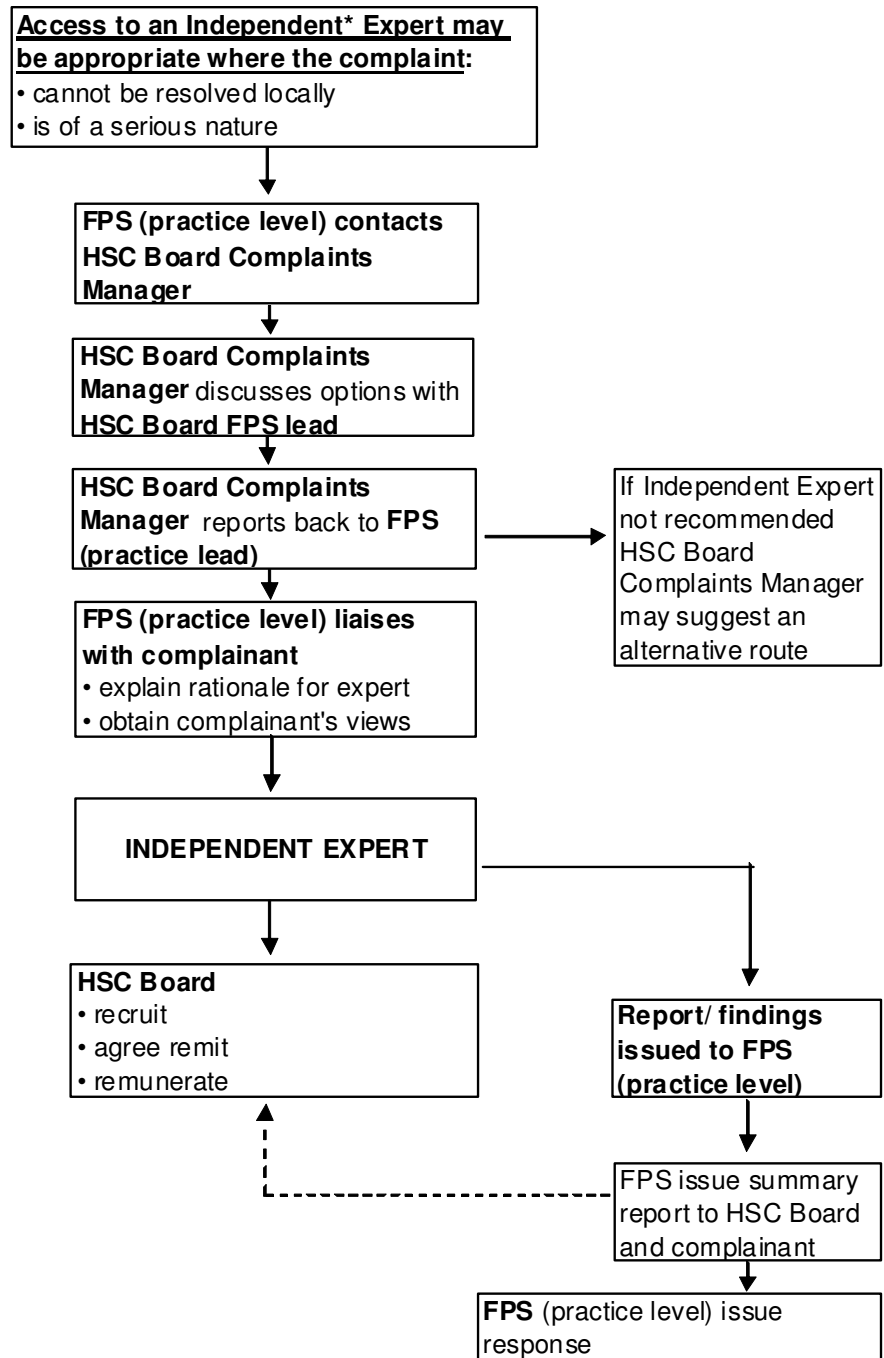


Independent Experts - FPS Access



* definition of "Independent" = an Independent Expert must be recruited from another LCG area (and in certain circumstances outside Northern Ireland) and must have no connection with any of the parties to the complaint to avoid calling into question their objectivity and independence.

ANNEXE 10: LAY PERSONS

1. Lay persons may be beneficial in providing an independent perspective of non-clinical/ technical issues within the local resolution process. Lay persons are NOT intended to act as advocates, conciliators or investigators. Neither do they act on behalf of the provider or the complainant. The lay person's involvement is to help bring about a resolution to the complaint and to provide assurances that the action taken was reasonable and proportionate to the issues raised. For example, the lay person could accompany the investigator during the investigation process where the complainant is considered unreasonable (Annexe 14 refers).

2. Input from a lay person may be valuable to test key issues that are part of the complaint, such as:

- communication issues;
- quality of written documents;
- attitudes and relationships;
- access arrangements (appointment systems).

3. It is essential that both the provider and the complainant have agreed to the involvement of a lay person.

4. Lay persons should have appropriate training in relation to the HSC complaints procedure and have the necessary independence and communication skills.

FPS arrangements

5. The Practitioner/ Practice Manager should approach the HSC Board Complaints Manager for advice.

6. Where a request for a lay person is received the HSC Board Complaints Manager will liaise with the relevant FPS lead to consider the best way

forward. Where it is considered that a lay person's involvement would aid resolution then the HSC Board Complaints Manager will advise the FPS practice. In some cases the HSC Board may consider an alternative to a lay person.

Agreement and consent

7. The FPS Practice/ Pharmacy Manager/ HSC organisation must contact the complainant and discuss the rationale for involving a lay person and provide an opportunity to allow the complainant to agree to such an approach and consent to share information. Once received, the HSC organisation/ HSC Board Complaints Manager (on behalf of FPS) will make the necessary arrangements.

8. Where it has been agreed that a lay person will be involved the practice/ pharmacy, HSC organisation should clearly define the remit of the appointment for the purposes of:

- explaining the issue(s) to be resolved;
- ensuring all parties understand the focus of the issue(s);
- ensuring all parties understand what lay person involvement means;
- agreeing the timescales;
- agreeing to the provision of a final report, and
- explaining what happens when this process is complete.

9. The lay person's findings/ report will be forwarded to the practice/ pharmacy/ HSC organisation. A summary should be made available by the practice/ pharmacy/ HSC organisation to:

- the complainant; and
- the HSC Board (for FPS only).

10. The letter of response to the complainant is the responsibility of the practice/ pharmacy/ HSC organisation.

Appointment of lay persons

11. The HSC organisation or HSC Board (on behalf of FPS) is responsible for communicating with, ascertaining the availability of and formally appointing an appropriate lay person. In addition it is responsible for all other arrangements, including training, performance management and remuneration.

Monitoring

12. The HSC Board will monitor the effectiveness and usage of lay person arrangements within HSC Trusts and FPS.

ANNEXE 12: HONEST BROKER ROLE

1. “Honest broker” is the term used to describe the role of the HSC Board Complaints Manager in supporting and advising FPS on the handling of complaints. The complainant or the practice/ pharmacy can ask the HSC Board to act in this role at any point in the complaints process.

2. It is not an alternative to local resolution. Neither is it an opportunity for the HSC Board to take over an investigation. Rather it is about facilitating communications and building relationships between the practice/ pharmacy and the complainant. The honest broker will act as an intermediary and is available to both the complainant or practice/ pharmacy staff throughout the complaints process. For example, the honest broker may:

- provide advice to both the complainant and the practice/pharmacy;
- act as a link between both parties and/ or negotiate with them; and
- facilitate and attend meetings between both parties.

3. Paragraphs 2.16 to 2.20 outline the options available to complainants when pursuing FPS complaints. This includes an option to lodge their complaint directly with the HSC Board. Where the complainant contacts the HSC Board the Complaints Manager will explain the options available to resolve the complaint:

- that the complaint can be copied to the relevant practice/ pharmacy for investigation, resolution and response; or
- that the HSC Board can act as honest broker between the complainant and the practice/ pharmacy.

4. FPS co-operation in complaints of this type is essential for the role of honest broker to effectively assist in the successful local resolution of

complaints. FPS will be asked for their agreement should the complainant prefer the HSC Board's involvement.

5. Where the HSC Board Complaints Manager has been asked to act as honest broker he/she will:

- act as intermediary between the complainant and the practice/pharmacy;
- make arrangements for independent expert advice, conciliation, lay person assistance, where appropriate;
- provide advice to the complainant and the practice/pharmacy on target timescales²⁴; and
- where there is a delay, ensure the complainant is advised as set out in paragraph 3.37.

6. Whichever process is used it is important to note that the practice/pharmacy are responsible for the investigation and the response. The HSC Board Complaints Manager, however, must ensure that:

- a written response is provided by the practice/ pharmacy to the complainant and any other person subject to the complaint (whether this is direct from the practice/pharmacy or from the HSC Board after receiving a report from the practice/pharmacy);
- the written response is provided within target timescales and where this is not possible that the complainant is informed; and
- the response notifies the complainant of their right to refer their complaint to the Ombudsman should they remain dissatisfied with the outcome of the complaints procedure.

7. The complainant may contact the HSC Board Complaints Manager for further advice and support.

²⁴ For 'honest broker' this is 20 working days from receipt of the complaint: for FPS, this is 10 working days from receipt of the complaint

ANNEXE 13: VULNERABLE ADULTS

Definition of vulnerable adult

1. For the purposes of “Safeguarding Vulnerable Adults – Regional Adult Protection Policy and Procedural Guidance” the term “vulnerable adult” is defined as: *a person aged 18 years or over who is, or may be, in need of community care services **or** is resident in a continuing care facility by reason of mental or other disability, age or illness **or** who is, or may be, unable to take care of him or herself **or** unable to protect him or herself against significant harm or exploitation.*²⁵

2. Adults who “may be eligible for community care services” are those whose independence and well being would be at risk if they did not receive appropriate health and social care support. They include adults with physical, sensory and mental impairments and learning disabilities, howsoever those impairments have arisen; e.g. whether present from birth or due to advancing age, chronic illness or injury. They also include informal carers, family and friends who provide personal assistance and care to adults on an unpaid basis.

3. Making a complaint about health and social care can be intimidating, especially for people with mental health problems, learning disabilities or for those who are old or frail. HSC organisations should have consistent, explicit arrangements in place for advising and supporting vulnerable adults including signposting to independent advice and specialist advocacy services.

²⁵ Law Commission for England and Wales (1995) Mental Incapacity, Report No.231 London: HMSO – definition of “vulnerable adult” adopted by the HSC Regional Adult Protection Forum

Reportable offences and allegations of abuse

4. Very careful consideration must be given to complaints alleging offences that could be reportable to the police, and there should be explicit policies about the arrangements for such reporting. Where it is apparent that a complaint relates to abuse, exploitation or neglect then the regional *Safeguarding Vulnerable Adults Policy and Procedural Guidance (Sept 2006)* and the associated *Protocol for Joint Investigation of Alleged or Suspected Cases of Abuse of Vulnerable Adults* should be activated (see paragraph 1.26).

ANNEXE 14: UNREASONABLE, VEXATIOUS OR ABUSIVE COMPLAINANTS

1. HSC staff must be trained to respond with patience and empathy to the needs of people who make a complaint, but there will be times when there is nothing further that can reasonably be done to assist them. Where this is the case and further communications would place inappropriate demands on HSC staff and resources, consideration may need to be given to classifying the person making a complaint as an unreasonable, demanding or persistent complainant.

2. In determining arrangements for handling such complainants, staff need to:

- ensure that the complaints procedure has been correctly implemented as far as possible and that no material element of a complaint is overlooked or inadequately addressed;
- appreciate that even habitual complainants may have grievances which contain some substance;
- ensure a fair approach; and
- be able to identify the stage at which a complainant has become habitual.

3. The following *Unacceptable Actions Policy*²⁶ should only be used as a last resort after all reasonable measures have been taken to resolve the complaint.

Unacceptable Actions Policy

4. People may act out of character in times of trouble or distress. There may have been upsetting or distressing circumstances leading up to a complaint.

²⁶Unacceptable Actions Policy based on best practice guidelines issued by the Scottish Public Services Ombudsman-Revised January 2011. Inserted 20 June 2011

HSC organisations do not view behaviour as unacceptable just because a complainant is forceful or determined. In fact, it is accepted that being persistent can be a positive advantage when pursuing a complaint. However, we do consider actions that result in unreasonable demands on the HSC organisation or unreasonable behaviour towards HSC staff to be unacceptable. It is these actions that HSC organisations aim to manage under this policy.

Aggressive or abusive behaviour

5. HSC organisations understand that many complainants are angry about the issues they have raised in their complaint. If that anger escalates into aggression towards HSC staff, it will consider that unacceptable. Any violence or abuse towards staff will not be accepted.

6. Violence is not restricted to acts of aggression that may result in physical harm. It also includes behaviour or language (whether verbal or written) that may cause staff to feel afraid, threatened or abused. Examples of behaviours grouped under this heading include threats, physical violence, personal verbal abuse, derogatory remarks and rudeness. HSC organisations also consider that inflammatory statements and unsubstantiated allegations can be abusive behaviour.

7. HSC organisations expect its staff to be treated courteously and with respect. Violence or abuse towards staff is unacceptable and a Zero Tolerance²⁷ approach must be adopted. HSC staff understand the difference between aggression and anger. The anger felt by many complainants involves the subject matter of their complaint. However, it is not acceptable when anger escalates into aggression directed towards HSC staff.

²⁷ www.dhsspsni.gov.uk/zerotolerance.pdf

Unreasonable demands

8. HSC organisations consider these demands become unacceptable when they start to (or when complying with the demand would) impact substantially on the work of the organisation.

9. Examples of actions grouped under this heading include:

- repeatedly demanding responses within an unreasonable timescale,
- insisting on seeing or speaking to a particular member of staff when that is not possible,
- repeatedly changing the substance of a complaint or raising unrelated concerns.

10. An example of such impact would be that the demand takes up an excessive amount of staff time and in so doing disadvantages other complainants.

Unreasonable levels of contact

11. Sometimes the volume and duration of contact made to the HSC organisation by an individual causes problems. This can occur over a short period, for example a number of calls in one day or one hour. It may occur over the life-span of the complaint when a complainant repeatedly makes long telephone calls to the organisation or inundates the organisation with copies of information that has been sent already or that is irrelevant to the complaint.

12. The HSC organisation considers that the level of contact has become unacceptable when the amount of time spent talking to a complainant on the telephone, or dealing with emails or written correspondence impacts on its ability to deal with that complaint, or with other people's complaints.

Unreasonable use of the complaints process

13. Individuals with complaints have the right to pursue their concerns through a range of means. They also have a right to complain more than once about an organisation with which they have a continuing relationship, if subsequent incidents occur.

14. However, this contact becomes unreasonable when the effect of the repeated complaints is to harass, or to prevent the organisation from pursuing a legitimate aim or implementing a legitimate decision. The HSC organisation considers access to a complaints system to be important and it will only be in exceptional circumstances that it would consider such repeated use is unacceptable - but it reserves the right to do so in those exceptional circumstances.

Examples of how the HSC manage aggressive or abusive behaviour

15. The threat or use of physical violence, verbal abuse or harassment towards HSC staff is likely to result in a termination of all direct contact with the complainant. All incidents of verbal and physical abuse will be reported to the police.

16. HSC organisations will not accept any correspondence (letter, fax or electronic) that is abusive to staff or contains allegations that lack substantive evidence. The HSC organisation will tell the complainant that it considers their language offensive, unnecessary and unhelpful and ask them to stop using such language. It will state that it will not respond to their correspondence if the action or behaviour continues.

17. HSC staff will end telephone calls if they consider the caller aggressive, abusive or offensive. The staff member taking the call has the right to make this decision, tell the caller that their behaviour is unacceptable and end the

call if the behaviour persists. In extreme situations, the HSC organisation will tell the complainant in writing that their name is on a “no personal contact” list. This means that it will limit contact with them to either written communication or through a third party.

Examples of how the HSC deal with other categories of unreasonable behaviour

18. The HSC organisation has to take action when unreasonable behaviour impairs the functioning of its office. It aims to do this in a way that allows a complainant to progress through its process. It will try to ensure that any action it takes is the minimum required to solve the problem, taking into account relevant personal circumstances including the seriousness of the complaint and the needs of the individual.

