

Complaints by First received (Month and year) and Specialty admitted

Apr 2015
May 2015
Jun 2015
Jul 2015
Aug 2015
Sep 2015
Oct 2015
Nov 2015
Dec 2015
Jan 2016
Feb 2016
Mar 2016
Apr 2016
May 2016
Jun 2016
Jul 2016
Aug 2016
Sep 2016
Oct 2016
Nov 2016
Dec 2016
Jan 2017
Feb 2017
Mar 2017
Total

ALVERSTONE WARD	Ambulance Service	Anaesthetics
1	0	1
0	0	1
0	0	0
1	1	1
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	1	0
0	2	1
0	0	0
0	0	0
0	0	1
0	0	0
0	1	0
0	2	0
0	1	0
0	2	0
0	1	0
0	0	0
0	0	0
0	0	0
0	2	0
2	13	5

BEACON HEALTHCARE CENTRE (St Mary's)	Bed Management	BREAST CARE CENTRE
0	1	1
1	0	0
1	0	0
2	0	0
0	1	0
1	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
1	0	0
1	0	0
0	0	0
3	0	0
0	0	0
1	0	0
1	1	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
12	3	1

Cancer Services	Cardiology	COLWELL WARD
0	0	1
0	0	1
0	0	0
0	0	0
0	0	1
0	1	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	2	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
1	1	0
0	1	0
0	0	0
1	0	0
0	0	0
0	0	0
0	0	0
0	0	0
2	5	3

Community / District Nursing Service	Corporate Governance Department
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	1
0	0
1	0
1	0
1	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
1	0
4	1

Critical Care Services	DAY SURGERY UNIT	Dermatology
0	0	0
0	0	0
0	0	0
0	1	0
0	0	0
0	0	0
0	1	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
1	0	0
1	0	0
0	0	0
1	0	0
0	0	0
0	0	0
0	0	1
1	0	0
4	2	1

Diabetes Centre & Endocrinology	Diagnostic Services	Ear Nose and Throat
0	0	0
0	0	2
1	0	0
0	1	2
0	0	0
0	1	0
0	1	0
0	0	0
0	2	0
0	0	0
1	1	1
0	0	0
0	0	0
0	0	0
0	1	0
0	0	0
0	0	1
0	1	0
0	0	0
0	0	0
0	0	1
0	0	1
0	0	0
0	0	0
0	1	0
0	0	0
0	1	0
2	9	8

Emergency Department	Endoscopy	Gastroenterology	General Medicine
3	0	0	0
4	0	0	0
3	0	0	0
4	0	0	0
4	0	0	0
1	1	0	0
1	1	0	0
2	2	0	3
3	0	0	0
3	0	0	0
1	0	0	2
3	2	1	2
4	0	0	2
2	0	0	0
1	0	0	2
1	0	2	1
1	0	0	1
1	0	1	0
3	0	0	0
0	0	0	1
2	0	0	0
0	0	0	3
3	0	0	1
4	0	0	1
54	6	4	19

General Surgery	Gynaecology	HEALTH CENTRES & CLINICS	Health Visitors
2	1	0	0
4	0	0	0
3	1	0	0
4	0	0	0
0	1	0	0
3	0	1	0
0	2	0	0
0	4	0	1
2	2	0	0
2	1	0	0
1	0	0	0
0	2	0	0
1	0	0	0
0	0	0	0
2	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
2	1	0	0
2	0	0	0
1	0	0	0
0	0	0	0
3	2	0	0
2	0	0	0
34	17	1	1

Information Management	LUCCOMBE WARD	Maternity Services
0	0	0
0	0	0
0	1	1
0	0	0
0	0	0
0	0	0
0	1	0
0	0	0
0	0	0
0	0	1
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	1
0	0	0
1	0	1
1	2	4

Maxillofacial Unit	Medical Assessment Unit	MEDICAL SERVICES	Medical Wards
0	1	2	0
0	0	0	0
0	0	2	0
0	0	1	0
0	0	2	0
0	0	0	0
0	0	4	0
0	0	0	1
0	0	0	2
1	6	0	0
0	1	0	2
0	0	0	3
1	3	0	0
0	0	0	0
0	1	0	1
0	0	0	0
0	1	0	0
0	0	0	2
0	0	0	2
0	0	0	0
0	1	0	0
0	1	0	1
0	3	0	0
0	0	0	0
2	18	11	14

