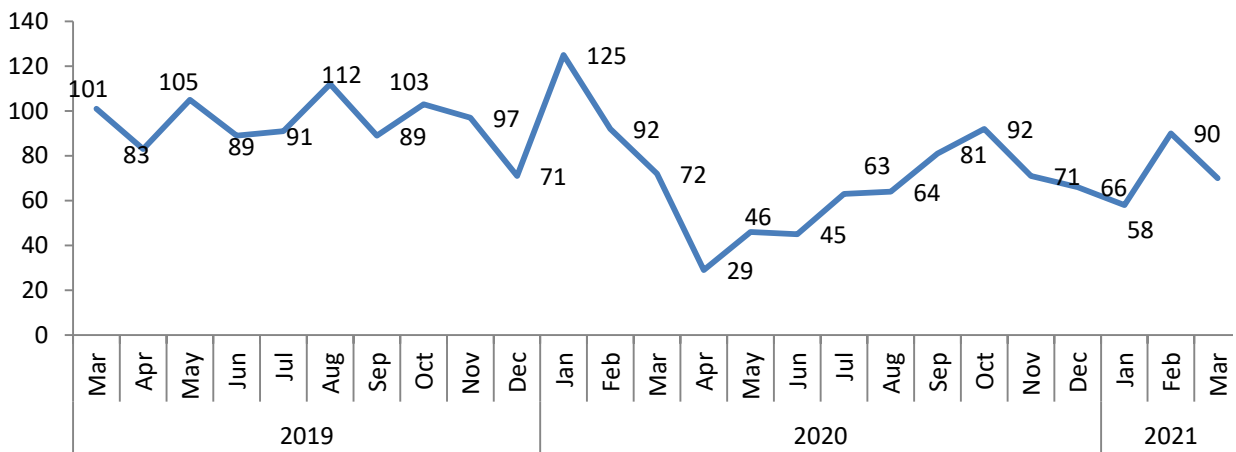
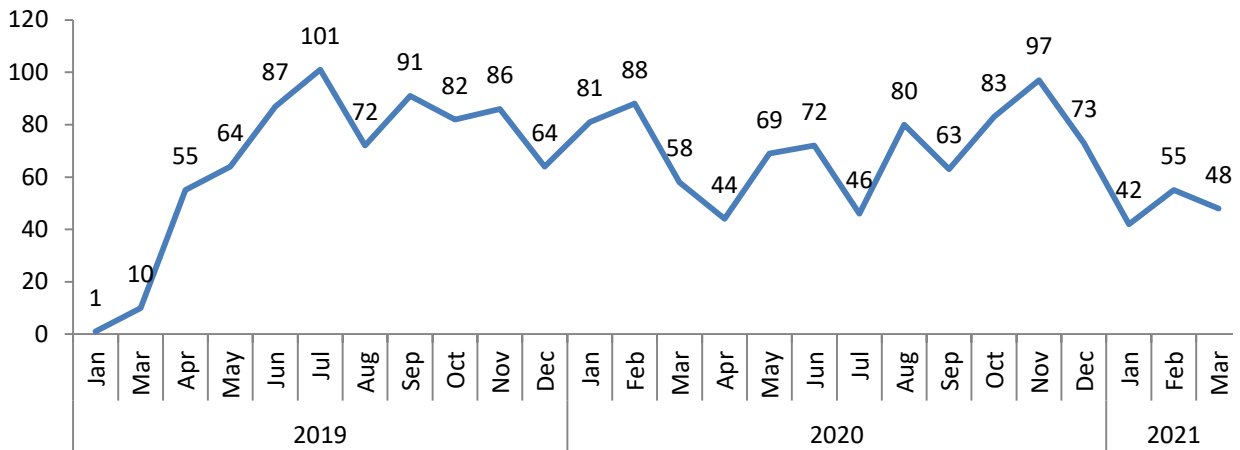


