

Reference Number: FOI202223//586
From: Other
Date: 13 February 2023
Subject: Information about the number of complaints received by your hospital trust in the past five years

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.

Q1 The total number of complaints received for each specialty in each of the past five years

A1

Year	Specialty			
	Cardiac Surgery	Neurosurgery	Orthopaedics	Vascular Surgery
2018	4	2	2	0
2019	3	0	5	0
2020	1	2	3	0
2021	0	0	7	0
2022	2	1	3	0
2023	2	0	0	0

Q2 The nature of the complaint

A2 [Please see attached document: FOI 586 Response](#)

Q3 The outcome of the complaint, including any actions taken by the hospital trust to address the issue

A3 [Please see attached document: FOI 586 Response](#)

Date Received	Department	Category	Action Details
01/02/2018	Cardiac Surgery	Alleged Failure In Medical Care	Information not held - there were no agreed complaint actions
27/02/2018	Cardiac Surgery	Alleged Failure In Medical Care	Information not held - there were no agreed complaint actions
23/05/2018	Cardiac Surgery	Operation (Inpatient) Delay	Information not held - there were no agreed complaint actions
01/08/2018	Cardiac Surgery	Alleged Failure In Medical Care	Information not held - there were no agreed complaint actions
26/02/2018	Neurosurgery	Alleged Failure In Medical Care	Information not held - there were no agreed complaint actions
04/06/2018	Neurosurgery	Operation - Adverse Outcome	Information not held - there were no agreed complaint actions
09/07/2018	Orthopaedics	Operation - Cancelled	Information not held - there were no agreed complaint actions
06/08/2018	Orthopaedics	Communication Failure - Medical	Information not held - there were no agreed complaint actions

Date Received	Department	Category	Action Details
12/02/2019	Cardiac Surgery	ISHA-Information/support/help	Information not held - there were no agreed complaint actions
13/09/2019	Cardiac Surgery	Operation - Adverse Outcome	Information not held - there were no agreed complaint actions
30/12/2019	Cardiac Surgery	Alleged Failure In Medical Care	Information not held - there were no agreed complaint actions
12/03/2019	Orthopaedics	Alleged Failure In Medical Care	Information not held - there were no agreed complaint actions
13/03/2019	Orthopaedics	Attitude Of Staff - Medical	Information not held - there were no agreed complaint actions
22/07/2019	Orthopaedics	Operation (Inpatient) Delay	Information not held - there were no agreed complaint actions
13/08/2019	Orthopaedics	Discharge Arrangements	Information not held - there were no agreed complaint actions
04/12/2019	Orthopaedics	Alleged Failure In Medical Care	Information not held - there were no agreed complaint actions

Date Received	Department	Category	Action Details
14/12/2020	Cardiac Surgery	Alleged Failure In Medical Care	Information not held - there were no agreed complaint actions
27/08/2020	Neurosurgery	Communication Failure - Medical	Information not held - there were no agreed complaint actions
02/10/2020	Neurosurgery	Alleged Failure In Medical Care	Information not held - there were no agreed complaint actions
26/06/2020	Orthopaedics	Alleged Failure In Medical Care	Information not held - there were no agreed complaint actions
29/09/2020	Orthopaedics	Coordination Of Services	Information not held - there were no agreed complaint actions
30/10/2020	Orthopaedics	Alleged Failure In Medical Care	Information not held - there were no agreed complaint actions

Date Received	Department	Category	Action Details
10/03/2021	Orthopaedics	Waiting Time For Appointment	Information not held - there were no agreed complaint actions
10/05/2021	Orthopaedics	Alleged Failure In Medical Care	Information not held - there were no agreed complaint actions
04/08/2021	Orthopaedics	Communication Failure - Medical	Information not held - there were no agreed complaint actions
06/08/2021	Orthopaedics	Communication Failure - Medical	Information not held - there were no agreed complaint actions
27/10/2021	Orthopaedics	Alleged Failure In Medical Care	Information not held - there were no agreed complaint actions
22/12/2021	Orthopaedics	Communication Failure - Medical	Information not held - there were no agreed complaint actions
14/12/2021	Orthopaedics	Operation - Delay	Information not held - there were no agreed complaint actions

Date Received	Department	Category	Action Details
21/02/2022	Cardiac Surgery	Alleged Failure In Medical Care	Information not held - there were no agreed complaint actions
03/03/2022	Cardiac Surgery	Finance	Information not held - there were no agreed complaint actions
21/01/2022	Neurosurgery	Alleged Failure In Medical Care	Information not held - there were no agreed complaint actions
11/04/2022	Orthopaedics	Waiting Time For Appointment	Team to add additional clinics to help with capacity issues.
28/04/2022	Orthopaedics	Alleged Failure In Medical Care	Admin Team to be reminded of the importance of cross cover during annual leave.
29/07/2022	Orthopaedics	Waiting Time For Appointment	Information not held - there were no agreed complaint actions

Date Received	Department	Category	Action Details
06/02/2023	Cardiac Surgery	Alleged Failure In Medical Care	Information not held - there were no agreed complaint actions
21/02/2023	Cardiac Surgery	Operation - Cancelled	Information not held - there were no agreed complaint actions