19. Where a complainant repeatedly phones, visits the organisation, raises issues repeatedly, or sends large numbers of documents where their relevance is not clear, the HSC organisation may decide to:

- limit contact to telephone calls from the complainant at set times on set days.
- restrict contact to a nominated member of staff who will deal with the future calls or correspondence from the complainant.
- see the complainant by appointment only.
- restrict contact from the complainant to writing only.
- return any documents to the complainant or, in extreme cases, advise the complainant that further irrelevant documents will be destroyed;
- take any other action that the HSC organisation considers appropriate.

20. Where the HSC organisation considers correspondence on a wide range of issues to be excessive, it may tell the complainant that only a certain number of issues will be considered in a given period and ask them to limit or focus their requests accordingly.

21. In exceptional cases, the HSC organisation will reserve the right to refuse to consider a complaint or future complaints from an individual. It will take into account the impact on the individual and also whether there would be a broader public interest in considering the complaint further.

22. The HSC organisation will always tell the complainant what action it is taking and why.

The process the HSC follows to make decisions about unreasonable behaviour

23. HSC staff who directly experience aggressive or abusive behaviour from a complainant have the authority to deal immediately with that behaviour in a manner they consider appropriate to the situation in line with this policy. With the exception of such immediate decisions taken at the time of an incident, decisions to restrict contact with the organisation are only taken after careful consideration of the situation by a more senior member of staff. Wherever possible, the HSC organisation will give the complainant the opportunity to change their behaviour or action before a decision is taken.

How the HSC lets people know it has made this decision

24. When a HSC member of staff makes an immediate decision in response to aggressive or abusive behaviour, the complainant is advised at the time of the incident. When a decision has been made by senior management, a complainant will always be told in writing²⁸ why a decision has been made to restrict future contact, the restricted contact arrangements and, if relevant, the length of time that these restrictions will be in place. This ensures that the complainant has a record of the decision.

²⁸ This can be supplemented if written communication is not the most appropriate form for the individual

The process for appealing a decision to restrict contact

25. It is important that a decision can be reconsidered. A complainant can appeal a decision to restrict contact. If they do this, the HSC organisation will only consider arguments that relate to the restriction and not to either the complaint made to the organisation or its decision to close a complaint. An appeal could include, for example, a complainant saying that: their actions were wrongly identified as unacceptable, the restrictions were disproportionate; or that they will adversely impact on the individual because of personal circumstances.

26. A senior member of staff who was not involved in the original decision will consider the appeal. They have discretion to quash or vary the restriction as they think best. They will make their decision based on the evidence available to them. They must advise the complainant in writing²⁹ that either the restricted contact arrangements still apply or a different course of action has been agreed.

How the HSC record and review a decision to restrict contact

27. The HSC organisation records all incidents of unacceptable actions by complainants. Where it is decided to restrict complainant contact, an entry noting this is made in the relevant file and on appropriate computer records. A decision to restrict complainant contact as described above, may be reconsidered if the complainant demonstrates a more acceptable approach. A member of the Senior Management Team reviews the status of all complainants with restricted contact arrangements on a regular basis.

²⁹This can be supplemented if written communication is not the most appropriate form for the individual

ANNEXE 15: CHILDREN ORDER REPRESENTATIONS AND COMPLAINTS PROCEDURE

1. Under the Children (NI) Order 1995 (the Order) HSC Trusts are statutorily required to establish a procedure for considering:

- any representations (including any complaint) made to it about the discharge of its functions under Part IV of, and paragraph 4 of Schedule 5 to, the Order, and
- matters in relation to children accommodated by voluntary organisations and privately run children's homes, and
- those personal social services to children provided under the Adoption Order (NI) 1987.

2. HSC Trusts functions are outlined in Article 45 of, and paragraph 6 of Schedule 5 to, the Order and in the Representations Procedure (Children) Regulations (NI) 1996.

3. Departmental guidance on the establishment and implementation of such a procedure is included at Chapter 12 of the Children Order Guidance and Regulations, Volume 4 (a flowchart to aid decision making is attached).

4. The HSC Board and HSC Trusts should familiarise themselves with these requirements.

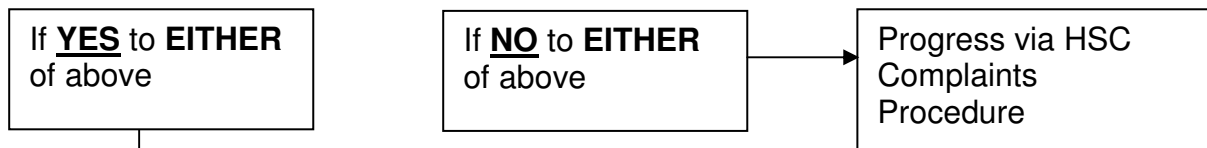
CHILDREN ORDER REPRESENTATIONS AND COMPLAINTS PROCEDURE



1. Complaint: Does it fit the definition of a Children Order complaint as below?

“...Any representation (including any complaint) made to the Trust ... about the discharge of any of its functions under Part IV of the Order in relation to the child.”
(Children (NI) Order 1995, Article 45(3))

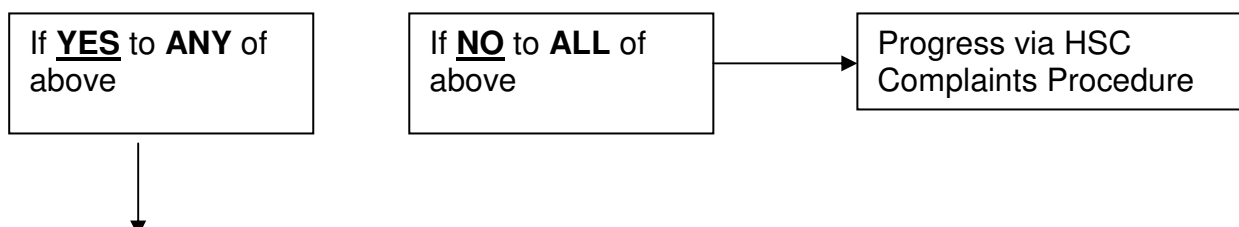
“A written or oral expression of dissatisfaction or disquiet in relation to an individual child about the Trust’s exercise of its functions under Part IV of, and para 6 of Schedule 5 to, the Children Order.”
(Guidance & Regulations – Vol. 4, Para 12.5 – DHSS)



2. Does it meet the criteria of what may be complained about under Children Order?

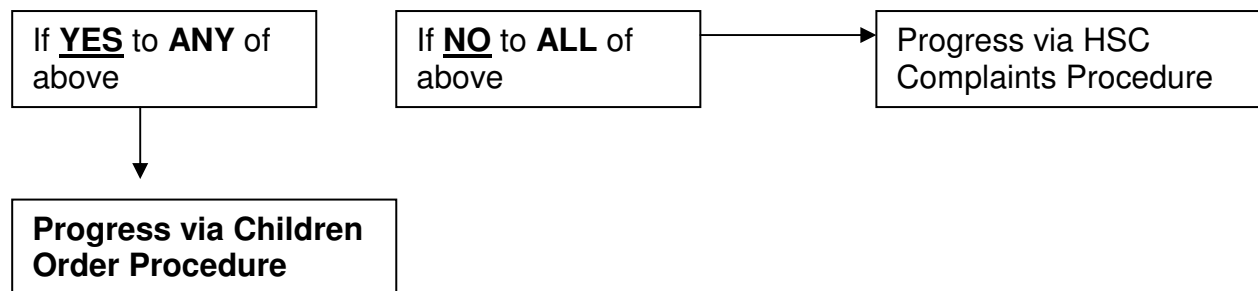
“... about Trust support for families and their children under Part IV of the Order.”
(Vol. 4, Para 12.8)

- a. Day care;
- b. Services to support children within family home;
- c. Accommodation of a child;
- d. After care;
- e. Decisions relating to the placement of a child;
- f. The management or handling of a child’s case (in respect of Part IV services);
- g. Process involved in decision making (in respect of Part IV services);
- h. Denial of a (Part IV) service;
- i. Exemptions to usual fostering limit;
- j. Matters affecting a group of children (receiving a Part IV service);
- k. Issues concerning a child subject to Adoption Services.



3. **Complainant:** Does he/she fit the definition of a Children Order complainant?

- a. **Any child** who is being looked after by the Trust;
 - b. **Any child** who is not being looked after by the Trust, but is in need;
 - c. A parent **of his**;
 - d. Any person who is not a parent of his but who has **parental responsibility for him**;
 - e. Any Trust foster parent;
 - f. Such other person as the Trust considers has a sufficient interest in **the child's welfare** to warrant his representations being considered by the Trust, i.e.
 - the person who had the day to day care of the child within the past two years;
 - the child's Guardian ad Litem;
 - the person is a relative of the child (as defined by Children Order, Article 2(2));
 - The person is a significant adult in the child's life, and where possible, this is confirmed by the child;
 - a friend;
 - a teacher;
 - a general practitioner.
- (Children (NI) Order 1995 Article 45(3))



NB: *In order for a complaint to be eligible to be considered under the Children Order Procedure, the answer to 1 and 2 and 3 **MUST** all be YES.*

Consent: *The (Trust) should always check with the child (subject to his understanding) that a complaint submitted reflects his views and that he wishes the person submitting the complaint to act on his behalf. (Where it is decided that the person submitting the complaint is not acting on the child's behalf, that person may still be eligible to have the complaint considered).*

HEALTH AND SOCIAL CARE BOARD

POLICY FOR THE MANAGEMENT OF COMPLAINTS

October 2017

1. Introduction

- 1.1 This policy sets out how staff working within the Health and Social Care Board (HSC Board) should deal with complaints raised by service users or former service users. It outlines a consistent procedure on how complaints relating to the HSC Board, its actions and decisions are to be handled and how the monitoring of complaints processes and outcomes relating to the HSC Board, HSC Trusts and Family Practitioner Services. These procedures reflect the new arrangements for dealing with complaints which became effective from 1 April 2009 and should be read in conjunction with "Complaints in Health and Social Care: Standards and Guidelines for Resolution and Learning" (thereafter the HSC Complaints Procedure).
- 1.2 The proper handling of complaints, suggestions or queries is a fundamental responsibility of the HSC Board. Complaints should therefore be dealt with promptly, sympathetically and constructively. It is important that every complainant should feel that his or her complaint has been dealt with appropriately.

What the Policy Covers

- 1.3 This policy deals with complaints about care or treatment, or about issues relating to the provision of health and social care. Complaints may, therefore, be raised about services provided by,
- The Health and Social Care Board (HSC Board)
 - Commissioning and purchasing decisions (for individuals)
 - Family Practitioner Services (FPS)

What the Policy does not cover

- 1.4 This policy does **not** deal with complaints about:
- Private care and treatment or services including private dental care or privately supplied spectacles or
 - Services not provided or funded by the HSC, for example, provision of private medical reports.

1.5 Complaints may be raised within an organisation which that organisation needs to address, but do not fall within the scope of the HSC Complaints Procedure. When this occurs, the HSC Organisation should ensure that there are other processes in place to deal with these concerns. For example:

- staff grievances
- an investigation under the disciplinary procedure
- an investigation by one of the professional regulatory bodies
- services commissioned by the HSC Board;
- a request for information under Freedom of Information;
- access to records under the Data Protection Act 1998
- an independent inquiry
- a criminal investigation
- the Child Order Representations and Complaints Procedure
- protection of vulnerable adults
- child protection procedures
- coroner's cases
- legal action.

1.6 HSC Board staff may complain about the way they have been dealt with under the HSC Complaints Procedure and, provided they have exhausted the local grievance procedure, may complain to the NI Public Services Ombudsman, (the Ombudsman). Family Health Services Practitioners may complain to the Ombudsman about the way they have been dealt with under the HSC Complaints Procedure.

Confidentiality

1.7 The HSC Board must be cognisant of the legal and ethical duty to protect the confidentiality of the service user's information as set out in the Data Protection Act 1998 and the Human Rights Act 1998. The common law duty of confidence must also be observed. Ethical guidance is provided by the respective

professional bodies. It is not necessary to obtain the service user's express consent to the use of their personal information to investigate a complaint. However the service user's wishes should always be respected, unless there is an overriding public interest in continuing with the matter (paras 2.8 and 2.9).

2. Standards for Complaints Handling

2.1 The standards and guidelines for complaints handling reflect the changing culture across health and social care with an increasing emphasis on the promotion of safety and quality and the need to be open, to learn and take action in order to reduce the risk of recurrence. The standards for HSC organisations in terms of complaints handling are: -

- Accountability
- Accessibility
- Receiving complaints
- Supporting complainants and staff
- Investigation of complaints
- Responding to complaints
- Monitoring
- Learning

These standards complement existing Controls Assurance Standards, the Quality Standards for Health and Social Care, the Nursing Homes and Residential Care Homes Standards and the Standards for Patient and Client Experience.

3. Standards and Guidelines for Resolution and Learning

3.1 These provide HSC organisations with detailed, yet flexible, complaints handling arrangements designed to: -

- Provide effective local resolution
- Improve accessibility
- Clarify the options for pursuing a complaint

- Promote the use and availability of support services, including advocacy
- Provide a well-defined process of investigation
- Promote the use of a range of investigative techniques
- Promote the use of a range of options for successful resolution, such as the use of independent experts, laypersons and conciliation
- Resolve complaints more quickly
- Provide flexibility in relation to target response times
- Provide an appropriate and proportionate response
- Provide clear lines of responsibility and accountability
- Improve record keeping, reporting and monitoring
- Increase opportunities for shared learning.
- Provide confidentiality to protect staff and those who complain
- Promote fairness with clear procedures and guidance
- Increase openness through clear communications
- Value diversity, equality and human rights

3.2 Complaints should be dealt with patience and empathy but there will be times when nothing further can reasonably be done to assist the complainant. The changes to the HSC complaints procedure introduce an “Unacceptable Actions” policy for handling unreasonable, vexatious or abusive complainants.

Where this is the case and further communications would place inappropriate demands on the HSC Board, staff and resources, consideration may need to be given to classifying the person making a complaint as an unreasonable, demanding or persistent complainant.

In determining arrangements for handling such complaints, staff need to ensure that the complaints procedure has been correctly implemented, appreciating that even habitual complainants may have grievances which contain some substance and identify the stage at which a complainant has become habitual.

The Unacceptable Actions Policy should only be used a last resort after all reasonable measures have been taken to resolve the complaint.

The HSC Board will record all incidents of unacceptable actions by complainants.

4. Definitions

4.1 Complaint:

The HSC Complaints Procedure (Para 2.1) defines a complaint as:

"an expression of dissatisfaction that requires a response".

A criticism of a service or the quality of care, whether written or oral, becomes a complaint when it requires a response. A single communication may include more than one complaint.

It should be noted that complainants may not always use the word 'complaint'. They may offer a comment or suggestion that can be extremely helpful it is important to recognise those comments that are really complaints and need to be handled as such.

4.2 Complainant:

Complainants will be existing or former users of the HSC Board's services and facilities.

Where a complaint concerns family health services, complainants will be either existing or former patients of a practitioner who has arrangements with the HSC Board to provide family health services.

Complaints to the HSC Board may also be from existing or former users of services provided by a family health services practitioner where the complainant has requested that the HSC Board act as an "honest broker" to assist in the local resolution of a complaint

4.3 Consent

People may complain on behalf of existing or former patients/clients provided they have their consent. Complaints by a third party should be made with written consent of the individual concerned. There will be situations where it is not possible to obtain consent such as;

- where the individual is a child and not of sufficient age or understanding to make a complaint on their own behalf;
- where the individual is incapable (for example, rendered unconscious due to an accident; judgement impaired by learning disability, mental illness, brain injury, or serious communication problems);
- where the subject of the complaint is deceased

- 4.4 Where a person is unable to act of him/herself, their consent shall not be required. However the Complaints Manager will determine whether the complainant has sufficient interest to act as a representative. The question of whether a complainant is suitable to make a representation depends, in particular on the need to respect the confidentiality of the patient. If it is determined that a person is not suitable to act as a representative, the Chief Executive (or senior person) must provide information in writing to the person outlining the reasons the decision has been taken.

5. Complaints concerning commissioning decisions by the HSC Board

- 5.1 The HSC Board has arrangements in place to deal with complaints about commissioning decisions it has made. It will also respond to complaints about its own actions and decisions.
- 5.2 Complaints about a commissioning decision of the HSC Board may be made by, or on behalf of, any individual personally affected by a commissioning decision taken by the HSC Board. The HSC Complaints Procedure may not deal with complaints about the merits of a decision where the HSC Board has acted properly and within its legal responsibilities.

