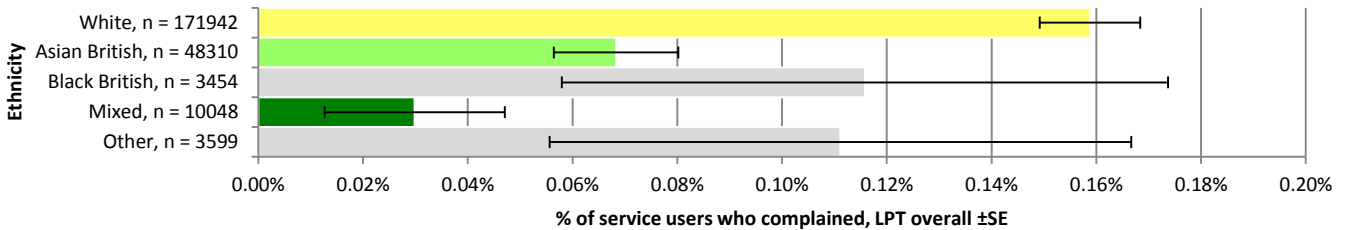
- Patterns of complaint by ethnicity varied by service area:

within AMH/LD, there were no systematic variations by ethnicity in the likelihood of raising a complaint (Table 6);
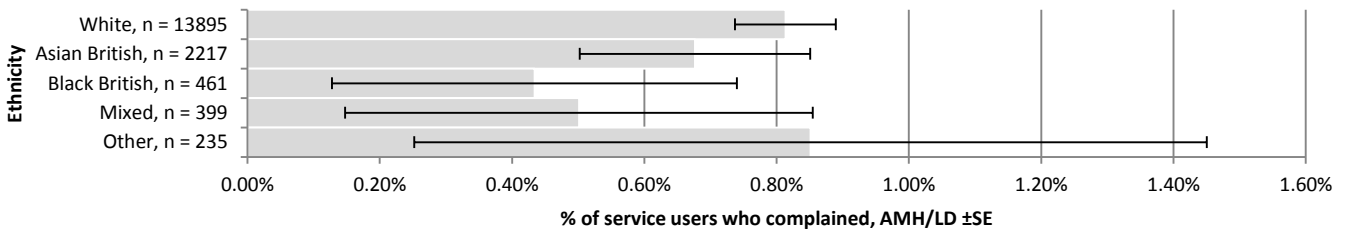
within CHS, there were no systematic variations by ethnicity in the likelihood of raising a complaint (Table 8).

whilst within FYPC, White service users were more likely to raise a complaint and Asian British service users were less likely to raise a complaint (Table 10).

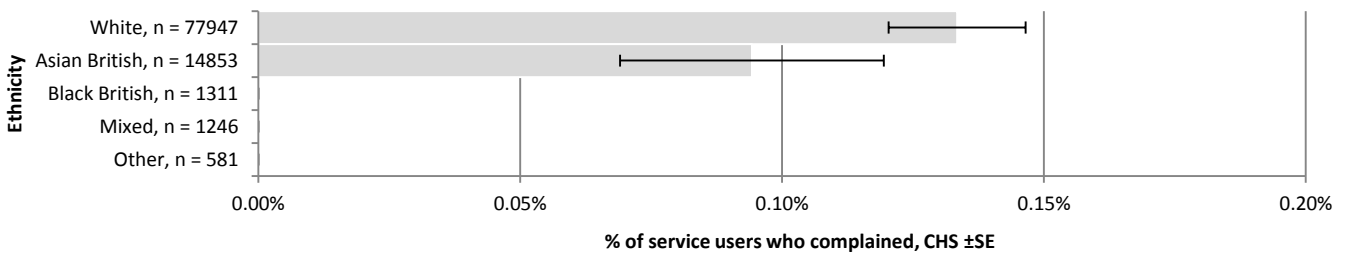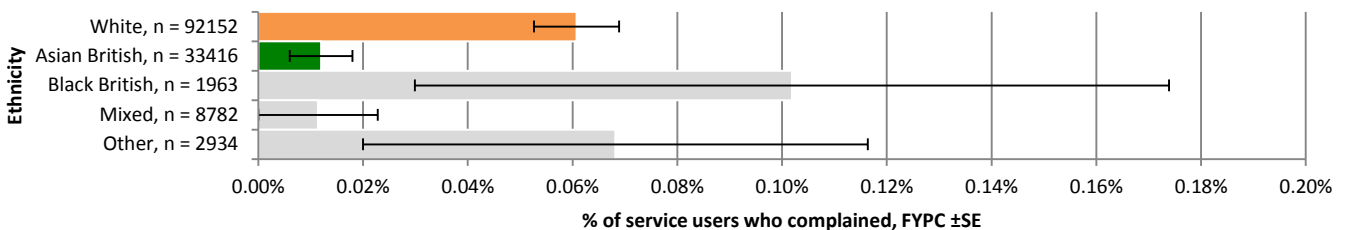- Differences in the incidence of complaint by ethnic group in the 17/18 financial year could reflect differences in satisfaction with services and differences in service use, or may indicate that some ethnic groups are more likely to access the complaints procedure than others. It is noted that ethnicity was not known for 27% 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 by age, gender, or ethnicity, either for LPT overall, or within AMH/LD, CHS, and FYPC (Table 11 to Table 23).

