

## FOI 5043 Complaints about staffing

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Last updated: March 8, 2017

- **In the last four financial years can I ask how many complaints by a) NHS staff and b) patients and their families about staffing levels? Can I have that broken down by patients and families and NHS staff and broken down year on year.**

We only collect data from patients, therefore no data re NHS staff complaints

2013/2014: 15

2014/2015: 10

2015/2016: 13

2016/2017: 4

- **Compared the total amount of complaints – how many, as a percentage, how much does staffing levels make up?**

2013/2014          1.5%

2014/2015          0.95%

2015/2016          1.2%

2016/2017          0.42%

- **Can you provide the total number of complaints and the top three complaints in each of the last four financial years?**

2013/2014          Total number of complaints = 956

Clinical Care =500

Communication =134

Staff attitude = 85

2014/2015          Total number of complaints = 1044

Clinical Care =533

Communication =117

Staff attitude -92

2015/2016          Total number of complaints = 1075

Clinical Care =522

Communication = 134

Staff attitude =111

2016/2017          Total number of complaints = 949

Clinical Care = 394

Communication = 170

Staff attitude = 90