- 5.3 The public or the Patient and Client Council may wish to raise general issues about commissioning decisions with the HSC Board and they should receive a full explanation of the HSC Board's policy. These are not, however, issues for the HSC Complaints Procedure.

6. Local resolution of complaints concerning commissioning decisions by the HSC Board

- 6.1 The HSC Board must have a local resolution process and designated complaints officers to deal with commissioning complaints and other complaints about the HSC Board's own actions and decisions.

The HSC Board's complaints officers are based at 12-22 Linenhall Street, Belfast, BT2 8BS

Complaints Direct Line: 02895 363893 (Monday-Friday, 9am-5pm)
Text Relay: 18001 0289536 3893

- 6.2 The primary objective of local resolution is to provide the fullest possible opportunity for investigation and resolution of the complaint, as quickly as is sensible in the circumstances. The emphasis is on complaints being dealt with quickly and, wherever possible, by those on the spot. The intention of local resolution is that it should be open, fair, flexible, and conciliatory. The complainant should be given the opportunity to understand all possible options for pursuing the complaint and the consequences of following any of these.
- 6.3 The process should encourage communication on all sides. The aim should be to resolve a complaint during this stage to the satisfaction of the complainant while being fair to staff. Rigid, bureaucratic, and legalistic approaches should be avoided at all stages of the procedure.
- 6.4 Complaints can be submitted, in writing via email or letter or in person. All complainants should receive a positive and full

response, free of jargon. The aim should be to satisfy the complainant that their concerns have been heeded, and offer an apology and explanation as appropriate, referring to any remedial action that is to follow.

- 6.5 In the context of local resolution for the HSC Board, for example, a member of staff from a relevant Directorate may respond directly to a complainant about a commissioning decision. The HSC Board's Complaints Office should, however, be made aware of the nature of the complaint and response.
- 6.6 The HSC Complaints Procedure (para 3.41) states that the Chief Executive may delegate responsibility for responding to a complaint, where in the interests of a prompt reply, a designated senior person may undertake the task.

7. HSC Board involvement in local resolution of complaints concerning Family Practitioner Services

- 7.1. Where requested the HSC Board will act as 'honest broker' in the resolution of a complaint. The objective for the HSC Board should be wherever possible to restore the trust between the patient and the practitioner/practice staff. In addition, if requested by a complainant and/or a Family Practitioner Service (FPS), the HSC Board's Complaints Office with the agreement of both parties may arrange for a layperson or conciliator to be appointed to assist in resolution of the complaint. The advice of an independent expert will only be sought to provide clarification on clinical matters or where there is a risk to patient/client safety.
- 7.1.1 Once agreement has been received for the HSC Board to act as Honest Broker, the HSC Board Complaints staff (on behalf of FPS) will make necessary arrangements. The HSC Board (on behalf of FPS) is responsible for communicating with, ascertaining the availability of and formally appointing an appropriate lay person, conciliator or independent expert.

7.2 Lay persons

The HSC Board has appointed 17 Independent Lay Persons who will operate as a pool for all HSC organisations. Lay persons may

be beneficial in providing an independent perspective of non-clinical or technical issues within the local resolution process.

They are not intended to act as advocates, conciliators or investigators and neither do they act on behalf of the Family Practitioner Service or the complainant. The layperson's involvement is to bring about a resolution to the complaint and to provide assurances that the action taken was reasonable and proportionate to the issues raised.

Input from a Lay Person is valuable when testing issues such as communication, quality of written documents, attitudes and behaviours and access arrangements.

7.3 Conciliation

Conciliation is a process of examining and reviewing a complaint with the help of an independent person. The conciliator will assist all concerned to a better understanding of how the complaint has arisen. They will work to ensure that good communication takes place between both parties involved to enable them to resolve the complaint. It may not be appropriate in the majority of cases but it may be helpful in situations;

- where staff or practitioners feel the relationship with the complainant is difficult;
- when trust has broken down between the complainant and the practice/pharmacy/HSC organisation and both parties feel it would assist in the resolution of the complaint
- when there are misunderstandings with relatives during the treatment of the patient.

Conciliation is a voluntary process available to both the complainant and those named in the complaint. Either may request conciliation but both must agree to the process being used. The HSC Board has developed a select list of providers for HSC and the Complaints Department holds these details.

7.4 Independent Experts

The use of an independent expert in the resolution of a complaint may be requested by the complainant or FPS at any time, or suggested by the HSC Board. The HSC Board will however seek

an assurance from Integrated Care Professionals that the use of an Independent Expert is appropriate. In deciding whether independent advice should be offered, consideration must be given, in collaboration with the complainant, to the nature and complexity of the complaint and any attempts at earlier enhanced local resolution.

An independent expert may be considered beneficial where the complaint;

- cannot resolved locally;
- indicates a risk to public or patient safety;
- could give rise to a serious breakdown in relationships;
- threaten public confidence in services or damage reputation;
- to give an independent perspective on clinical issues

The HSC organisation may decide to involve an Independent Expert in a complaint without the complainant's consent, outside the procedure, for the purposes of obtaining assurances regarding health and social care practice.

8. Receipt of complaints

- 8.1 Complaints received orally should be dealt with by staff promptly, sympathetically and constructively. A statement should be taken and a record kept on file. Such complaints should be dealt with according to the principles of local resolution and should be resolved immediately or within two days of receipt.
- 8.2 Oral complaints which cannot be resolved to the complainant's satisfaction should be referred to the HSC Board's Complaints Office. Similarly a statement should be taken from the complainant and a record kept.
- 8.3 Complaints received through the Private Office of the DOH will be forwarded to the HSC Board's Complaints Office which will arrange for an acknowledgement and the preparation of a response. When the reply is ready it will be signed by the Chief Executive (or designated senior person).

- 8.4 Complaints addressed directly to the HSC Board Chairman or Chief Executive, such as those from Members of Parliament, Members of the Legislative Assembly, District Councillors etc, will be dealt with as in 8.3 above.
- 8.5 Complaints received from members of the public and others not specified above, will be forwarded to the HSC Board's Complaints Office who will arrange for an acknowledgement and the preparation of a response from the Chief Executive (or designated senior person).
- 8.6 Complaints concerning a HSC Board staff member, will be investigated by the relevant Directorate who will take the appropriate action. The HSC Board's Complaints Office should, however, be made aware of the nature of the complaint and response.

FPS Complaints received by the Board

- 8.7 Complainants will receive an acknowledgement within 2 working days, their complaint will be investigated thoroughly, treated confidentially and responded to fully in writing within 20 working days.
- 8.8 If there is a delay in meeting the timescales set, the complainant will be advised of the situation and when a response is expected. Complainants will be also advised of what action they can take should they remain dissatisfied following consideration of the response.

Board Complaints received by the HSCB

- 8.9 Complainants will receive an acknowledgement within 2 working days, their complaint will be investigated thoroughly, treated confidentially and responded to fully in writing within 20 working days.
- 8.10 Written responses to complaints will be under the signature of the Chief Executive or a designated senior person.

- 8.11 Complainants will be advised of what action they can take should they remain dissatisfied following consideration of the response.
- 8.12 Where a complaint is received by the HSC Board in error, the Complaints Office should ensure that it is passed immediately to the correct body with the consent of the complainant.
- 8.13 If timescales will not be adhered to, the complainant will be provided with an explanation for the delay and when a response should will be expected.

9. **Northern Ireland Public Services Ombudsman**

- 9.1 All papers relating to the local resolution stage will be made available to the Ombudsman where such a case has been referred by the complainant to the Ombudsman for investigation.

10. **Complaints Monitoring**

- 10.1 Under the HSC Complaints Procedure the complaints handling role and responsibilities of the HSC Board are to monitor complaints processes, outcomes and service improvement; performance management and dissemination of learning. The use of this information will also inform commissioning processes and purchasing decisions.
- 10.2 The operation and effectiveness of the HSC Complaints Procedure will be monitored continuously. A Regional Complaints Sub-Group (HSC Board/Public Health Agency/Patient & Client Council) has been established and will meet on a bi-monthly basis to consider analysis of information pertaining to HSC Board complaints, Family Practitioner complaints and HSC Trust complaints. The Regional Complaints Sub-Group, will identify what learning should be cascaded

regionally to ensure policies and practices are amended as a result of complaints. This information will inform a regional learning communication.

10.3 This includes monitoring of the subject of complaints raised, the particular specialties they relate to and/or their locality, as well as ensuring that there are appropriate systems in place to manage complaints, that complaints are responded to comprehensively and in a timely manner and that in enhancing the local resolution stage, complaints can be resolved more quickly and as close to the source as possible.

10.4 Monitoring information will be: -

(i) **Health and Social Care Board**

Regular statistical information must be made available in respect of complaints received from existing or former service users regarding commissioning decisions of the HSC Board, or from those being denied a service as a consequence of commissioning decisions of the HSC Board, and its actions and responses.

(ii) **Family Practitioner Services**

The HSC Complaints Procedure requires Family Practitioners to forward to the respective local HSC Board office an anonymised copy of each complaint and its subsequent response within 3 working days of issue of the response. Family Practitioners are also required to forward to the local HSC Board office any other significant correspondence or report relating to the complaint and; copies of any correspondence received from the Ombudsman.

(iii) **Health and Social Care Trusts**

HSC Trusts will supply monthly returns that provide a summary of all complaints received, their site location, classification of complaint (eg treatment and care, communication, staff attitude), response time and a summary of the outcome of the investigation and any actions taken or to be taken. These returns will also include details of complaints relating to out of hours services, independent sector providers (where the Trust has commissioned the care/service) and prison healthcare (South Eastern HSC Trust).

HSC Trusts will supply information relating to the investigation of any complaint(s) that the HSC Board considers necessary for monitoring and learning purposes, to include performance management.

In addition, Trusts will also advise the Board of the number of complaints received in a month, and the numbers reopened. In particular Trusts will highlight those which have progressed to the Ombudsman, or those from which learning has occurred.

11. Role of the Patient and Client Council

Advice should be made available at all stages of the HSC Complaints Procedure about the role of the Patient and Client Council in giving individuals advice and support on making complaints. Details of other advocacy or support organisations can also be identified.

12. Equality

12.1 The HSC Board takes account of duties under Section 75 Equality Legislation, other Equality Legislation and Human Rights Legislation in a way that promotes equality of opportunity, good relations and human rights. Where a particular need is identified

we will consider the best way to respond to this is a way that values diversity.

- 12.2 The HSC Board will not treat a complainant less favourably because of their gender, age, disability, marital status, race, sexual orientation, religious or political opinion or if they have dependents.
- 12.3 This document can be made available on request and where reasonably practicable in an alternative format, Easy Read, Braille, audio formats (CD, mp3 or DAISY), large print or minority languages to meet the needs of those for whom English is not their first language.

HEALTH AND SOCIAL CARE BOARD
TERMS OF REFERENCE
REGIONAL COMPLAINTS SUB-GROUP

1.0 Introduction

The Health and Social Care Board (HSCB) is required to monitor how they or those providing care on their behalf, deal with and respond to complaints. The HSCB must maintain an oversight of all Family Practitioner Services (FPS) and Health and Social Care Trust complaints received.

The HSCB receives reports from HSC Trusts on a monthly basis which detail the complaint, actions taken, changes in practice and lessons learned. FPS Practitioners forward anonymised copies of each letter of complaint received along with the Practice response within 3 working days of the response being issued. Those which relate to clinical issues are shared with FPS Advisors who provide an assurance that the Practice has addressed the issues adequately.

The Quality Safety Experience Group, established in November 2013, has an over-arching responsibility to consider themes, patterns and areas of concern emerging from all existing sources and agree actions to be taken to address these, thus improving the safety and quality of services commissioned. The Regional Complaints Sub-Group therefore, will identify themes emerging from complaints and agree issues to be referred to the Quality, Safety and Experience Group (QSE).

2.0 Role and Remit of the Group

The role and remit of the Group shall be to;

- 2.1. Act as a sub-group of QSE, producing quarterly reports for its consideration and subsequently for SMT. This report will detail issues arising from the RCsG that require QSE consideration, any areas of concern/risk from Trust/FPS complaints, the themes/patterns or trends, or examples of good practice/suggested learning, and outlining key recommendations for action to include examples of complaints received. The report will also detail the

number of complaints received across the HSC, on a quarterly basis and will provide an overview on open honest broker complaints and complaints regarding the HSCB.

- 2.2. Recommend key areas of learning to QSE for consideration and onward dissemination via appropriate routes on a regional basis; and follow up on agreed actions to be taken. Quarterly reports to QSE and SMT should include reference to decisions taken and highlight any delays regarding the provision of learning
- 2.3 Provide an assurance to the SMT of the HSCB in respect of compliance with the requirements of the Board as laid down in the Health and Social Care Complaints Procedure (April 2019).
- 2.4. To ensure that FPS fulfil their obligations in terms of information returns to the HSCB as laid down in the Health and Social Care Complaints Procedure (April 2019).
- 2.5. To ensure that HSC Trusts fulfil their obligations in terms of submitting information identified by the HSCB as required to enable the Board to fulfil its requirements as laid down in the Health and Social Care Complaints Procedure (April 2019).
- 2.6. Receive and consider the analysis of information received from HSC Trusts and complaints received by FPS, HSCB and PHA;
- 2.7 To work as a filter to inform other areas of work on-going in the HSCB/PHA relating to patient experience and patient/client safety;
- 2.8 To receive and consider reports on findings/recommendations made by the NI Public Services Ombudsman, and establish if any further action requires to be taken by appropriate HSCB/PHA Group;
- 2.9 To seek, where possible, to embed feedback from service users into HSCB/PHA processes;
- 2.10 To identify complaints for consideration at HSCB/PHA Complaints/SAI Learning Events

3.0. Working Arrangements between Existing Groups/Information Flow to QSE

- 3.1. The Regional Complaints Group will be a sub-group of QSE. It is a multidisciplinary Group which will meet on a quarterly basis, prior to QSE to consider in detail issues emerging from complaints; and agree issues which require to be referred to the QSE, together with recommendations for consideration.
- 3.2 QSE will be formally notified of issues relating to the effectiveness and efficiency of the RCsG and structures. A quarterly report will be submitted to highlight and escalate issues in relation to; operation of RCsG meetings; sharing of information; feedback from professionals; learning identified and agreed timeliness of publication.
- 3.3. HSCB/PHA professionals will receive complaints on a monthly basis from the HSC Trusts, and FPS Practitioners. These professionals will provide an update to the Complaints Sub-Group, detailing any concerns or issues that they require referral to the QSE.

4. Accountability of the Group

- 4.1. The Sub-Group will continue to report (via QSE) to the Senior Management Team and the Governance Committee of the HSCB on a biannual basis.
- 4.2. An annual report on complaints will be produced which will be considered by QSE, SMT and approved by the Governance Committee.

5. Membership of the Group

- 5.1 To ensure consistency and due to the nature of the complaints reviewed and considered, Core Members are asked to attend each meeting; however, if this is not possible, members should nominate a representative.

Core Members

Mrs Liz Fitzpatrick, Complaints/Litigation Manager, Corporate Services, HSCB (Chair)

Ms Anne-Marie Phillips, Patient Safety, Quality & Experience Nurse Lead PHA (Co-Chair)

Business Support Manager Representative, Integrated Care, HSCB
Commissioning Representative, HSCB

Social Care Commissioning Lead Representative, Social Services, HSCB

Public Health Consultant, PHA

Nurse Consultant, (Palliative Care) PHA

Allied Health Professionals Representative, PHA

Senior Midwife Consultant, Public Health, PHA

Complaints Manager, Patient and Client Council

Invited Members

GP Medical Representative(s), Integrated Care, HSCB

Dental Representative, Integrated Care, HSCB

Pharmacy Representative, Integrated Care, HSCB

Optometry Representative, Integrated Care, HSCB

Regional OOH Commissioning Manager, HSCB

Commissioning Representative, HSCB

Patient Safety, Quality and Experience Lead, (10,000 voices) PHA

In Attendance

Deputy Complaints Manager, Corporate Services, HSCB

Complaints Officers, HSCB

The Sub-Group will be chaired by the HSCB Complaints Manager, and co-chaired by the Patient Safety, Quality & Experience Nurse Lead (PHA). In the absence of the Complaints Manager, the Deputy Complaints Manager will deputise. The membership of this Sub-Group will be kept under review.