- Again, as ethnicity was not known for 27% of complainants overall, findings relating to ethnicity may not be reliable.

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3 Appendix: Methodology

3.1 The datasets

Data on complaints were taken from Safeguard for the period 1st April 2017 to 31st March 2018 and linked to demographic information held in the Trust's patient information systems.

3.2 Analytical techniques

Differences in the incidence of complaint (raising a complaint in the 17/18 financial year) between 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 incidences of complaint had been identified as different to a statistically significant degree were highlighted.

Table 1: Key to interpreting the colour coding of incidence of complaint 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

Meanwhile, 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 (α = .05), this was followed by *post-hoc* analyses 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 by complaint type in the tables of analysis

	Reference benchmark against which overrepresentation or underrepresentation was evaluated (all complaints pooled together)
	A group that was underrepresented to a significant, large degree in the given complaint type, compared to its level of representation in the reference benchmark
	A group that was underrepresented to a significant, medium degree in the given complaint type, compared to its level of representation in the reference benchmark
	A group that was underrepresented to a significant, small degree in the given complaint type, compared to its level of representation in the reference benchmark
	A group that was proportionately represented in the given complaint type, compared to its level of representation in the reference benchmark
	A group that was overrepresented to a significant, small degree in the given complaint type, compared to its level of representation in the reference benchmark
	A group that was overrepresented to a significant, medium degree in the given complaint type, compared to its level of representation in the reference benchmark
	A group that was overrepresented to a significant, large degree in the given complaint type, compared to its level of representation in the reference benchmark

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3.3 Tables of analyses

3.3.1 Incidence of complaint in the 17/18 financial year: LPT overall

Table 3: The incidence of complaint by age band and gender for service users across LPT

Age Band (years)	All Persons†			Females†			Males†		
	Service Users n	Compl-ainants n	%	Service Users n	Compl-ainants n	%	Service Users n	Compl-ainants n	%
0 to 4	58087	13	0.022%	27669	R	R%	30413	R	R%
5 to 9	35579	13	0.037%	16437	R	R%	19142	R	R%
10 to 14	29468	26	0.088%	15891	13	0.082%	13576	13	0.096%
15 to 19	20520	44	0.214%	11048	23	0.208%	9467	19	0.201%
20 to 29	28837	43	0.149%	20556	26	0.126%	8273	17	0.205%
30 to 39	31767	43	0.135%	26229	21	0.080%	5534	22	0.398%
40 to 49	18209	44	0.242%	12023	26	0.216%	6177	18	0.291%
50 to 59	18534	61	0.329%	10567	38	0.360%	7960	22	0.276%
60 to 69	19720	34	0.172%	10470	16	0.153%	9248	18	0.195%
70 to 79	23064	31	0.134%	12260	17	0.139%	10802	14	0.130%
80 to 89	22630	53	0.234%	13279	28	0.211%	9350	24	0.257%
90 +	9194	15	0.163%	6360	R	R%	2834	R	R%
Total Known	*315609*	*420*	*0.133%*	*182789*	*229*	*0.125%*	*132776*	*187*	*0.141%*
Not Known‡	0.0%	3.4%		0.0%	2.1%		0.0%	2.1%	
Grand Total	315609	435	0.138%	182789	234	0.128%	132776	191	0.144%