MH - Child and Adolescent MH Service	MH - Community Services
0	0
0	0
0	0
0	0
0	0
0	2
0	3
0	1
0	1
0	2
0	2
0	0
0	1
0	0
0	1
0	2
0	2
0	1
0	0
0	3
0	1
0	2
0	1
1	1
1	26

MH - Inpatient Services (Sevenacres, Shackleton, Woodlands)	
	1
	0
	0
	0
	0
	0
	0
	1
	0
	0
	0
	1
	0
	0
	0
	0
	0
	1
	0
	0
	0
	0
	0
	0
	0
	1
	2
	7

MH - Island Recovery & Integrated Service (formally IDAS)	
	0
	0
	0
	0
	0
	0
	0
	0
	0
	0
	0
	0
	0
	0
	0
	0
	0
	0
	0
	0
	0
	0
	0
	0
	0
	1
	0
	1

MH - Memory Service	MH - REHABILITATION & RECOVERY TEAM	Mottistone Suite
0	0	0
0	0	0
0	1	0
0	0	0
0	0	0
1	1	0
0	1	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	1
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
1	3	1

MPTT - Lower Limb/spinal Triage Clinic	Occupational Therapy Services
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	2
0	0
0	0
0	1
0	0
0	1
0	1
1	0
0	0
0	0
0	2
0	0
0	0
0	0
0	0
0	0
0	0
0	2
1	9

Ophthalmology	Orthopaedics (Fracture)	Orthopaedics / Surgical Wards
0	1	0
0	2	0
0	1	0
0	5	0
0	1	0
1	1	0
1	3	0
0	3	1
1	1	2
1	0	1
0	1	0
0	2	1
1	2	2
1	0	1
1	1	0
0	0	3
0	1	0
0	0	1
1	0	1
0	1	1
1	0	0
1	1	3
0	0	2
0	0	0
10	27	19

Outpatients Appointments and Record Unit	Paediatric Services
0	0
0	0
0	0
0	1
0	0
0	0
0	0
0	0
0	0
0	2
0	0
0	0
0	1
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
1	0
0	0
0	0
1	4

Pain Services	Pathology Services	Pharmacy	Physiotherapy	Podiatry Service
0	0	0	0	0
0	0	1	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	1	0	0	0
0	0	0	0	0
0	0	0	0	0
0	1	0	0	0
0	1	0	0	1
0	1	0	0	0
0	1	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	1	0	1	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
1	0	0	0	0
2	0	0	0	0
0	0	0	0	0
0	1	0	0	0
0	0	0	0	1
3	7	1	1	2

Pre-assessment and Admissions Unit	
	0
	0
	0
	0
	0
	1
	0
	2
	0
	0
	0
	0
	2
	0
	1
	0
	1
	0
	0
	0
	0
	0
	1
	0
	0
	0
	8

Quality Governance Team (Previously SEE Team)	REHAB UNIT
0	1
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
0	0
1	1

Respiratory Services	Rheumatology	Security and Car Parking	SPARRCS TEAM
0	0	0	0
0	0	0	1
0	0	0	0
0	0	0	0
1	0	0	0
0	1	0	0
1	0	0	0
0	0	0	0
1	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	1	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0
4	1	1	1

ST HELEN'S WARD	STROKE	Stroke Services	Urgent Care Service	Urology
0	0	0	0	0
1	0	0	0	0
0	1	0	0	0
0	0	0	0	1
1	0	0	0	0
0	0	0	0	0
0	0	0	0	2
0	0	0	0	0
0	0	0	0	0
0	0	1	0	0
0	0	0	0	0
0	0	1	0	2
0	0	0	0	0
0	0	0	0	0
0	0	1	0	0
0	0	0	0	1
0	0	0	0	0
0	0	0	0	1
0	0	0	2	1
0	0	0	1	0
0	0	0	0	1
0	0	0	0	2
0	0	0	0	0
0	0	0	0	2
2	1	3	3	13

WHIPPINGHAM WARD	WINTER WARD	Total
0	0	17
3	0	24
1	0	17
0	0	26
3	1	16
0	0	19
1	0	25
0	0	22
0	0	20
0	0	21
0	0	21
0	0	25
0	0	22
0	0	6
0	0	20
0	0	13
0	0	16
0	0	16
0	0	14
0	0	14
0	0	11
0	0	18
0	0	19
0	0	23
8	1	445