6. Quorum

6.1 There will be a quorum when four of the professionals within the Core Membership are present at the meeting.

7. Administrative Support to the Sub-Group

7.1. The agenda and papers will be developed and circulated by Complaints Staff. An Action Log will be taken by Complaints Staff and shared with the Group as soon as possible after the meeting.

8. Review of Terms of Reference

These Terms of Reference will be reviewed in March 2022

HSC Trust Protocol for Monitoring of HSC Complaints
by the Strategic Planning and Performance Group (SPPG)

1. Background

1.1 The Strategic Planning and Performance Group (SPPG) on behalf of the Department of Health is required to monitor how they or those providing care on their behalf, deal with and respond to complaints. The SPPG must maintain an oversight of all Health and Social Care Trust complaints received (including prison healthcare) and be prepared to analyse any patterns, trends of concern, or clusters of complaints against organisations.

2. Monthly Monitoring Reports

2.1 HSC Trusts should submit to the SPPG a closed complaints report, on the 7th working day of each month, detailing complaints which have been closed two months retrospectively/closed the previous month. **The report should also capture reopened and subsequently closed complaints.** For example;

- Closed Complaints Report for November - Seventh Working day in January
- Closed Complaints Report for December – Seventh Working day in February
- Closed Complaints Report for January – Seventh Working day in March

2.2. If this deadline will not be met, the HSC Trust Complaints Manager should contact the SPPG Complaints Manager, to advise of the delay and when the report will be expected. Discussions will take place on a one to one basis with individual Trusts if problems arise with the level, quality and timeliness of information. If unresolved, issues of concern will be escalated to the Performance Agenda.

2.3. Information required

The following information is required within the report;

- Type (Complaint/Ombudsman Complaint)
- Reference Number
- Other Ref (SAI Reference Number – See Paragraph 2.4)
- First Received/Replied/Reopened
- Response Time
- Service Area
- Site/Location
- Specialty
- Category of Complaint
- Summary of Complaint
- Summary of Investigation
- Action Taken/Lessons Learned
- Independent Expert/Lay Person Used (See Paragraph 5)
- Current Stage

- If the complaint involves the death of a patient this should be stated
- NIPSO Complaints (see paragraph 2.5)

2.4.If the complaint has escalated to an SAI, the SAI reference number must be included. This is to ensure, cross reference with the SPPG Governance Team and that learning identified is recognised as arising from a complaint and therefore closing the loop.

2.5 If a complaint has been accepted for investigation by the Northern Ireland Public Services Ombudsman (NIPSO), and a report has subsequently been issued, a summary of the action taken/recommendations made should be included within the monitoring return. Reference should also be made to the complaint the report relates to.

2.6 If a complaint relates to a Regulated Authority, i.e. Nursing Home, Residential Home or Children's Home, the name of the facility should be included.

3. Independent Service Provider Complaints

3.1 Complaints concerning Acute and Diagnostic Independent Service Providers (ISP) should also be incorporated within the monthly return.

3.2 Those complaints which have been responded to directly by the ISP and notified to the Trust should be reported on a quarterly basis, in accordance with the following timescales;

- April – June = seventh working day in August
- July – September = seventh working day in November
- October – December = seventh working day in February
- January – March = seventh working day in May

Appendix 1 details the template which should be used.

4. Quality of Information

4.1 The information contained within the report, should be of sufficient substance that it accurately reflects the key issues of complaint and action taken to address each concern. Language such as, “meeting convened” or “report issued addressing complaint issues” are not acceptable.

4.2 Following consideration of a HSC Trust Complaints Report, if a SPPG/PHA professional deems it appropriate to obtain additional information or clarification, (to enable them to fulfil their monitoring role and/or ascertain the potential for regional learning), relevant documentation as requested by the professional should be provided. Full co-operation with such requests would be appreciated. If the HSC Trust has any concerns regarding the release of information, contact should be made with the SPPG Complaints Manager in the first instance.

4.3 Upon receipt of the additional information, if the SPPG/PHA professional deems it appropriate they may wish to liaise with other SPPG/PHA colleagues to ascertain the potential for regional learning. This may involve the sharing of complaints documentation, as and when appropriate, including to a professional colleague

holding a regional post and based in an HSC Trust different to that which the complaint is addressed. The reference number pertaining to the complaint will be removed, to ensure adherence to GDPR regulations. The HSC Trust in which the complaint originated will be kept informed of any action taken and/or requested to complete a Learning Template.

5. Annual Reporting

5.1 HSC Trusts should ensure they have appropriate mechanisms in place to record, when an independent lay person and/or independent expert has been appointed. If this is not included on the Complaints Report, this information will be requested by the SPPG Complaints Manager on an annual basis.

6. Learning Templates

6.1 The dissemination of learning across HSC Organisations is an essential part of ensuring patient and client safety is improved. Therefore, HSC Trusts should complete the Learning Template (Appendix 2), as and when significant learning is identified, for example, when a policy has been implemented and/or a change in process. The template should include a standard of information to enable a full understanding of the issues raised and learning identified. Local learning, such as training to improve staff attitude/communication does not need to be submitted. Completed templates should be sent to complaints.sppg@hscni.net.

6.2 Templates will be reviewed and considered by the SPPG/PHA Regional Complaints Sub-Group, to determine if the learning identified is appropriate for regional dissemination. If it is determined by professionals that further information is required, this will be requested. If it is proposed that an article is drafted for Learning Matters, the SPPG Complaints Team will liaise with the relevant HSC Trust in this regard.

7.0 Meeting with HSC Trusts

7.1 Meetings will be held twice a year at which issues relating to trends, patterns, improvements, and issues of concern will be discussed, as well as feeding back on learning dissemination.

8.0 Learning Event

8.1 There will be an annual Learning from Complaints/SAIs Event facilitated by the SPPG/PHA. Trust Complaints Managers should give consideration to this event and be in a position to identify one or two suitable, potential cases as part of annual planning.

Appendix 1

Ref	First Received	Replied	Response time	ISP Name	ISP Site / Location	Specialty	Category of Complaint	Summary of Complaint	Summary of Investigation	Action Taken/ Lessons Learned	Current Stage

Appendix 2

Learning from Complaints

Complaints Reference Number –
Summary of Complaint

Action Taken

Learning

REGIONAL COMPLAINTS MONITORING AND DISCUSSION GROUP

TERMS OF REFERENCE

1.0 Introduction

The Strategic Planning and Performance Group (SPPG), on behalf of the Department of Health (DoH), is required to monitor how they or those providing care on their behalf, deal with and respond to complaints. This includes monitoring complaints processes, outcomes and service improvements and maintaining oversight of all HSC Trust complaints received.

The SPPG receives monitoring reports from HSC Trusts on a monthly basis which outline the complaint, actions taken, changes in practice and lessons learned. Those which relate to clinical issues are shared with SPPG/PHA professional advisors who review the correspondence and identify any clinical/professional/regulatory issues of concern.

In accordance with the “Guidance in relation to the Health and Social Care Complaints Procedure,” (April 2022) [HSC Complaints Procedure], all HSC organisations are expected to manage complaints effectively, ensuring that appropriate action is taken to address the issues highlighted by complaints and make sure that lessons are learned to minimise the chance of mistakes recurring and to improve the safety and quality of services.

Learning is a critical aspect of the HSC Complaints Procedure and all HSC organisations must share intelligence gained through complaints. The Regional Complaints Monitoring and Discussion Group therefore, will provide a forum for structured discussion in relation to complaints arrangements.

2.0 Role and Remit of the Group

The role and remit of the Group shall be to;

- Review and discuss themes, trends and learning identified from the complaint monitoring returns, to include potential complaints which could be used for future Learning Events;
- Discuss complaints which have been reviewed by the NIPSO in which recommendations for action have been identified;
- Review any issues of concern identified by the HSC Trusts in respect of complaints monitoring/dissemination of learning;

- Continually review the complaints monitoring process ensuring that it is fit for purpose, that information is provided in a timely manner and is of sufficient detail;

3.0 Accountability of the Group

The Group will meet on a biannual basis and will report to the SPPG/PHA Regional Complaints SubGroup. This is a multidisciplinary Group which meets quarterly to consider any areas of concern/risk from Trust/FPS complaints, or examples of good practice/suggested learning, and outlining key recommendations for action.

4.0 Membership of the Group

To ensure consistency, members are asked to attend each meeting; however if this is not possible, a representative from the Trust should be nominated.

Complaints/Litigation Manager, Governance and Safety Directorate, SPPG (Chair)

Deputy Complaints Manager, Governance and Safety Directorate, SPPG (Deputy Chair)

Complaints Manager, Western Health and Social Care Trust

Governance Manager, Western Health and Social Care Trust

Complaints Manager, Belfast Health and Social Care Trust

Governance/Risk Director, Belfast Health and Social Care Trust

Complaints Manager, South Eastern Health and Social Care Trust

Complaints Manager, Northern Health and Social Care Trust

Governance/Risk Director, Northern Health and Social Care Trust

Complaints Manager, Southern Health and Social Care Trust

Governance Officer, Southern Health and Social Care Trust

Complaints Manager, Northern Ireland Ambulance Service

Risk/Governance Manager, Northern Ireland Ambulance Service

The Group will be chaired by the SPPG Complaints Manager and in her absence, the Deputy Complaints Manager will deputise. The membership of this Group will be kept under review.

5.0 Administrative Support

The agenda and papers will be developed and circulated by SPPG Complaints staff. An Action log will be taken and shared with the Group, by an SPPG Complaints Officer as soon as possible after the meeting.

6.0 Review of Terms of Reference

These Terms of Reference will be reviewed in June 2023.

Action Plan to take forward Recommendations arising from the Audit on Complaints Management (2019/20)

Ref	Recommendations	Action	Responsible Manager	Implementation Date	Status/Update
1	Regional learning is not being disseminated on a timely basis, reducing the impact of the learning and potentially risking patient safety. Therefore, - Regional complaints learning identified should be disseminated in Learning Matters newsletters on a timely basis (1.1); - There should be better visibility of the timeliness of the process for disseminating regional complaints learning identified (1.2); - The operation of the Regional Complaints Sub-Group (RCsG) should be reviewed and appropriately strengthened. The Group should meet in line with requirements and regular non-attendance should be appropriately escalated (1.3) - The HSCB Complaints Department need to monitor the responsiveness of queries raised by them to the relevant Healthcare professionals in respect of complaints. Escalation processes should be established and utilised where required. There	An escalation procedure will be developed, whereby the Quality, Safety and Experience (QSE) Group and subsequently if necessary, SMT will be formally notified by the HSCB Complaints Manager, of issues relating to the effectiveness and efficiency of the RCsG and structures. It is suggested that a quarterly report to QSE from RCsG which will highlight and escalate issues in relation to; operation of RCsG meetings; sharing of information; feedback from professionals; learning identified and agreed timeliness of publication. The HSCB Complaints Management Policy will be updated to reflect these arrangements once finalised.	Director of Nursing (PHA) Interim Head of Corporate Services (HSCB) Complaints/Litigation Manager (HSCB)	October 2020 COMPLETED	Meeting took place with Mary Hinds, Director of Nursing on 17 September to discuss and agree; - RCsG composition - Quarterly reports to QSE following RCsG, re attendance, apologies, recommendations for learning Terms of Reference reviewed and shared with SMT on 29 October 2019, additional updates made following RCsG meeting – 16 October. Final TOR was reviewed RCsG 22 January. HSCB Complaints Management Policy has been updated Meeting took place with the HSCB Governance Manager to ensure that

Action Plan to take forward Recommendations arising from the Audit on Complaints Management (2019/20)

	is also a need to strengthen communication and oversight between the Complaints Department and QSE (1.5)	Admin procedures enhanced to support these arrangements.			the learning arising from SAIs which were originally complaints, is fed back to the HSCB Complaints Team. Protocol updated to capture this feedback mechanism
2	The Terms of Reference for the RCsG should be updated to define quorum and to reflect staff that should attend (1.6)	As outlined above, (Point 1), meetings will be arranged with the Director of Nursing, (PHA) to discuss membership of the RCsG, to include the appointment of a professional co-chair and appropriate quorum. Following which, letters will be issued to the relevant HSCB/PHA Directors requesting their agreement to their staff members participation. Once finalised, the HSCB Complaints Policy and Terms of Reference for the RCsG will be updated accordingly.	Interim Head of Corporate Services (HSCB) Complaints/Litigation Manager (HSCB)	March 2020 COMPLETED	Meeting took place with Mary Hinds, Director of Nursing 17 September 2019 to agree; - Professional co-chair - Quorum Revised ToR shared with the RCsG at the 16 October meeting. Final TOR was reviewed RCsG 22 January. HSCB Complaints Management Policy has been updated

Action Plan to take forward Recommendations arising from the Audit on Complaints Management (2019/20)

3	Management in the HSCB should strengthen their formal relationships with Trusts in respect of complaints management either by requesting that nominated staff from Trusts attend the Regional Sub-Group or that HSCB attend Trust meetings in respect of complaints. Relationships with primary care should also be developed in this area (1.4) HSCB should ensure it is receiving appropriate information in respect of complaints in Trusts (particularly in respect of learning) and should consider reintroducing the learning template (2.2)	HSC Trusts will be invited to biannual complaints meetings facilitated by the HSCB, to discuss; - Themes, trends and learning identified from the complaint monitoring returns; - Issues of concern, such as the quality and timeliness of information provided, and the potential consequences if monthly returns are not provided in a timely manner; - Complaints which have been reviewed by the NIPSO and subsequent learning which has been identified; - Reintroduction of the Learning Template to ensure timely receipt and dissemination of regional learning; and - Future Learning Events An initial meeting with	Interim Head of Corporate Services (HSCB) Complaints/Litigation Manager (HSCB)	April 2020	Initial meeting with HSC Trust and Governance Managers – 12 November. A “Trust Protocol for the submission of monthly monitoring returns” has been developed, and shared with HSC Trusts for comments. Comments received and Protocol updated. To be reviewed by SMT 28 January. Agreed that the HSCB Complaints Manager will meet with the HSC Trust/Governance managers on a biannual basis to discuss, themes, trends, issues of concern, annual learning events. TOR will be developed for this Group. Meeting has taken place with Integrated Care colleagues, 31 October 2019;

Action Plan to take forward Recommendations arising from the Audit on Complaints Management (2019/20)

		Trusts to be arranged by December 2019 Meetings will also be arranged with the Head of GMS (or appropriate representative) to discuss; - Local resolution returns; - Information which can be provided to Integrated Care prior to FPS Visits, to ensure Practices are held accountable and reminded of their reporting requirements under Legislation			– process agreed for appointing independent medical advisors - Assurance sought from colleagues that “Complaints” is on the Governance Agenda for Practice Visits and an update will be sought from the Complaints Department prior to same Julie Kelly, (Dental Advisor), Margaret Mullan (Optometry Advisor), and Claire Rainey (Primary Care Governance Manager) have agreed to liaise with respective FPS practitioners, reminding them of complaints reporting arrangements under the Legislation and the availability of the Complaints e-Learning Package. Brenda Bradley (Pharmacy Advisor) has also undertaken to liaise with Pharmacy colleagues in this regard.

Action Plan to take forward Recommendations arising from the Audit on Complaints Management (2019/20)

					The Complaints e-learning package has been updated in this regard and is currently “live” on the HSCB website.
4	HSCB cannot effectively perform its role in respect of complaints if it is not receiving appropriate, timely information. Therefore, Senior Management in HSCB should intervene appropriately to address this matter with Trusts and ensure complete and timely complaints information is received in future. The HSCB should develop an escalation procedure for communication to Trusts, up to and including the Chief Executives, where information in complaints returns is not of sufficient quality. (2.1)	In 2009, it was agreed that HSC Trusts would submit on the 7th working day of each month, a complaints monitoring return, detailing complaints which have been closed two months previously. It is suggested that a quarterly report to QSE from RCsG which will escalate issues in relation to the timeliness of monitoring returns. Furthermore, if a Trust	Interim Head of Corporate Services (HSCB) Complaints/Litigation Manager (HSCB) Director of PMSI (HSCB)	April 2020	Initial meeting with HSC Trust and Governance Managers – 12 November. A “Trust Protocol for the submission of monthly monitoring returns” has been developed, and was shared with HSC Trusts for comments. Comments received and Protocol updated accordingly. To be shared with Trusts formally following SMT agreement.