† percentage calculated by row

‡ percentage calculated by column out of Grand Total

R: Redacted

Table 4: The incidence of complaint by ethnicity for service users across LPT

		All Persons†		
		Service Users n	Compl- ainants n	%
Ethnicity	White	171942	273	0.159%
	Asian British	48310	33	0.068%
	Black British	3454	R	R%
	Mixed	10048	R	R%
	Other	3599	R	R%
	Total Known	**237353**	**317**	**0.134%**
	Not Known‡	24.8%	27.1%	
	Grand Total	315609	435	0.138%

† percentage calculated by row

‡ percentage calculated by column out of Grand Total

R: Redacted

3.3.2 Incidence of complaint in the 17/18 financial year: AMH/LD

Table 5: The incidence of complaint by age band and gender for service users within AMH/LD

		All Persons†			Females†			Males†	
		Service Users	Compl-ainants		Service Users	Compl-ainants		Service Users	Compl-ainants	
		n	n	%	n	n	%	n	n	%
Age Band (years)	0 to 4	R	0	0.000%	R	0	0.000%	R	0	0.000%
	5 to 9	R	0	0.000%	R	0	0.000%	R	0	0.000%
	10 to 14	145	0	0.000%	80	0	0.000%	65	0	0.000%
	15 to 19	1241	R	R%	673	R	R%	567	R	R%
	20 to 29	5552	36	0.648%	2915	21	0.720%	2637	15	0.569%
	30 to 39	4773	36	0.754%	2478	17	0.686%	2292	19	0.829%
	40 to 49	4553	41	0.901%	2400	24	1.000%	2153	17	0.790%
	50 to 59	4313	43	0.997%	2313	25	1.081%	1999	17	0.850%
	60 to 69	2305	R	R%	1230	R	R%	1075	R	R%
	70 to 79	735	R	R%	391	R	R%	344	R	R%
	80 to 89	258	R	R%	167	R	R%	91	R	R%
	90 +	61	0	0.000%	R	0	0.000%	R	0	0.000%
	Total Known	*23953*	*180*	*0.751%*	*12694*	*99*	*0.780%*	*11254*	*79*	*0.702%*
	Not Known‡	0.0%	3.2%		0.0%	1.0%		0.0%	2.5%	
	Grand Total	23953	186	0.777%	12694	100	0.788%	11254	81	0.720%

† percentage calculated by row

‡ percentage calculated by column out of Grand Total   R: Redacted

Table 6: The incidence of complaint by ethnicity for service users within AMH/LD

		All Persons†		
		Service Users	Compl-ainants	
		n	n	%
Ethnicity	White	13895	113	0.813%
	Asian British	2217	R	R%
	Black British	461	R	R%
	Mixed	399	R	R%
	Other	235	R	R%
	Total Known	*17207*	*134*	*0.779%*
	Not Known‡	28.2%	28.0%	
	Grand Total	23953	186	0.777%

† percentage calculated by row

‡ percentage calculated by column out of Grand Total   R: Redacted

3.3.3 Incidence of complaint in the 17/18 financial year: CHS

Table 7: The incidence of complaint by age band and gender for service users within CHS

	All Persons†			Females†			Males†		
	Service Users	Compl-ainants		Service Users	Compl-ainants		Service Users	Compl-ainants	
	n	n	%	n	n	%	n	n	%
0 to 4	127	R	R%	52	R	R%	74	R	R%
5 to 9	289	0	0.000%	153	0	0.000%	136	0	0.000%
10 to 14	810	0	0.000%	406	0	0.000%	404	0	0.000%
15 to 19	1685	R	R%	812	R	R%	873	R	R%
20 to 29	6028	R	R%	3082	R	R%	2939	R	R%
30 to 39	7405	0	0.000%	4116	0	0.000%	3288	0	0.000%
40 to 49	9947	R	R%	5779	R	R%	4159	R	R%
50 to 59	14537	R	R%	8275	R	R%	6255	R	R%
60 to 69	17725	19	0.107%	9320	R	R%	8403	11	0.131%
70 to 79	22441	29	0.129%	11892	16	0.135%	10547	13	0.123%
80 to 89	22487	52	0.231%	13189	28	0.212%	9297	23	0.247%
90 +	9156	R	R%	6330	R	R%	2826	R	R%
Total Known	**112637**	**137**	**0.122%**	**63406**	**77**	**0.121%**	**49201**	**59**	**0.120%**
Not Known‡	0.0%	3.5%		0.0%	1.3%		0.0%	1.7%	
Grand Total	112637	142		63406	78		49201	60	