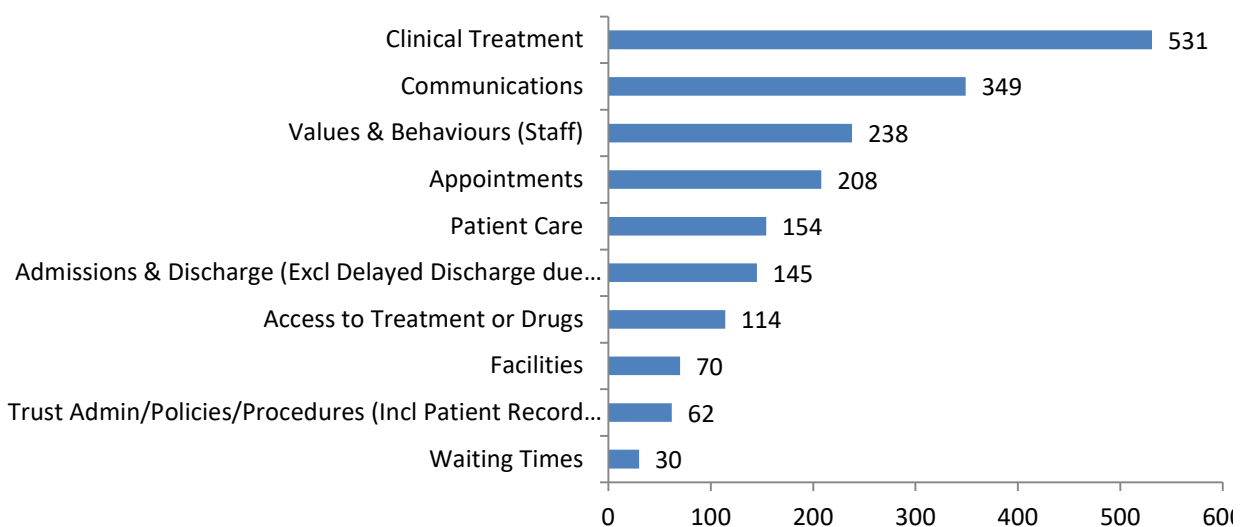
Complaints reported by month



Closed Complaints by month



Top 10 Categories



Division

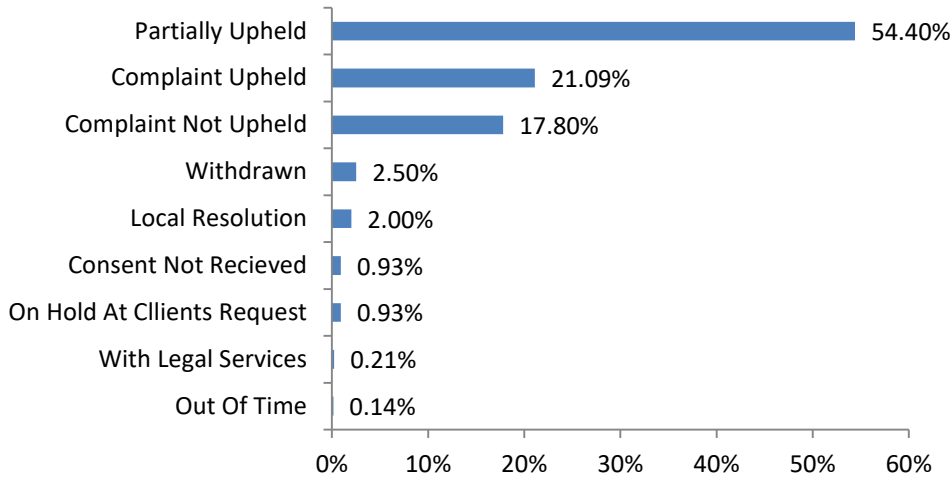
Corp
CSS
MRC
NOTSSCaN
OSI
SuWOn

Directorate

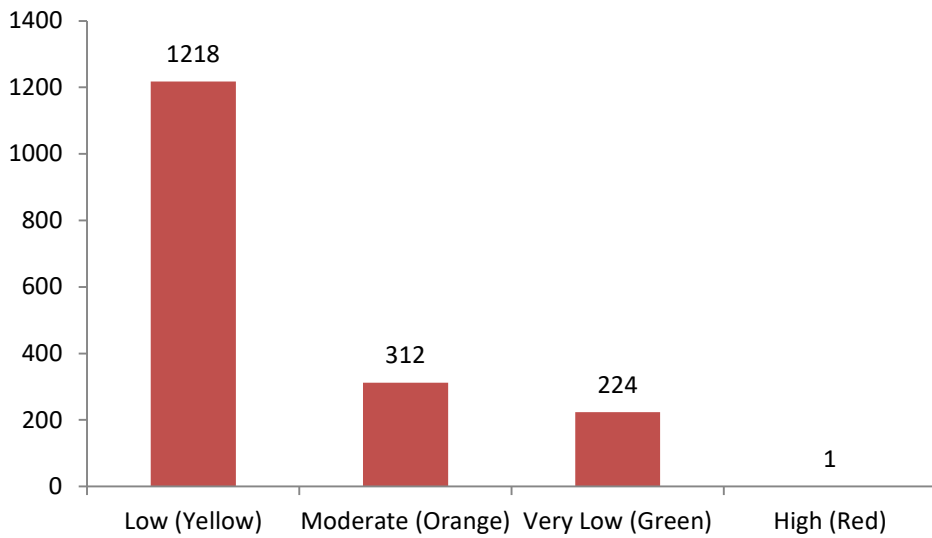
Acute Medicine
Cardiology, Card
Childrens
Corporate Servic
Corporate Servic
Corporate Servic
Corporate Servic
Corporate Servic
Corporate Servic
Critical Care, Ana
Gastro, Endosco
Gynaecology
Maternity
Neurosciences
Oncology and Ha
Operations and S
Pathology and La
Pharmacy and St
Psychological M
Radiology and In
Specialist Medic
Specialist Surger
Surgery
Transplant, Rena
Trauma & Ortho
(blank)
Acute Medicine
Cardiology, Card
Corporate Servic
Critical Care, Ana
Gastro, Endosco

70

Complaints by outcome



Complaints by grade



0

	Department	
and R...	Adams-Trauma (3a) (...)	Admissions Departm...
liac an...	Adult Cystic Fibrosis ...	AICU (JR)
	Ambulatory Assessm...	Ambulatory Assessm...
ces an...	Anaesthetics (Mater...	Anaesthetics (NOC)
ces an...	Anaesthetics (Paed)	Anaesthetics Depart...
ces an...	Ante Natal Clinic (HG...	Appointments Office...
ces an...	Audiology Outpatien...	Bellhouse/Drayson ...