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		either fails to submit its monitoring return, or is consistently late, issues of concern will potentially be escalated for discussion at the relevant Trust/HSCB Performance meeting. As outlined above (Point 3) discussion will also take place with Trusts, as to whether the timeframe for monthly returns is realistic, to include if reporting two months retrospectively remains appropriate. An initial meeting with Trusts will be held by December 2019			
5	Quarterly complaints reports should be provided to SMT and the Governance Committee on a timely basis. They should also report on the number of open HSCB complaints and FPS complaints, length of time they have been open and reasons for delays (3.1)	Delay in complaints reports to SMT and HSCB Governance Committee are in part due to the cancellation of quarterly RCsG meetings. As outlined above, (Point 1), QSE will be formally notified if quorum hasn't been established and the HSCB Complaints Team will promptly follow up with	Interim Head of Corporate Services (HSCB) Complaints/Litigation Manager (HSCB)	March 2020	Initial meeting with HSC Trust and Governance Managers – 12 November. A "Trust Protocol for the submission of monthly monitoring returns" has been developed, and was shared with HSC Trusts for comments. If Trust reports are received in a timely manner, this will prevent

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		professional colleagues on complaint queries.			any delays of information to SMT. Comments received and Protocol updated accordingly. To be shared with Trusts formally.
6	HSCB Management should ensure that annual events covering learning from complaints takes place at least once a year. (4.1)	The next Regional Complaints Learning Event will take place June 2020, planning of which will begin October 2019, following initial engagement with HSC Trusts, (see Point 3)	Interim Head of Corporate Services (HSCB) Complaints/Litigation Manager (HSCB)	June 2020	Initial Planning meeting for 2020 event took place 11 November 2019. Trusts to consider appropriate complaints/SAls for discussion. Planning ongoing for 2020 Learning Event
7	Management should engage with FPS contractors to gain assurance that all complaints arising in primary care are being appropriately reported to the HSCB as required (5.1)	Meeting to take place with the Head of GMS (or appropriate representative) to discuss this recommendation (see Point 3).	Interim Head of Corporate Services (HSCB) Complaints/Litigation Manager (HSCB) (Input required from Assistant Director of	April 2020 COMPLETED	Meeting with Integrated Care colleagues, 31 October 2019; – process agreed for appointing independent medical advisors - Assurance sought from

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		Revisit and update poster on the Primary Care Intranet to remind Practitioners of their requirements under the Legislation.	Integrated Care)		colleagues that “complaints” is on the Governance Agenda for Practice Visits and an update will be sought from the Complaints Department prior to same Julie Kelly, (Dental Advisor), Margaret Mullan (Optometry Advisor), and Claire Rainey (Primary Care Governance Manager) have agreed to liaise with respective FPS practitioners, reminding them of complaints reporting arrangements under the Legislation and the availability of the Complaints e-Learning Package. Brenda Bradley (Pharmacy Advisor) has also undertaken to liaise with Pharmacy colleagues in this regard. The Complaints e-learning package has been updated in this regard and is

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					currently “live” on the HSCB website. FPS Complaints Information Poster has been revised and updated – available on the HSCB’s website and Primary Care Intranet Site.
8 -	Management should ensure that the HSCB is following all stages of the complaints procedure including that: - Acknowledgement letters follow DoH guidance in particular that an expression of concern is included. - Letters are written in an appropriately professional manner - That complainant is notified within required timeframes if there is a need to extend the time for the investigation of the complaint (5.2) HSCB Complaints Procedures should be reviewed and updated to reflect the DoH	The HSCB Complaints Team recognises the shortcomings identified and will ensure that these recommendations are implemented immediately. HSCB Complaints Policy on the Management of Complaints will be revised and updated to reflect recommendations.	Interim Head of Corporate Services (HSCB) Complaints/Litigation Manager (HSCB)	December 2019 COMPLETED	HSCB Policy has been reviewed and updated in line with Audit Recommendations.

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	guidance (7.1)				
9	The Chief Executive should ensure they have visibility of all responses to complaints letters before they are issued (6.1)	The HSC Complaints Procedure (2019), Paragraph 3.43, states that the “The Chief Executive (or Clinical Governance Lead) may delegate responsibility for responding to a complaint, where, in the interests of a prompt reply, a designated senior person may undertake the task (or the governance lead within FPS settings)”. This is reflected in the HSCB Policy on the Management of Complaints; however, clarification will be provided that in such circumstances, the Chief Executive will obtain a copy of the response.	Interim Head of Corporate Services (HSCB) Complaints/Litigation Manager (HSCB)	October 2019 COMPLETED	HSCB Policy on the Management of Complaints, has been updated in this regard.

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS103.09/10	04/08/09	01/09/09		19	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Treatment and Care quality	Personal Information redacted by the USI		Ultrasound equipment requisitioned	Closed
FORMAL	AS103.09/10	04/08/09	01/09/09		19	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Professional Assessment of need			Ultrasound equipment requisitioned	Closed
FORMAL	F090623	03/08/09	01/09/09		20	OPPC	Home of Client	Primary Care	Home of Client	Aids/Adaptations/Appliances				Closed
FORMAL	AS104.09/10	11/08/09	02/09/09		15	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Professional Assessment of need				Closed
FORMAL	AS104.09/10	11/08/09	02/09/09		15	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Treatment and Care quality				Closed
FORMAL	AS113.09/10	18/08/09	02/09/09		10	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South	Other			Recruitment process in place	Closed
FORMAL	F090810	07/08/09	02/09/09		17	OPPC	Southern Area Urgent Care Service (GP OOH) Craigavon	Enhanced Services	Southern Area Urgent Care Service (GP OOH) Dungannon	Professional Assessment of need				Closed
FORMAL	AS116.09/10	20/08/09	03/09/09		9	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	Pain Clinic	Staff attitude/behaviour				Closed
FORMAL	AS62.09/10	15/06/09	04/09/09		57	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	1EMATY	Treatment and Care quality			1 Anaesthetist reassure mother when administering spinal. 2 Anaesthetist explains the effect of spinal 3 Staff help and enable mother to breastfeed.	Closed
FORMAL	AS62.09/10	15/06/09	04/09/09		57	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Delivery Suite	Treatment and Care quality			1 Anaesthetist reassure mother when administering spinal. 2 Anaesthetist explains the effect of spinal 3 Staff help and enable mother to breastfeed.	Closed
FORMAL	AS62.09/10	15/06/09	04/09/09		57	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Delivery Suite	Staff attitude/behaviour			1 Anaesthetist reassure mother when administering spinal. 2 Anaesthetist explains the effect of spinal 3 Staff help and enable mother to breastfeed.	Closed
FORMAL	AS62.09/10	15/06/09	04/09/09		57	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Hotel/Support/Security Services			1 Anaesthetist reassure mother when administering spinal. 2 Anaesthetist explains the effect of spinal 3 Staff help and enable mother to breastfeed.	Closed
FORMAL	F090803-1	28/08/09	04/09/09		4	OPPC	Home of Client	Older People	Southern Area Urgent Care Service (GP OOH) Dungannon	Treatment and Care quality				Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS101.09/10	03/08/09	07/09/09		24	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Admission and Assessment Unit	Waiting times, out-patient departments	Personal Information redacted by the USI			Closed
FORMAL	AS101.09/10	03/08/09	07/09/09		24	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Admission and Assessment Unit	Communication/information to Patients				Closed
FORMAL	AS101.09/10	03/08/09	07/09/09		24	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Admission and Assessment Unit	Staff attitude/behaviour				Closed
FORMAL	AS109.09/10	12/08/09	07/09/09		17	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Staff attitude/behaviour				Closed
FORMAL	AS110.09/10	13/08/09	07/09/09		16	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Staff attitude/behaviour				Closed
FORMAL	5291/0809	14/08/09	07/09/09		15	MHD	Home of Client	Physical and Sensory Disability Services	Home of Client	Treatment and Care quantity				Closed
FORMAL	5318/0809	11/08/09	07/09/09		18	MHD	Daisy Hill Hospital	Mental Health Services	Mental Health Dept, DHH	Waiting times, community services				Closed
FORMAL	AS105.09/10	10/08/09	08/09/09		20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Gynae Ward,	Treatment and Care quality				Closed
FORMAL	AS105.09/10	10/08/09	08/09/09		20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Gynae Ward,	Treatment and Care quality				Closed
FORMAL	AS106.09/10	10/08/09	08/09/09		20	ACUTE	Daisy Hill Hospital	Integrated Maternity and Women's Health	Outpatients Dept	Appointments, Delay/Cancellation (Outpatients)				Closed
FORMAL	5323/0809	12/08/09	10/09/09		20	CYP	Home of Client	Family Support and Safeguarding	Home of Client	Professional Assessment of need				Closed
FORMAL	AS125.09/10	04/09/09	14/09/09		6	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Outpatients Dept	Staff attitude/behaviour				Closed
FORMAL	AS77.09/10	03/07/09	14/09/09		49	ACUTE	Non Trust Owned Property	Surgery and Elective Care	Non Trust Owned Facility	Contracted/Regulated Establishment and Agencies				Closed
FORMAL	5330/0809	14/08/09	14/09/09		20	CYP	Home of Client	Family Support and Safeguarding		Records/record keeping				Closed
FORMAL	5330/0809	14/08/09	14/09/09		20	CYP	Home of Client	Family Support and Safeguarding		Staff attitude/behaviour				Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	5363/0809	17/08/09	14/09/09		19	CYP	Banbridge Polyclinic	Specialist Child Health and Disability		Treatment and Care quality	Personal Information redacted by the USI			Closed
FORMAL	5367/0809	27/08/09	14/09/09		11	CYP		Corporate Parenting		Children Order Complaints				Closed
FORMAL	E5237/0709	25/08/09	15/09/09		14	MHD	Home of Client	Learning Disability Services	Home of Client	Patients' property/expendses/finance				Closed
FORMAL	AS111.09/10	17/08/09	16/09/09		21	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Gynae Out Patients Department	Other Contracted Services		Staff reminded of importance of communication and follow up on all calls		Closed
FORMAL	5351/0809	20/08/09	17/09/09		19	CYP	Craigavon Area Hospital	Family Support and Safeguarding		Appointments, Delay/Cancellation (Outpatients)				Closed
FORMAL	F090819	19/08/09	17/09/09		20	OPPC	Southern Area Urgent Care Service (GP OOH) Dungannon	Enhanced Services		Waiting times, community services				Closed
FORMAL	F090821	21/08/09	17/09/09		18	OPPC	Southern Area Urgent Care Service (GP OOH) Dungannon	Enhanced Services		Clinical Diagnosis				Closed
FORMAL	AS115.09/10	20/08/09	18/09/09		20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 South Surgical	Treatment and Care quality				Closed
FORMAL	AS115.09/10	20/08/09	18/09/09		20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 South Surgical	Discharge/transfer arrangements				Closed
FORMAL	F090820	20/08/09	18/09/09		20	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quality				Closed
FORMAL	5354/0809	24/08/09	21/09/09		19	MHD	Ashleigh House, Longstone Site	Mental Health Services	Ashleigh House, Longstone Site	Waiting lists, community services				Closed
FORMAL	F090707	07/07/09	22/09/09		53	OPPC	Southern Area Urgent Care Service (GP OOH) Craigavon	Enhanced Services	Southern Area Urgent Care Service (GP OOH) Craigavon	Clinical Diagnosis				Closed
FORMAL	F090810-1	24/08/09	22/09/09		20	OPPC	Banbridge Polyclinic	Primary Care	Banbridge Polyclinic	Staff attitude/behaviour				Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	F090825	25/08/09	22/09/09		19	OPPC	Dungannon Clinic	Primary Care	Dungannon Clinic	Treatment and Care quality	Personal Information redacted by the USI			Closed
FORMAL	5428/0909	02/09/09	24/09/09		16	CYP	Bocombra Childrens Centre	Corporate Parenting		Children Order Complaints				Closed
FORMAL	5433/0909	02/09/09	24/09/09		16	CYP	Bocombra Childrens Centre	Corporate Parenting		Children Order Complaints				Closed
FORMAL	F090911	11/09/09	24/09/09		9	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quality				Closed
FORMAL	AS118.09/10	24/08/09	28/09/09		24	ACUTE	Daisy Hill Hospital	Integrated Maternity and Women's Health	Maternity/Labour Ward	Treatment and Care quality				Closed
FORMAL	AS112.09/10	19/08/09	29/09/09		28	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical Ward DHH	Discharge/transfer arrangements				Closed
FORMAL	AS112.09/10	19/08/09	29/09/09		28	ACUTE	Daisy Hill Hospital	Functional Support Services	Male Surgical Ward DHH	Hotel/Support/Security Services				Closed
FORMAL	AS112.09/10	19/08/09	29/09/09		28	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical Ward DHH	Treatment and Care quality				Closed
FORMAL	AS114.09/10	20/08/09	29/09/09	12/10/2009	27	ACUTE	Craigavon Area Hospital	Functional Support Services	Switchboard	Staff attitude/behaviour				Closed
FORMAL	AS117.09/10	20/08/09	29/09/09		27	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Gynae Out Patients Department	Communication/information to Patients				Closed
FORMAL	AS117.09/10	20/08/09	29/09/09		27	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Gynae Out Patients Department	Staff attitude/behaviour				Closed
FORMAL	AS122.09/10	28/08/09	29/09/09		21	ACUTE	Daisy Hill Hospital	Functional Support Services	Facilities Management, Newry and Mourne	Access to Premises		1 Baton removed from door 2 Free access to ramp by erection of bollards 3 Lock repaired/replaced 4 Obstacles removed from area.		Closed
FORMAL	AS123.09/10	28/08/09	29/09/09		21	ACUTE	3 Carn Drive, Portadown	Functional Support Services	Grounds	Access to Premises		Request permission from DOE for sign at Carn Roundabout.		Closed
FORMAL	AS124.09/10	01/09/09	29/09/09		20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Antenatal Out Patients	Patient's Privacy/dignity		Staff reminded of importance of use of locks in examination areas. Extra screens in use to avoid any compromise of privacy & dignity.		Closed
FORMAL	AS124.09/10	01/09/09	29/09/09		20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Antenatal Out Patients	Waiting times, out-patient departments		Staff reminded of importance of use of locks in examination areas. Extra screens in use to avoid any compromise of privacy & dignity.		Closed
FORMAL	AS124.09/10	01/09/09	29/09/09		20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Antenatal Out Patients	Staff attitude/behaviour		Staff reminded of importance of use of locks in examination areas. Extra screens in use to avoid any compromise of privacy & dignity.		Closed
FORMAL	AS124.09/10	01/09/09	29/09/09		20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Antenatal Out Patients	Communication/information to Patients		Staff reminded of importance of use of locks in examination areas. Extra screens in use to avoid any compromise of privacy & dignity.		Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS100.09/10	03/08/09	30/09/09	30.11.09	41	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical Ward DHH	Communication/information to Patients	Personal Information redacted by the USI			Re-Opened
FORMAL	AS100.09/10	03/08/09	30/09/09	30.11.09	41	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical Ward DHH	Records/record keeping				Re-Opened
FORMAL	AS100.09/10	03/08/09	30/09/09	30.11.09	41	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical Ward DHH	Treatment and Care quality				Re-Opened
FORMAL	5384/0909	03/09/09	30/09/09		19	CYP	Gosford Place, Armagh	Family Support and Safeguarding		Staff attitude/behaviour				Closed
FORMAL	5417/0909	14/09/09	30/09/09		12	CYP	Dromalane, Newry	Family Support and Safeguarding		Staff attitude/behaviour				Closed
FORMAL	AS108.09/10	12/08/09	01/10/09		35	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North Surgical	Professional Assessment of need				Closed
FORMAL	AS108.09/10	12/08/09	01/10/09		35	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North Surgical	Treatment and Care quality				Closed
FORMAL	AS120.09/10	24/08/09	02/10/09		20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Professional Assessment of need				Closed
FORMAL	AS128.09/10	15/09/09	02/10/09		13	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical Ward DHH	Staff attitude/behaviour		Associate medial director to address the issue with the member of staff		Closed
FORMAL	AS79.09/10	06/07/09	02/10/09		62	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	2 West Maternity	Staff attitude/behaviour				Closed
FORMAL	AS79.09/10	06/07/09	02/10/09		62	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	2 West Maternity	Treatment and Care quality				Closed
FORMAL	AS79.09/10	06/07/09	02/10/09		62	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	2 West Maternity	Staff attitude/behaviour				Closed
FORMAL	AS79.09/10	06/07/09	02/10/09		62	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	2 West Maternity	Professional Assessment of need				Closed
FORMAL	5436/0909	09/09/09	05/10/09		18	CYP		Specialist Child Health and Disability		Professional Assessment of need				Closed
FORMAL	AS121.09/10	25/08/09	06/10/09		29	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North Surgical	Admission into hospital (delay cancellation) (inpatients)				Closed
FORMAL	AS129.09/10	15/09/09	06/10/09		15	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Outpatients Dept	Staff attitude/behaviour				Closed