Age Band (years)

† percentage calculated by row

‡ percentage calculated by column out of Grand Total   R: Redacted

Table 8: The incidence of complaint by ethnicity for service users within CHS

	All Persons†		
	Service Users	Compl-ainants	
	n	n	%
White	77947	104	0.133%
Asian British	14853	14	0.094%
Black British	1311	0	0.000%
Mixed	1246	0	0.000%
Other	581	0	0.000%
Total Known	**95938**	**118**	**0.123%**
Not Known‡	14.8%	16.9%	
Grand Total	112637	142	

Ethnicity

† percentage calculated by row

‡ percentage calculated by column out of Grand Total

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3.3.4 Incidence of complaint in the 17/18 financial year: FYPC

Table 9: The incidence of complaint by age band and gender for service users within FYPC

	All Persons†			Females†			Males†		
Age Band (years)	Service Users	Compl-ainants		Service Users	Compl-ainants		Service Users	Compl-ainants	
	n	n	%	n	n	%	n	n	%
0 to 4	58056	12	0.021%	27654	R	R%	30398	R	R%
5 to 9	35450	13	0.037%	16360	R	R%	19090	R	R%
10 to 14	29102	26	0.089%	15736	13	0.083%	13365	13	0.097%
15 to 19	19091	35	0.183%	10351	18	0.174%	8736	16	0.183%
20 to 29	20127	R	R%	16639	R	R%	3487	R	R%
30 to 39	22325	R	R%	21937	R	R%	388	R	R%
40 to 49	5547	R	R%	5124	R	R%	423	R	R%
50 to 59	1596	R	R%	1083	R	R%	513	R	R%
60 to 69	1547	0	0.000%	935	0	0.000%	612	0	0.000%
70 to 79	1400	0	0.000%	805	0	0.000%	595	0	0.000%
80 to 89	1431	0	0.000%	886	0	0.000%	545	0	0.000%
90 +	756	R	R%	549	R	R%	207	R	R%
Total Known	**196428**	**99**	**0.050%**	**118059**	**52**	**0.044%**	**78359**	**46**	**0.059%**
Not Known‡	0.0%	2.0%		0.0%	1.9%		0.0%	2.1%	
Grand Total	196428	101		118059	53		78359	47	

† percentage calculated by row

‡ percentage calculated by column out of Grand Total   R: Redacted

Table 10: The incidence of complaint by ethnicity for service users within FYPC

	All Persons†		
Ethnicity	Service Users	Compl-ainants	
	n	n	%
White	92152	R	R%
Asian British	33416	R	R%
Black British	1963	R	R%
Mixed	8782	R	R%
Other	2934	R	R%
Total Known	**139247**	**65**	**0.047%**
Not Known‡	29.1%	35.6%	
Grand Total	196428	101	

† percentage calculated by row

‡ percentage calculated by column out of Grand Total   R: Redacted

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3.3.5 Subject of complaints: LPT overall

Table 11: Complaints by complaint type and area across LPT

Complaint Category	Area†				Total Known	Not Known‡	Grand Total
	AMH/LD	CHS	FYPC	Other			
Overall	43.1%	32.2%	R	R	466	0.0%	466
Admissions, Discharges And Transfers (excluding delays)	R	R	R	0.0%	12	0.0%	12
Appointments	38.8%	26.5%	34.7%	0.0%	49	0.0%	49
Clinical	71.4%	R	R	0.0%	42	0.0%	42
Communications	R	R	48.4%	R	31	0.0%	31
Consent to Treatment	R	R	0.0%	0.0%	R	0.0%	R
Facilities	0.0%	R	0.0%	R	R	0.0%	R
Integrated Care Including Delayed Discharge	0.0%	R	0.0%	0.0%	R	0.0%	R
Patient Care	36.6%	41.5%	21.5%	R	205	0.0%	205
Patient Safety	R	R	R	0.0%	16	0.0%	16
Prescribing Error	R	0.0%	0.0%	0.0%	R	0.0%	R
Privacy, Dignity and Wellbeing	R	R	R	R	12	0.0%	12
Trust Administration / Policies / Procedures	R	R	R	R	19	0.0%	19
Values and Behaviours (Staff)	55.4%	26.2%	18.5%	0.0%	65	0.0%	65