ces an...	Bereavement Office ...	Biochemistry Depart...
aesthe...	Bone Infection Unit (...)	Breast Imaging Centr...
opy an...	Brodey Centre (HGH)	Cancer Centre Outpa...
	Canteen/Food Hall (JR)	Cardiac Angiography ...
	Cardiac Patient Acce...	Cardiac Physiology (...)
	Cardiac Physiology (JR)	Cardiac Rehab (JR)
aemat...	Cardiac Theatres (JR)	Cardio Thoracic Critic...
Servic...	Cardio Thoracic War...	Cardiology Outpatie...
aborat...	Cardiology Ward (JR)	Cashiers Office (CHU)
terile S...	Cashiers Office (JR)	Catering (CHU)
edicine	Children's Day Care ...	Children's Outpatien...
nging	Children's Outpatien...	Children's Ward (HGH)
ine	Choose and Book	Clinical Administratio...
y	Clinical Administratio...	Clinical Governance (...)
	Colposcopy (JR)	Colposcopy Room (H...
al and ...	Comments and Com...	Community Geratolo...
opaedics	Community Midwife...	Community Paediatric...
	Complex Medicine U...	Complex Medicine U...
and R...	Complex Medicine U...	Complex Medicine U...
liac an...	Data Quality Dept (JR)	Day Assessment Unit...
ces an...	Day Case Unit - Rena...	Day Case Unit (JR)
aesthe...	Day Case Unit (WW)	Day Case Unit- Renal...
ny an	Day Surgery Unit (CH...	Day Surgery Unit (JR)