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FORMAL	AS130.09/10	15/09/09	06/10/09	12.10.09	15	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Staff attitude/behaviour	Personal Information redacted by the USI		1. Staff treat others as they would expect to be treated. 2. Awareness of staff attitude.	Closed
FORMAL	AS134.09/10	17/09/09	06/10/09		13	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	Day Surgery Unit	Staff attitude/behaviour			Reminder that introduction at beginning of consultation is good practice. Awareness that sensitivity is important at all times.	Closed
FORMAL	AS140.09/10	28/09/09	06/10/09	14.10.09	6	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Treatment and Care quality				Re-Opened
FORMAL	AS145.09/10	25/09/09	07/10/09		8	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiology Clinical	Waiting times, out-patient departments				Closed
FORMAL	AS127.09/10	15/09/09	09/10/09		18	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Fracture Clinic	Records/record keeping			Awareness training to booking clerks. This case used as an example for future learning.	Closed
FORMAL	F090914	14/09/09	09/10/09		19	OPPC	Southern Area Urgent Care Service (GP OOH) Craigavon	Enhanced Services	Home of Client	Staff attitude/behaviour				Closed
FORMAL	F090827	30/09/09	09/10/09		0	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quality				Closed
FORMAL	AS119.09/10	24/08/09	12/10/09		34	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 Medical	Policy/commercial decisions			Northern Ireland Stroke Strategy is currently implement in Northern Ireland which states that by March 2011 all acute stroke patients will be appropriately assessed and thrombolysis administered within 3 hours.	Closed
FORMAL	AS145.09/10	24/09/09	12/10/09		12	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Medical Admissions Unit	Treatment and Care quality				Closed
FORMAL	AS107.09/10	10/08/09	13/10/09		45	ACUTE	Craigavon Area Hospital		Independant Contractor	Other Contracted Services				Closed
FORMAL	F090916	16/09/09	13/10/09		19	OPPC	Home of Client	Older People	Home of Client	Policy/commercial decisions				Closed
FORMAL	AS132.09/10	16/09/09	14/10/09		20	ACUTE	South Tyrone Hospital	Surgery and Elective Care	Outpatients Dept	Appointments, Delay/Cancellation (Outpatients)				Closed
FORMAL	F090911	22/09/09	14/10/09		19	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quality				Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Personal Information redacted by the USI		Action taken & Lessons Learned	Current Stage
FORMAL	F090930	30/09/09	15/10/09		11	OPPC	ICATS Clinic	Enhanced Services	ICATS Clinic	Staff attitude/behaviour				Closed
FORMAL	AS93.09/10	23/07/09	16/10/09		60	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Delivery Suite	Treatment and Care quality				Closed
FORMAL	AS93.09/10	23/07/09	16/10/09		60	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	2 West Maternity	Treatment and Care quality				Closed
FORMAL	AS93.09/10	23/07/09	16/10/09		60	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	2 West Maternity	Communication/information to Patients				Closed
FORMAL	5470/0909	28/09/09	16/10/09		14	CYP		Family Support and Safeguarding		Treatment and Care quantity				Closed
FORMAL	5470/0909	28/09/09	16/10/09		14	CYP		Family Support and Safeguarding		Treatment and Care quality				Closed
FORMAL	5470/0909	28/09/09	16/10/09		14	CYP		Family Support and Safeguarding		Staff attitude/behaviour				Closed
FORMAL	AS136.09/10	24/09/09	19/10/09		17	ACUTE	Armagh Community Hospital	Surgery and Elective Care	Ophthalmology Clinic	Staff attitude/behaviour				Closed
FORMAL	AS142.09/10	28/09/09	19/10/09		15	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointments, Delay/Cancellation (Outpatients)	Patient advises he has been attending Outpatients on a "Watch and Wait" routine for raised prostate psa levels. Is concerned that he has not received an appointment within the recommended 3 month period, despite contacting the hospital on several occasions. Is worried about his health as on a previous occasion he had to wait for over a year to be seen.	Letter of apology for the unacceptable waiting time for Urology review appointments and assurance that the patient will be offered an appointment before end of November.		Closed
FORMAL	AS147.09/10	28/09/09	19/10/09		15	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Surgical Clinic, Outpatients Department	Treatment and Care quality	Personal Information redacted by the USI		1 Appointment was within accepted guidelines 2 Remind HCA of role in supporting patient	Closed
FORMAL	AS150.09/10	30/09/09	19/10/09		13	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	Macmillan Suite - Mandeville Unit	Waiting times, out-patient departments			1 Inform patients of any delays when they arrive. 2 Write updates of wipe board 3 Nurses to continue to keep patients informed on an ongoing basis.	Closed
FORMAL	AS155.09/10	07/10/09	19/10/09	26.10.09	8	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Independant Contractor	Other Contracted Services				Re-Opened
FORMAL	AS156.09/10	07/10/09	19/10/09		8	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Fracture Clinic	Waiting times, out-patient departments			Reiterate to Medical Staff the importance of putting the charts in the correct boxes	Closed
FORMAL	AS139.09/10	24/09/09	20/10/09		18	ACUTE	Lurgan H&SSC	Integrated Maternity and Women's Health	1 West Gynae	Policy/commercial decisions				Closed
FORMAL	AS143.09/10	23/09/09	20/10/09		19	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Medical Admissions Unit	Treatment and Care quality				Closed
FORMAL	AS162.09/10	14/10/09	20/10/09		4	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Ward CAH	Appointments, Delay/Cancellation (Outpatients)				Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS170.09/10	20/10/09	20/10/09		0	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Professional Assessment of need	Personal Information redacted by the USI			Closed
FORMAL	F090915	25/09/09	20/10/09		17	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quality				Closed
FORMAL	F091002	23/09/09	21/10/09		20	OPPC	Home of Client	Primary Care	Home of Client	Waiting times, community services				Closed
FORMAL	5521/1009	15/10/09	21/10/09		4	MHD	Non Trust Owned Property	Learning Disability Services		Other				Closed
FORMAL	AS146.09/10	28/09/09	23/10/09		19	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Appointments, Delay/Cancellation (Outpatients)		Trust is now working on specific guidance, with specialist input from the Pharmacy Department to ensure a sound clinical protocol is in place.		Closed
FORMAL	AS146.09/10	28/09/09	23/10/09		19	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Outpatients Dept	Communication/information to Patients		Trust is now working on specific guidance, with specialist input from the Pharmacy Department to ensure a sound clinical protocol is in place.		Closed
FORMAL	AS146.09/10	28/09/09	23/10/09		19	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Fracture Clinic	Professional Assessment of need		Trust is now working on specific guidance, with specialist input from the Pharmacy Department to ensure a sound clinical protocol is in place.		Closed
FORMAL	F091005	05/10/09	23/10/09		14	OPPC	Southern Area Urgent Care Service (GP OOH) Dungannon	Enhanced Services	Southern Area Urgent Care Service (GP OOH) Dungannon	Infection Control				Closed
FORMAL	AS133.09/10	17/09/09	26/10/09		27	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Acute Social Work Team	Discharge/transfer arrangements				Closed
FORMAL	AS135.09/10	14/09/09	26/10/09		30	ACUTE	South Tyrone Hospital	Medicine and Unscheduled Care	Minor Injuries Unit	Professional Assessment of need				Closed
FORMAL	AS173.09/10	20/10/09	26/10/09		4	ACUTE	Craigavon Area Hospital	Functional Support Services	Cashier's Office	Patients' property/expendses/finance				Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS148.09/10	29/09/09	27/10/09	14.12.09	20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	2 East Midwifery Led Unit	Communication/information to Patients	Personal Information redacted by the USI			Re-Opened
FORMAL	AS148.09/10	29/09/09	27/10/09	14.12.09	20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	2 East Midwifery Led Unit	Communication/information to Patients				Re-Opened
FORMAL	AS167.09/10	14/10/09	27/10/09		9	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	2 West Maternity	Staff attitude/behaviour			Midwife reminded that this is not longer an acceptable method of measuring baby.	Closed
FORMAL	AS167.09/10	14/10/09	27/10/09		9	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	2 West Maternity	Treatment and Care quality			Midwife reminded that this is not longer an acceptable method of measuring baby.	Closed
FORMAL	F090924	06/10/09	27/10/09		15	OPPC	Non Trust Owned Property	Older People	Non Trust Owned Property	Other				Closed
FORMAL	AS151.09/10	30/09/09	28/10/09		20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Delivery Suite	Treatment and Care quality				Closed
FORMAL	AS151.09/10	30/09/09	28/10/09		20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	2 West Maternity	Discharge/transfer arrangements				Closed
FORMAL	AS152.09/10	01/10/09	28/10/09		19	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Surgical Clinic, Outpatients Department	Professional Assessment of need				Closed
FORMAL	AS131.09/10	15/09/09	29/10/09		32	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Communication/information to Patients				Closed
FORMAL	AS158.09/10	12/10/09	29/10/09		13	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Admission and Assessment Unit	Treatment and Care quality				Closed
FORMAL	AS161.09/10	14/10/09	29/10/09		11	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Ward CAH	Staff attitude/behaviour				Closed
FORMAL	5502/1009	08/10/09	29/10/09		15	CYP	Dromalane, Newry	Family Support and Safeguarding		Staff attitude/behaviour				Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	5504/1009	14/10/09	29/10/09		11	CYP		Family Support and Safeguarding		Staff attitude/behaviour	Personal Information redacted by the USI			Closed
FORMAL	5518/1009	14/10/09	29/10/09		11	CYP		Family Support and Safeguarding		Staff attitude/behaviour				Closed
FORMAL	5593/1009	26/10/09	29/10/09		3	MHD	Home of Client	Physical and Sensory Disability Services	Home of Client	Treatment and Care quantity				Closed
FORMAL	F091020	20/10/09	30/10/09		8	OPPC	John Mitchell Place, Newry	Primary Care	John Mitchell Place, Newry	Policy/commercial decisions				Closed
FORMAL	AS154.09/10	06/10/09	19.10.09		9	ACUTE	Craigavon Area Hospital	Functional Support Services	Booking and Contact Centre	Appointments, Delay/Cancellation (Outpatients)				Closed
FORMAL	AS149.09/10	29/09/09	6.10.09		5	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	X-Ray Dept	Patients' property/expendses/finance				Closed

Report to HSCB on December 2009 closed complaints from SHSCT

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Action taken & Lessons Learned		Current Stage	
FORMAL	AS141.09/10	24.9.09	22.12.09		63	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Staff attitude/behaviour	Amendment of the assessment and treatment pathway for all patients with previous CVA, attending A&E with any neurological symptoms.	Closed		
FORMAL	AS153.09/10	6.10.09	9.12.09		46	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South	Discharge/transfer arrangements		Closed		
FORMAL	AS157.09/10	12.10.09	23.12.09		52	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Treatment and Care quality		Training given to A&E staff and follow up with Bank and Agency staff.	Closed	
FORMAL	AS157.09/10	12.10.09	23.12.09		52	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Staff attitude/behaviour		Training given to A&E staff and follow up with Bank and Agency staff.	Closed	
FORMAL	AS160.09/10	14.10.09	14.12.09		43	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Professional Assessment of need			Closed	
FORMAL	AS178.09/10	22.10.09	3.12.09		30	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Staff attitude/behaviour			Closed	
FORMAL	AS182.09/10	28.10.09	21.12.09		38	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North Surgical	Communication/information to Patients		Staff reminded of the importance of appropriate conversation with all patients.	Closed	
FORMAL	AS186.09/10	4.11.09	17.12.09		31	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Antenatal Out Patients	Communication/information to Patients		Review of Booking Blood Results procedure.	Closed	
FORMAL	AS187.09/10	5.11.09	21.12.09		32	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Female Medical Ward DHH	Patients' property/expenses/finance			Closed	
FORMAL	AS188.09/10	6.11.09	1.12.09		17	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Staff attitude/behaviour			Closed	
FORMAL	AS191.09/10	6.11.09	3.12.09		19	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Waiting times, out-patient departments	Patient angry with the waiting times in the Urology Clinic on the 22/10/09 and the 6/11/09. apology for the waiting times experienced at Urology Clinic and lack of explanation at the time. Letter clarified that some of the appointments were more complicated and took longer than the time allotted. Also assurance that information has been returned to the patients GP and should the GP feel that further diagnostic tests are required, he should contact the hospital to request these.	To keep patients informed when clinics are running late. Update notice board.	Closed	
FORMAL	AS192.09/10	9.11.09	17.12.09		28	ACUTE	Daisy Hill Hospital	Integrated Maternity and Women's Health	Delivery Suite DHH	Treatment and Care quality	Personal Information redacted by the USI		Enquiry made for radio-opaque drains	Closed
FORMAL	AS194.09/10	16.11.09	14.12.09		20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Professional Assessment of need	The doctor has been spoken to by clinical lead in the department and the x-ray is being used as a teaching tool to other medics	Closed		
FORMAL	AS194.09/10	16.11.09	14.12.09		20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Professional Assessment of need	The doctor has been spoken to by clinical lead in the department and the x-ray is being used as a teaching tool to other medics	Closed		
FORMAL	AS195.09/10	16.11.09	14.12.09		20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 South Surgical	Discharge/transfer arrangements		Closed		

Personal Information redacted by the USI

Personal Information redacted by the USI

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Personal Information redacted by the USI		Action taken & Lessons Learned	Current Stage
FORMAL	AS196.09/10	17.11.09	8.12.09	21.12.09	15	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Maternity/Labour Ward	Treatment and Care quality				Closed
FORMAL	AS196.09/10	17.11.09	8.12.09	21.12.09	15	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	2 West Maternity	Communication/information to Patients				Closed
FORMAL	AS197.09/10	18.11.09	4.12.09		12	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical Ward DHH	Treatment and Care quality			1 Previous notes in this case were not vital in the treatment of the patient's condition. 2. Delay unavoidable due to other more urgent cases but this did not impact upon the welfare of the patient.	Closed
FORMAL	AS198.09/10	18.11.09	16.12.09		20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Waiting times, out-patient departments	Complaint regarding the length of time taken to forward a referral from Mr Akhtars office to a specialist in Belfast.	Letter of explanation as to why there was a break in cover when a secretary left the department on maternity leave.	Agreement from staff within the team to cover during unplanned absences.	Closed
FORMAL	AS199.09/10	23.11.09	2.12.09		7	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care		Policy/commercial decisions	Personal Information redacted by the USI			Closed
FORMAL	AS202.09/10	23.11.09	24.12.09		23	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Urology	Treatment and Care quality			Update training given to staff	Closed
FORMAL	AS203.09/10	24.11.09	22.12.09		20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Chest Clinic	Records/record keeping				Closed
FORMAL	AS204.09/10	24.11.09	22.12.09		20	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Accident & Emergency	Staff attitude/behaviour				Closed
FORMAL	AS205.09/10	25.11.09	22.12.09		19	ACUTE	Daisy Hill Hospital	Integrated Maternity and Women's Health		Appointments, Delay/Cancellation (Outpatients)			Letter of response included contact details for any further enquiries	Closed
FORMAL	AS206.09/10	25.11.09	23.12.09		20	ACUTE	South Tyrone Hospital	Functional Support Services	Booking and Contact Centre	Appointments, Delay/Cancellation (Outpatients)				Closed
FORMAL	AS207.09/10	25.11.09	22.12.09		19	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Haematology	Clinical Diagnosis				Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS208.09/10	25.11.09	7.12.09			8	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Dermatology Clinic	Confidentiality	Personal Information redacted by the USI	1 Staff awareness with immediate effect	Closed
FORMAL	AS209.09/10	30.11.09	21.12.09	19.01.10		15	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Accident & Emergency	Staff attitude/behaviour			Enhanced Local Resolution
FORMAL	AS211.09/10	7.12.09	23.12.09			12	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Medical Admissions Unit	Treatment and Care quality			Closed
FORMAL	AS213.09/10	11.12.09	22.12.09			7	ACUTE	Banbridge Polyclinic	Functional Support Services	Booking and Contact Centre	Appointments, Delay/Cancellation (Outpatients)		Staff reminded of importance of clearly communicating information to patients and of good attitude whilst communicating information.	Closed
FORMAL	AS213.09/10	11.12.09	22.12.09			7	ACUTE	Banbridge Polyclinic	Functional Support Services	Booking and Contact Centre	Staff attitude/behaviour		Staff reminded of importance of clearly communicating information to patients and of good attitude whilst communicating information.	Closed
FORMAL	AS214.09/10	11.12.09	23.12.09			8	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Outpatients Dept	Treatment and Care quality			Closed
FORMAL	AS214.09/10	11.12.09	23.12.09			8	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Surgical Clinic, Outpatients Department	Appointments, Delay/Cancellation (Outpatients)			Closed
FORMAL	AS219.09/10	21.12.09	23.12.09			2	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park	Access to Premises			Closed
FORMAL	AS220.09/10	22.12.09	23.12.09			1	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Policy/commercial decisions			Closed
FORMAL	5636/1109	4.11.09	2.12.09			20	CYP	Brownlow H&SSC	Family Support and Safeguarding		Staff attitude/behaviour			
FORMAL	5645/1109	5.11.09	2.12.09			19	CYP	Dromalane, Newry			Children Order Complaints			