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total   R: Redacted

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

Complaint Category	Age Band (years)†					Total Known	Not Known‡	Grand Total
	0 to 15	16 to 29	30 to 49	50 to 74	75 and over			
Overall	15.1%	17.3%	21.3%	26.7%	19.6%	450	3.4%	466
Admissions, Discharges And Transfers (excluding delays)	0.0%	R	R	R	R	11	8.3%	12
Appointments	26.1%	R	23.9%	26.1%	R	46	6.1%	49
Clinical	R	R	34.1%	31.7%	R	41	2.4%	42
Communications	R	R	R	R	R	31	0.0%	31
Consent to Treatment	0.0%	0.0%	0.0%	R	R	R	0.0%	R
Facilities	0.0%	0.0%	R	0.0%	R	R	50.0%	R
Integrated Care Including Delayed Discharge	0.0%	0.0%	0.0%	0.0%	R	R	50.0%	R
Patient Care	15.3%	16.3%	14.9%	27.2%	26.2%	202	1.5%	205
Patient Safety	R	R	R	R	R	15	6.3%	16
Prescribing Error	0.0%	R	R	R	0.0%	R	14.3%	R
Privacy, Dignity and Wellbeing	R	R	R	R	0.0%	12	0.0%	12
Trust Administration / Policies / Procedures	0.0%	R	R	R	R	18	5.3%	19
Values and Behaviours (Staff)	R	19.0%	30.2%	22.2%	R	63	3.1%	65

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total   R: Redacted

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Table 13: Complaints by complaint type and ethnicity across LPT

Complaint Category	Ethnicity†		Total Known	Not Known‡	Grand Total
	White	BME			
Overall	85.1%	14.9%	343	26.4%	466
Admissions, Discharges And Transfers (excluding delays)	R	R	R	25.0%	R
Appointments	R	R	29	40.8%	49
Clinical	R	R	35	16.7%	42
Communications	R	R	24	22.6%	31
Consent to Treatment	R	R	R	0.0%	R
Facilities	R	R	R	75.0%	R
Integrated Care Including Delayed Discharge	R	R	R	50.0%	R
Patient Care	85.3%	14.7%	156	23.9%	205
Patient Safety	R	R	11	31.3%	16
Prescribing Error	R	R	R	42.9%	R
Privacy, Dignity and Wellbeing	R	R	R	25.0%	R
Trust Administration / Policies / Procedures	R	R	13	31.6%	19
Values and Behaviours (Staff)	R	R	49	24.6%	65

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total   R: Redacted

Table 14: Complaints by complaint type and gender across LPT

Complaint Category	Gender†		Total Known	Not Known‡	Grand Total
	Female	Male			
Overall	54.8%	45.2%	456	2.1%	466
Admissions, Discharges And Transfers (excluding delays)	R	R	11	8.3%	12
Appointments	52.1%	47.9%	48	2.0%	49
Clinical	52.4%	47.6%	42	0.0%	42
Communications	58.1%	41.9%	31	0.0%	31
Consent to Treatment	R	R	R	0.0%	R
Facilities	R	R	R	0.0%	R
Integrated Care Including Delayed Discharge	R	R	R	50.0%	R
Patient Care	57.7%	42.3%	201	2.0%	205
Patient Safety	R	R	16	0.0%	16
Prescribing Error	R	R	R	14.3%	R
Privacy, Dignity and Wellbeing	R	R	12	0.0%	12
Trust Administration / Policies / Procedures	R	R	18	5.3%	19
Values and Behaviours (Staff)	53.1%	46.9%	64	1.5%	65