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	5647/1109	11.11.09	7.12.09		18	CYP	Armagh Community Hospital	Specialist Child Health and Disability		Treatment and Care quality	Personal Information redacted by the USI			
FORMAL	5647/1109	11.11.09	7.12.09		18	CYP	Armagh Community Hospital	Specialist Child Health and Disability		Staff attitude/behaviour				
FORMAL	5654/1109	9.11.09	7.12.09		20	CYP		Family Support and Safeguarding		Staff attitude/behaviour				
FORMAL	5672/1109	12.11.09	10.12.09		20	CYP	Craigavon Area Hospital	Specialist Child Health and Disability		Treatment and Care quality				
FORMAL	5674/1109	13.11.09	10.12.09		19	CYP	Home of Client	Family Support and Safeguarding		Staff attitude/behaviour				
FORMAL	5701/1109	19.11.09	16.12.09		19	CYP		Family Support and Safeguarding		Children Order Complaints				
FORMAL	5701/1109	19.11.09	16.12.09		19	CYP		Family Support and Safeguarding		Communication/information to Patients				
FORMAL	5725/1109	20.11.09			19	CYP		Family Support and Safeguarding		Staff attitude/behaviour				
FORMAL	5725/1109	20.11.09			19	CYP		Family Support and Safeguarding		Patient's Privacy/dignity				
FORMAL	5725/1109	20.11.09			19	CYP		Family Support and Safeguarding		Communication/information to Patients				
FORMAL	5726/1109	20.11.09	14.12.09		16	CYP		Family Support and Safeguarding		Children Order Complaints				

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	5726/1109	20.11.09	14.12.09		16	CYP		Family Support and Safeguarding		Records/record keeping	Personal Information redacted by the USI			
FORMAL	5726/1109	20.11.09	14.12.09		16	CYP		Family Support and Safeguarding		Staff attitude/behaviour				
FORMAL	5734/1109	27.11.09	29.12.09		20	CYP	Craigavon Area Hospital	Specialist Child Health and Disability	Childrens Ward	Professional Assessment of need				
FORMAL	5752/1109	27.11.09	24.12.09		19	CYP		Family Support and Safeguarding		Confidentiality				
FORMAL	5753/1109	24.11.09	21.12.09		19	CYP	Cherrygrove Childrens Home	Corporate Parenting		Staff attitude/behaviour				
FORMAL	5753/1109	24.11.09	21.12.09		19	CYP	Cherrygrove Childrens Home	Corporate Parenting		Children Order Complaints				
FORMAL	5754/1109	30.11.09	30.12.09		20	CYP	Craigavon Area Hospital	Specialist Child Health and Disability		Treatment and Care quality				
FORMAL	5754/1109	30.11.09	30.12.09		20	CYP	Craigavon Area Hospital	Specialist Child Health and Disability		Staff attitude/behaviour				
FORMAL	271009	3.11.09	1.12.09	16.12.09	20	MHD	Craigavon Area Hospital	Mental Health Services		Communication/information to Patients				

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	271009	3.11.09	1.12.09	16.12.09	20	MHD	Craigavon Area Hospital	Mental Health Services		Staff attitude/behaviour	Personal Information redacted by the USI			Further Local Resolution (re-opened)
FORMAL	5673/1109	13.11.09	18.12.09	08.01.10	25	MHD	Oakridge Social Education Centre (SEC) Dungannon	Learning Disability Services		Communication/information to Patients				Further Local Resolution (re-opened)
FORMAL	5688/1109	19.11.09	4.12.09		11	MHD	Longstone Hospital	Learning Disability Services		Treatment and Care quality				Closed
FORMAL	F5896/1209	23.12.09	23.12.09		0	MHD	Moylinn House	Learning Disability Services		Aids/Adaptations/Appliances				Closed
FORMAL	F5896/1209	23.12.09	23.12.09		0	MHD	Moylinn House	Learning Disability Services		Treatment and Care quality				Closed
FORMAL	F091103	3.11.09	1.12.09	N/A	20	OPPC	Home of Client	Older People		Communication/information to Patients				Closed
FORMAL	F091112	12.11.09	8.12.09	N/A	18	OPPC	Home of Client	Primary Care		Policy/commercial decisions				Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	F091120	20.11.09	18.12.09		N/A	20	OPPC	Southern Area Urgent Care Service (GP OOH) Craigavon	Enhanced Services		Communication + Waiting Times	Personal Information redacted by the USI		Closed
FORMAL	F091123	23.11.09	18.12.09		N/A	19	OPPC	Southern Area Urgent Care Service (GP OOH) Newry	Enhanced Services		Staff attitude/behaviour			Closed
FORMAL	F091126	26.11.09	16.12.09		N/A	14	OPPC	Kilkeel Primary Care Centre	Primary Care		Staff attitude/behaviour			Closed
FORMAL	F091201	1.12.09	23.12.09		N/A	16	OPPC	Dungannon Clinic	Enhanced Services		Staff attitude/behaviour			Closed
FORMAL	F091209	9.12.09	23.12.09	20.1.10		10	OPPC	Home of Client	Primary Care		Waiting times, community services			Further Local Resolution (re-opened)

Report to HSCB on Closed Complaints in February 2010 - Southern Trust Return

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS216.09/10	17/12/09	01/02/10		29	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Early Pregnancy Clinic	Treatment and Care quality	Personal Information redacted by the USI		1 Realistic expectations to be considered. 2 Staff attend "Better Health through Better communication"	Closed
FORMAL	AS216.09/10	17/12/09	01/02/10		29	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Early Pregnancy Clinic	Staff attitude/behaviour			1 Realistic expectations to be considered. 2 Staff attend "Better Health through Better communication"	Closed
FORMAL	AS241.09/10	18/01/10	01/02/10		10	ACUTE	Craigavon Area Hospital	Functional Support Services	Booking and Contact Centre	Communication/information to Patients			1 Calls being made to patients who have died. Check PAS. 2 Manager kept informed. Such incident should be reported to Manager. 3 Appointments being made at reception. Separate member of staff to book appointments.	Closed
FORMAL	F100127	27/01/10	01/02/10	No	3	OPPC	None Trust Owned Property - Rockfield Nursing Home	Primary Care	Occupational Therapy	Waiting times, community services			None	Closed after Local Resolution
FORMAL	F100121	21/01/10	02/02/10	No	8	OPPC		Primary Care	Physiotherapy	Waiting times, community services			None	Closed
FORMAL	AS230.09/10	07/01/10	04/02/10		20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South	Treatment and Care quality			No Action Plan	Closed
FORMAL	AS230.09/10	07/01/10	04/02/10		20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South	Discharge/transfer arrangements			No Action Plan	Closed
FORMAL	5933/0110	07/01/10	04/02/10		20	CYP	Dromalane, Newry	Corporate Parenting		Communication/information to Patients				
FORMAL	F091208	15/01/10	04/02/10	No	14	OPPC	Non Trust Owned Property	Primary Care	N/A	Policy/commercial decisions			None	Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	F100113	13/01/10	04/02/10	No	16	OPPC	Southern Area Urgent Care Service (GP OOH) Dungannon	Enhanced Services	Dungannon GP Out of Hours	Treatment and Care quality	Personal Information redacted by the USI		None	Closed
FORMAL	AS224.09/10	04/01/10	05/02/10		24	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Male Medical Ward DHH	Staff attitude/behaviour			No Action Plan. However, in the consultant's response he made an assurance that he would be more aware of his manner in future.	Closed
FORMAL	F100118	18/01/10	05/02/10	No	14	OPPC	Southern Area Urgent Care Service (GP OOH) Newry	Enhanced Services	Newry GP Out of Hours	Staff attitude/behaviour			Service Review carried out resulting in increased funding for more clinicians to be rostered on duty at peak times to deal with increased service demand	Closed
FORMAL	AS235.09/10	11/01/10	08/02/10		20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Appointments, Delay/Cancellation (Outpatients)			No Action Plan	Closed
FORMAL	AS237.09/10	13/01/10	08/02/10	15/02/10	18	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services	Mortuary DHH	Patients' property/expenses/finance			1 Lost jewellery. All items should be recorded on system Clinisys	Closed
FORMAL	AS240.09/10	18/01/10	08/02/10		15	ACUTE	South Tyrone Hospital	Cancer and Clinical Services	X-Ray Dept	Staff attitude/behaviour			Staff Awareness regarding communication	Closed
FORMAL	AS221.09/10	21/12/09	09/02/10		33	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Treatment and Care quality				Closed
FORMAL	AS229.09/10	07/01/10	09/02/10		23	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Medical	Staff attitude/behaviour			No Action Plan. The Ward Manager feels she acted appropriately in this instance.	Closed
FORMAL	AS246.09/10	26/01/10	09/02/10		10	ACUTE	Lurgan Hospital	Cancer and Clinical Services	X-Ray Dept	Records/record keeping				Closed
FORMAL	AS254.09/10	01/02/10	09/02/10		6	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	EEG OPD	Appointments, Delay/Cancellation (Outpatients)			No Action plan	Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	5922/0110	13/01/10	09/02/10		19	MHD	Home of Client	Mental Health Services		Staff attitude/behaviour	Personal Information redacted by the USI		Client's husband attended a nurse led addictions service on 01.12.10 and support and Recovery Service 02.02.10.	Closed
FORMAL	5922/0110	13/01/10	09/02/10		19	MHD	Home of Client	Mental Health Services		Treatment and Care quality			Client's husband attended a nurse led addictions service on 01.12.10 and support and Recovery Service 02.02.10.	Closed
FORMAL	F091126	26/11/09	09/02/10	24/02/10	50	OPPC	Non Trust Owned Property + Trust Owned Property	Older People	Ard Macha Private Residential Home + Villa 3 - St Lukes Hospital	Treatment and Care quality			None however case is now re-opened and being further investigated	Re-Opened
FORMAL	5973/0110	19/01/10	11/02/10		17	MHD	Oakridge Social Education Centre (SEC) Dungannon	Learning Disability Services		Transport, suitability of vehicle/equipment				Further Local Resolution (re-opened)
FORMAL	5973/0110	19/01/10	11/02/10		17	MHD	Oakridge Social Education Centre (SEC) Dungannon	Learning Disability Services		Treatment and Care quality				Further Local Resolution (re-opened)

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FORMAL	5635/1109	15/01/10	12/02/10		20	MHD	Craigavon Area Hospital	Mental Health Services		Treatment and Care quality	Personal Information redacted by the USI			Enhanced Local Resolution Team
FORMAL	AS248.09/10	27/01/10	15/02/10		13	ACUTE	Armagh Community Hospital	Integrated Maternity and Women's Health	Antenatal Out Patients	Waiting times, out-patient departments			1 Improve communication in relation to medical cover 2 Ensure appropriate Obstetric staff for clinic	Closed
FORMAL	AS249.09/10	27/01/10	15/02/10		13	ACUTE	Armagh Community Hospital	Integrated Maternity and Women's Health	Antenatal Out Patients	Waiting times, out-patient departments			1 Improve communication in relation to the medical cover. 2 Ensure appropriate obstetric cover for clinic	Closed
FORMAL	AS251.09/10	27/01/10	15/02/10		13	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Trust transport vehicle	Discharge/transfer arrangements			1 No Action Plan 2 Meet with Transport to address this problem	Closed
FORMAL	AS234.09/10	11/01/10	16/02/10	25/02/10	26	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Delivery Suite	Treatment and Care quality			Action Plan stated - No Further action required	Closed
FORMAL	AS253.09/10	01/02/10	17/02/10		12	ACUTE	Craigavon Area Hospital	Functional Support Services	Booking and Contact Centre	Communication/information to Patients			No Action Plan	Closed
FORMAL	AS242.09/10	21/01/10	18/02/10	09/03/10	20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Delivery Suite	Treatment and Care quality			No Action Plan regarding nursing care. No Action Plan regarding medical care	Closed
FORMAL	AS242.09/10	21/01/10	18/02/10	09/03/10	20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Antenatal Out Patients	Staff attitude/behaviour			No Action Plan regarding nursing care. No Action Plan regarding medical care	Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS243.09/10	21/01/10	18/02/10		20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointments, Delay/Cancellation (Outpatients)	MLA of client advises her constituent is unhappy about the length of time she has had to wait for an appointment at the Urology Department, CAH. Stated she has been waiting for almost 2 years despite being promised an appointment within 3 months.	Letter explaining 1 Background to patient's care 2 Regular review appointments over past 10 years. 3 Further tests in relation to abdominal pain 4 Commencement of antibiotic treatment. 5 Telephone call by consultant with results of CT scan. 6 Appointment offered	No Action Plan	Closed
FORMAL	AS244.09/10	26/01/10	18/02/10		17	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Female Surgical Ward DHH	Treatment and Care quality	Personal Information redacted by the USI		No Action Plan	Closed
FORMAL	AS244.09/10	26/01/10	18/02/10		17	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Female Surgical Ward DHH	Treatment and Care quality			No Action Plan	Closed
FORMAL	6084/0210	16/02/10	18/02/10		2	CYP		Family Support and Safeguarding		Staff attitude/behaviour				
FORMAL	6113/0210	15/02/10	18/02/10		3	MHD	Woodlawn House	Learning Disability Services		Professional Assessment of need				
FORMAL	F100114	21/01/10	18/02/10	No	20	OPPC	Home of Client	Primary Care	N/A	Treatment and Care quality			None	Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	F100114	21/01/10	18/02/10	No	20	OPPC	Home of Client	Older People	N/A	Policy/commercial decisions	Personal Information redacted by the USI		None	Closed
FORMAL	5921/0110	25/01/10	19/02/10		19	MHD				Treatment and Care quantity				
FORMAL	5921/0110	25/01/10	19/02/10		19	MHD				Staff attitude/behaviour				
FORMAL	5921/0110	25/01/10	19/02/10		19	MHD	Craigavon Area Hospital			Transport, late or non arrival/journey time				

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	5921/0110	25/01/10	19/02/10		19	MHD	Craigavon Area Hospital	Mental Health Services		Treatment and Care quality	Personal Information redacted by the USI			
FORMAL	5921/0110	25/01/10	19/02/10		19	MHD	Craigavon Area Hospital	Mental Health Services		Treatment and Care quality				
FORMAL	5997/0110	29/01/10	19/02/10		15	MHD	Non Trust Owned Property	Physical and Sensory Disability Services		Patients' property/expenses/finance				
FORMAL	AS237.09/10	13/01/10	22/02/10		18	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services	Mortuary DHH	Patients' property/expenses/finance		1 Lost jewellery. All items should be recorded on system Clinisys	Closed	
FORMAL	F100201	29/01/10	22/02/10		16	OPPC	Tower Hill	Enhanced Services	Minor Injuries Unit	Staff attitude/behaviour		Dr to adapt behaviour in similar situations in future	Closed	
FORMAL	AS245.09/10	26/01/10	23/02/10		20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North Surgical	Treatment and Care quality		Low number of junior doctors to cover. No solution given.	Closed	
FORMAL	AS245.09/10	26/01/10	23/02/10		20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North Surgical	Communication/information to Patients		Low number of junior doctors to cover. No solution given.	Closed	
FORMAL	AS245.09/10	26/01/10	23/02/10		20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	3 South Surgical	Treatment and Care quality		Low number of junior doctors to cover. No solution given.	Closed	