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total   R: Redacted

3.3.6 Subject of complaints: AMH/LD

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

Complaint Category	Age Band (years)†				Total Known	Not Known‡	Grand Total
	16 to 29	30 to 49	50 to 74	75 and over			
Overall	R	42.6%	34.4%	R	195	3.0%	201
Admissions, Discharges And Transfers (excluding delays)	R	R	R	0.0%	R	0.0%	R
Appointments	R	R	R	R	19	0.0%	19
Clinical	R	43.3%	R	0.0%	30	0.0%	30
Communications	R	R	R	R	R	0.0%	R
Consent to Treatment	0.0%	0.0%	R	0.0%	R	0.0%	R
Patient Care	24.7%	38.4%	37.0%	0.0%	73	2.7%	75
Patient Safety	0.0%	R	R	0.0%	R	14.3%	R
Prescribing Error	R	R	R	0.0%	R	14.3%	R
Privacy, Dignity and Wellbeing	0.0%	R	R	0.0%	R	0.0%	R
Trust Administration / Policies / Procedures	0.0%	R	R	0.0%	R	10.0%	R
Values and Behaviours (Staff)	R	51.4%	R	0.0%	35	2.8%	36

† percentage calculated by row out of Total Known
‡ percentage calculated by row out of Grand Total   R: Redacted

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

Complaint Category	Ethnicity†		Total Known	Not Known‡	Grand Total
	White	BME			
Overall	83.6%	16.4%	146	27.4%	201
Admissions, Discharges And Transfers (excluding delays)	R	R	R	40.0%	R
Appointments	100.0%	0.0%	10	47.4%	19
Clinical	R	R	26	13.3%	30
Communications	R	R	R	0.0%	R
Consent to Treatment	R	R	R	0.0%	R
Patient Care	79.2%	20.8%	53	29.3%	75
Patient Safety	R	R	R	28.6%	R
Prescribing Error	R	R	R	42.9%	R
Privacy, Dignity and Wellbeing	R	R	R	0.0%	R
Trust Administration / Policies / Procedures	R	R	R	30.0%	R
Values and Behaviours (Staff)	R	R	26	27.8%	36

† percentage calculated by row out of Total Known
‡ percentage calculated by row out of Grand Total   R: Redacted

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

Complaint Category	Gender†		Total Known	Not Known‡	Grand Total
	Female	Male			
Overall	55.6%	44.4%	196	2.5%	201
Admissions, Discharges And Transfers (excluding delays)	R	R	R	0.0%	R
Appointments	R	R	19	0.0%	19
Clinical	46.7%	53.3%	30	0.0%	30
Communications	R	R	R	0.0%	R
Consent to Treatment	R	0.0%	R	0.0%	R
Patient Care	58.9%	41.1%	73	2.7%	75
Patient Safety	R	R	R	0.0%	R
Prescribing Error	R	R	R	14.3%	R
Privacy, Dignity and Wellbeing	R	R	R	0.0%	R
Trust Administration / Policies / Procedures	R	R	R	10.0%	R
Values and Behaviours (Staff)	51.4%	48.6%	35	2.8%	36

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total   R: Redacted

3.3.7 Subject of complaints: CHS

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

Complaint Category	Age Band (years)†					Total Known	Not Known‡	Grand Total
	0 to 15	16 to 29	30 to 49	50 to 74	75 and over			
Overall	R	R	R	R	59.7%	144	4.0%	150
Admissions, Discharges And Transfers (excluding delays)	0.0%	0.0%	0.0%	0.0%	R	R	16.7%	R
Appointments	0.0%	R	R	R	R	11	15.4%	13
Clinical	0.0%	0.0%	0.0%	R	R	R	20.0%	R
Communications	0.0%	0.0%	0.0%	R	R	R	0.0%	R
Consent to Treatment	0.0%	0.0%	0.0%	0.0%	R	R	0.0%	R
Facilities	0.0%	0.0%	0.0%	0.0%	R	R	0.0%	R
Integrated Care Including Delayed Discharge	0.0%	0.0%	0.0%	0.0%	R	R	50.0%	R
Patient Care	0.0%	R	R	R	61.9%	84	1.2%	85
Patient Safety	0.0%	0.0%	0.0%	0.0%	R	R	0.0%	R
Privacy, Dignity and Wellbeing	0.0%	0.0%	0.0%	R	0.0%	R	0.0%	R
Trust Administration / Policies / Procedures	0.0%	0.0%	0.0%	R	R	R	0.0%	R
Values and Behaviours (Staff)	R	0.0%	0.0%	R	R	17	0.0%	17

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total   R: Redacted

Table 19: Complaints by complaint type and ethnicity within CHS

Complaint Category	Ethnicity†		Total Known	Not Known‡	Grand Total
	White	BME			
Overall	86.5%	13.5%	126	16.0%	150
Admissions, Discharges And Transfers (excluding delays)	R	R	R	16.7%	R
Appointments	R	R	10	23.1%	13
Clinical	R	R	R	40.0%	R
Communications	R	R	R	11.1%	R
Consent to Treatment	R	R	R	0.0%	R
Facilities	R	R	R	0.0%	R
Integrated Care Including Delayed Discharge	R	R	R	50.0%	R
Patient Care	R	R	73	14.1%	85
Patient Safety	R	R	R	20.0%	R
Privacy, Dignity and Wellbeing	R	R	R	0.0%	R
Trust Administration / Policies / Procedures	R	R	R	20.0%	R
Values and Behaviours (Staff)	R	R	15	11.8%	17

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total   R: Redacted

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Table 20: Complaints by complaint type and gender within CHS

Complaint Category	Gender†		Total Known	Not Known‡	Grand Total
	Female	Male			
Overall	56.8%	43.2%	146	2.7%	150
Admissions, Discharges And Transfers (excluding delays)	R	R	R	16.7%	R
Appointments	R	R	12	7.7%	13
Clinical	R	R	R	0.0%	R
Communications	R	R	R	0.0%	R
Consent to Treatment	R	R	R	0.0%	R
Facilities	R	R	R	0.0%	R
Integrated Care Including Delayed Discharge	R	R	R	50.0%	R
Patient Care	60.7%	39.3%	84	1.2%	85
Patient Safety	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	17	0.0%	17

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total   R: Redacted

3.3.8 Subject of complaints: FYPC

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

Complaint Category	Age Band (years)†					Total Known	Not Known‡	Grand Total
	0 to 15	16 to 29	30 to 49	50 to 74	75 and over			
Overall	62.9%	26.7%	R	R	R	105	1.9%	107
Admissions, Discharges And Transfers (excluding delays)	0.0%	R	0.0%	0.0%	0.0%	1	0.0%	1
Appointments	R	R	R	0.0%	0.0%	16	5.9%	17
Clinical	R	R	R	R	0.0%	7	0.0%	7
Communications	R	R	R	R	0.0%	15	0.0%	15
Patient Care	70.5%	R	0.0%	R	R	44	0.0%	44
Patient Safety	R	R	R	0.0%	0.0%	4	0.0%	4
Privacy, Dignity and Wellbeing	R	R	R	0.0%	0.0%	5	0.0%	5
Trust Administration / Policies / Procedures	0.0%	R	0.0%	0.0%	0.0%	2	0.0%	2
Values and Behaviours (Staff)	R	R	R	0.0%	0.0%	11	8.3%	12

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total   R: Redacted

Table 22: Complaints by complaint type and ethnicity within FYPC

Complaint Category	Ethnicity†		Total Known	Not Known‡	Grand Total
	White	BME			
Overall	85.5%	14.5%	69	35.5%	107
Admissions, Discharges And Transfers (excluding delays)	R	R	R	0.0%	R
Appointments	R	R	R	47.1%	R
Clinical	R	R	R	14.3%	R
Communications	R	R	10	33.3%	15
Patient Care	R	R	29	34.1%	44
Patient Safety	R	R	R	50.0%	R
Privacy, Dignity and Wellbeing	R	R	R	40.0%	R
Trust Administration / Policies / Procedures	R	R	R	50.0%	R
Values and Behaviours (Staff)	R	R	R	33.3%	R

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total   R: Redacted

Table 23: Complaints by complaint type and gender within FYPC

Complaint Category	Gender†		Total Known	Not Known‡	Grand Total
	Female	Male			
Overall	51.9%	48.1%	106	0.9%	107
Admissions, Discharges And Transfers (excluding delays)	R	R	R	0.0%	R
Appointments	R	R	17	0.0%	17
Clinical	R	R	R	0.0%	R
Communications	R	R	15	0.0%	15
Patient Care	51.2%	48.8%	43	2.3%	44
Patient Safety	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	12	0.0%	12

† percentage calculated by row out of Total Known

‡ percentage calculated by row out of Grand Total   R: Redacted