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS250.09/10	27/01/10	24/02/10		20	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services	Day Procedure Unit CAH	Treatment and Care quality	Personal Information redacted by the USI			Closed
FORMAL	F100127	27/01/10	24/02/10	No	20	OPPC	Armagh Community Hospital	Primary Care	Physiotherapy	Policy/commercial decisions		None		Closed
FORMAL	AS231.09/10	07/01/10	25/02/10		35	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	Maternity Theatre	Staff attitude/behaviour				Closed
FORMAL	AS231.09/10	07/01/10	25/02/10		35	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Maternity Theatre	Treatment and Care quality				Closed
FORMAL	AS268.09/10	16/02/10	26/02/10		8	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthodontics Clinic	Treatment and Care quality		No Action Plan		Closed
FORMAL	6007/0210	04/02/10	26/02/10		16	CYP	Home of Client	Family Support and Safeguarding		Staff attitude/behaviour				
FORMAL	AS234.09/10	11/01/10	08/03/10		26	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Delivery Suite	Treatment and Care quality		Action Plan stated - No Further action required		Closed
FORMAL	AS232.09/10	11/01/10			20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Medical Admissions Unit	Treatment and Care quality				Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS232.09/10	11/01/10			20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Medical Admissions Unit	Discharge/transfer arrangements	Personal Information redacted by the USI			Closed
FORMAL	AS242.09/10	21/01/10			20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Delivery Suite	Treatment and Care quality			No Action Plan regarding nursing care. No Action Plan regarding medical care	Closed
FORMAL	AS242.09/10	21/01/10			20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Antenatal Out Patients	Staff attitude/behaviour			No Action Plan regarding nursing care. No Action Plan regarding medical care	Closed
FORMAL	5948/0110	14/01/10			18	CYP		Specialist Child Health and Disability		Staff attitude/behaviour				
FORMAL	5961/0110	18/01/10			16	CYP		Family Support and Safeguarding		Children Order Complaints				
FORMAL	5969/0110	21/01/10			20	CYP		Family Support and Safeguarding		Confidentiality				

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FORMAL	5635/1109	15/01/10			20	MHD	Craigavon Area Hospital	Mental Health Services		Treatment and Care quality	Personal Information redacted by the USI			Enhanced Local Resolution Team

Report to HSCB on Closed Complaints - March 2010 SHSCT

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS238.09/10	14/01/10			41	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Outpatients Dept	Treatment and Care quality	Personal Information redacted by the USI			Closed
FORMAL	AS238.09/10	14/01/10	12/03/10	15/03/10	41	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Outpatients Dept	Treatment and Care quality			Closed	
FORMAL	AS255.09/10	02/02/10	23/03/10		34	ACUTE	Craigavon Area Hospital	Surgery and Elective Care		Communication/information to Patients		Poor communication to patients prior to medical procedure. Staff member made aware of the error and her accountability for such errors.	Closed	
FORMAL	AS256.09/10	02/02/10	08/03/10		24	ACUTE	Daisy Hill Hospital	Integrated Maternity and Women's Health	Delivery Suite DHH	Treatment and Care quality		1 Improve communication skills. 2 Work in partnership with women. 3 Ensure informed consent clearly obtained. 4 Good documentation	Closed	
FORMAL	AS257.09/10	03/02/10	31/03/10		18	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Accident & Emergency	Treatment and Care quality			Closed	
FORMAL	AS257.09/10	03/02/10	31/03/10		18	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Accident & Emergency	Treatment and Care quality			Closed	
FORMAL	AS257.09/10	03/02/10	01/03/10	26/03/10	18	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Accident & Emergency	Treatment and Care quality			Closed	
FORMAL	AS257.09/10	03/02/10	01/03/10	26/03/10	18	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Accident & Emergency	Treatment and Care quality			Closed	
FORMAL	AS258.09/10	08/02/10		26/03/10	30	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services	Anaesthetics, Theatres & Intensive Care Services	Communication/information to Patients		No Action Plan Procedures followed.	Closed	
FORMAL	AS258.09/10	08/02/10		26/03/10	30	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services	Anaesthetics, Theatres & Intensive Care Services	Staff attitude/behaviour		No Action Plan Procedures followed.	Closed	
FORMAL	AS258.09/10	08/02/10		26/03/10	30	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services	Anaesthetics, Theatres & Intensive Care Services	Treatment and Care quality		No Action Plan Procedures followed.	Closed	
FORMAL	AS258.09/10	08/02/10			30	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services	Anaesthetics, Theatres & Intensive Care Services	Communication/information to Patients		No Action Plan Procedures followed.	Closed	
FORMAL	AS258.09/10	08/02/10			30	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services	Anaesthetics, Theatres & Intensive Care Services	Staff attitude/behaviour		No Action Plan Procedures followed.	Closed	

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FORMAL	AS258.09/10	08/02/10			30	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services	Anaesthetics, Theatres & Intensive Care Services	Treatment and Care quality			No Action Plan	Closed
													Procedures followed.	
FORMAL	AS259.09/10	08/02/10	23/03/10		30	ACUTE	Craigavon Area Hospital	Functional Support Services	Booking and Contact Centre	Communication/information to Patients			Feedback from this has been shared among the team and improvements made to processes to ensure that a recurrence is avoided in the future.	Closed
FORMAL	AS260.09/10	08/02/10	08/03/10		20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Discharge/transfer arrangements			No Action Plan	Closed
FORMAL	AS261.09/10	09/02/10	08/03/10		19	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	X-Ray Dept	Records/record keeping			No Action Plan	Closed
FORMAL	AS261.09/10	09/02/10	08/03/10		19	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointments, Delay/Cancellation (Outpatients)	Complainant is unhappy with the treatment her husband received - was referred to the Urology Dept after an x-ray revealed he had cancer. Attended the polyclinic in Banbridge where he had a face to face meeting with a Dr from the Urology Dept - Dr had no records available for reference but assured her husband that he would follow it up on return to CAH and would write personally within a wk. Received a letter (24.7.09) stating that the best way forward was to monitor the lump for a period of time and a further CT scan would be arranged in 3 months time. Complainant's husband had a bone scan on 23 July, a DMSA Renal scan on 5 Aug and another CT scan 27 Aug. Nothing further was heard from the Urology Dept - telephoned Oct 09, no appt arranged. Telephoned directly to Urology dept Jan 21- was told that any pt enquiring about review appts had to go back to their GP and get another referral. Complainant says it is very upsetting for her husband to go back on the referral list	1 Apology for delay in providing and appointment. 2 Apology that a member of staff gave misinformation. 3 Further consultation has now taken place with consultant. 4 Followup CT scan has been arranged and the consultant will discuss with the patient the findings at the next appointment arranged in March 2010.	No Action Plan	Closed

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FORMAL	AS263.09/10	11/02/10	10/03/10		19	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Coronary Care Unit	Staff attitude/behaviour	Personal Information redacted by the USI			Closed
FORMAL	AS263.09/10	11/02/10	10/03/10		19	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Female Surgical Ward DHH	Staff attitude/behaviour				Closed
FORMAL	AS264.09/10	11/02/10	08/03/10		17	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North Surgical	Environmental			no Action Plan	Closed
FORMAL	AS265.09/10	15/02/10	22/03/10		24	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	MRI Craigavon Area Hospital	Staff attitude/behaviour			Patient contacted by telephone to clarify his concerns. Staff awareness of good explanation and communication prior to and during scan.	Closed
FORMAL	AS266.09/10	15/02/10	29/03/10		29	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Treatment and Care quality			No Action Plan.	Closed
FORMAL	AS266.09/10	15/02/10	29/03/10		29	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Records/record keeping			No Action Plan.	Closed

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FORMAL	AS267.09/10	15/02/10	11/03/10		18	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Admission into hospital (delay cancellation) (inpatients)	Personal Information redacted by the USI			Closed
FORMAL	AS269.09/10	16/02/10	10/03/10	29/03/10	16	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Patients' property/expenses/finance				Closed
FORMAL	AS269.09/10	16/02/10		31/03/10	16	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Patients' property/expenses/finance				Closed
FORMAL	AS269.09/10	16/02/10			16	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Patients' property/expenses/finance				Closed
FORMAL	AS270.09/10	16/02/10	22/03/10		23	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Surgical Clinic, Outpatients Department	Appointments, Delay/Cancellation (Outpatients)			Staff awareness of policy and procedure in relation to day surgery when a patient's BMI is over 40. Appointment at STH should not be offered but at CAH instead.	Closed
FORMAL	AS271.09/10	17/02/10	29/03/10		27	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Fracture Clinic	Professional Assessment of need			Waiting time for approval of Exogen treatment - Patients would receive Exogen promptly. This treatment is used in all trusts for selective patients with non union of fractures. It is to try and prevent surgery. Consultants need approval to obtain this treatment when necessary.	Closed
FORMAL	AS272.09/10	17/02/10	11/03/10		16	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	ENT Clinic, Surgical Outpatients	Treatment and Care quality				Closed
FORMAL	AS275.09/10	19/02/10	22/03/10		20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North Surgical	Communication/information to Patients			Staff awareness regarding communication to patients and relatives	Closed
FORMAL	AS275.09/10	19/02/10	22/03/10		20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 South Surgical	Communication/information to Patients			Staff awareness regarding communication to patients and relatives	Closed
FORMAL	AS276.09/10	24/02/10	25/03/10		20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Medical Admissions Unit	Staff attitude/behaviour			No Action Plan - Consultant gave clear advise but patient declined to accept this.	Closed
FORMAL	AS278.09/10	24/02/10	30/03/10		23	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Gynae Out Patients Department	Professional Assessment of need		No Action Plan		
FORMAL	AS279.09/10	25/02/10	26/03/10		20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Medical Admissions Unit	Staff attitude/behaviour		No Action Plan. 1 Consultant did not feel she was rude or dismissive at any time. 2 Nursing apology for communication breakdown but no action plan submitted.	Closed	

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FORMAL	AS281.09/10	25/02/10	26/03/10		20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Not Applicable	Treatment and Care quality	Personal Information redacted by the USI		1 Numerous transfers thro hospital - Patients should be nursed in appropriate ward settings during admission. 2 Poor documentation re transfer - Good lines of communication 3 No guidelines re selection of patients for transfer - Establish system for identifying patients suitable for transfer.	Closed
FORMAL	AS283.09/10	01/03/10	26/03/10		18	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiology Clinical	Communication/information to Patients			Area of concern - Patient booked for invasive procedure inappropriately. Desired outcome - Full time Consultant post replaced in timely manner.	Closed
FORMAL	AS284.09/10	01/03/10	29/03/10		19	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Accident & Emergency	Staff attitude/behaviour			No Action plan supplied	Closed
FORMAL	AS284.09/10	01/03/10	29/03/10		19	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Accident & Emergency	Treatment and Care quality			No Action plan supplied	Closed
FORMAL	AS286.09/10	04/03/10	29/03/10		16	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Surgical Clinic, Outpatients Department	Communication/information to Patients			Awareness of this complaint shared with team to avoid reoccurrence	Closed
FORMAL	AS303.09/10	29/03/10	29/03/10		0	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Admission and Assessment Unit	Admission into hospital (delay cancellation) (inpatients)				Closed
FORMAL	5757/1209	10/02/10	10/03/10		20	CYP	Home of Client	Family Support and Safeguarding		Staff attitude/behaviour				Closed
FORMAL	6034/0210	23/03/10	31/03/10		6	CYP		Specialist Child Health and Disability		Professional Assessment of need				Closed
FORMAL	6060/0210	04/02/10	04/03/10		20	CYP	Dromalane, Newry	Family Support and Safeguarding		Other				

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FORMAL	6082/0210	17/02/10	16/03/10		19	CYP		Family Support and Safeguarding		Staff attitude/behaviour	Personal Information redacted by the USI			
FORMAL	6083/0210	18/02/10	18/03/10		19	CYP		Family Support and Safeguarding		Records/record keeping				
FORMAL	6104/0210	23/02/10	24/03/10		20	CYP	John Mitchell Place, Newry	Family Support and Safeguarding		Staff attitude/behaviour				
FORMAL	6106/0210	23/02/10	24/03/10		20	CYP	Non Trust Owned Property	Specialist Child Health and Disability		Policy/commercial decisions				
FORMAL	6106/0210	23/02/10	24/03/10		20	CYP	Non Trust Owned Property	Specialist Child Health and Disability		Treatment and Care quantity				
FORMAL	6107/0210	23/02/10	24/03/10		20	CYP	Non Trust Owned Property	Specialist Child Health and Disability		Policy/commercial decisions				
FORMAL	6107/0210	23/02/10	24/03/10		20	CYP	Non Trust Owned Property	Specialist Child Health and Disability		Treatment and Care quantity				
FORMAL	6108/0210	23/02/10	24/03/10		20	CYP	Non Trust Owned Property	Specialist Child Health and Disability		Policy/commercial decisions				
FORMAL	6108/0210	23/02/10	24/03/10		20	CYP	Non Trust Owned Property	Specialist Child Health and Disability		Treatment and Care quantity				
FORMAL	6109/0210	23/02/10	24/03/10		20	CYP	Craigavon Area Hospital	Specialist Child Health and Disability		Treatment and Care quality				
FORMAL	6141/0310	03/03/10	24/03/10		14	CYP	Non Trust Owned Property	Specialist Child Health and Disability		Treatment and Care quantity				

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	6141/0310	03/03/10	24/03/10		14	CYP	Non Trust Owned Property	Specialist Child Health and Disability		Policy/commercial decisions	Personal Information redacted by the USI			
FORMAL	6147/0310	01/03/10	29/03/10		19	CYP	Craigavon Area Hospital	Specialist Child Health and Disability		Staff attitude/behaviour				
FORMAL	6149/0310	26/02/10	24/03/10		17	CYP	Non Trust Owned Property	Specialist Child Health and Disability		Treatment and Care quantity				
FORMAL	6149/0310	26/02/10	24/03/10		17	CYP	Non Trust Owned Property	Specialist Child Health and Disability		Policy/commercial decisions				
FORMAL	6166/0310	09/03/10			13	CYP	Craigavon Area Hospital	Specialist Child Health and Disability		Treatment and Care quality				
FORMAL	6177/0310	05/03/10			17	CYP	Cherrygrove Childrens Home	Corporate Parenting		Children Order Complaints				
FORMAL	6227/0310	25/03/10	31/03/10		4	CYP		Family Support and Safeguarding		Staff attitude/behaviour				
FORMAL	6227/0310	25/03/10	31/03/10		4	CYP		Family Support and Safeguarding		Records/record keeping				
FORMAL	AS262.09/10	10/02/10	10/03/10		20	FINANCE	Roxborough House, Moy	Financial Accounting, Control & Financial Services		Patients' property/expenses/finance			No Action Plan	Closed
FORMAL	5958/0110	01/02/10	01/03/10		20	MHD	St Lukes Hospital Armagh	Mental Health Services		Treatment and Care quality				Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	5975/0110	09/02/10	03/03/10		16	MHD	Non Trust Owned Property	Mental Health Services		Discharge/transfer arrangements	Personal Information redacted by the USI			Closed
FORMAL	5975/0110	09/02/10	03/03/10		16	MHD	Non Trust Owned Property	Mental Health Services		Professional Assessment of need				Closed
FORMAL	6010/0210	04/02/10	24/02/10		17	MHD	Craigavon Area Hospital	Mental Health Services		Treatment and Care quality				Closed
FORMAL	6017/0210	08/02/10	08/03/10		20	MHD	Bannvale SEC	Learning Disability Services		Staff attitude/behaviour				Closed
FORMAL	6053/0210	11/02/10	09/03/10		18	MHD	Bannvale SEC	Learning Disability Services		Treatment and Care quality				Closed
FORMAL	6053/0210	11/02/10	09/03/10		18	MHD	Bannvale SEC	Learning Disability Services		Communication/information to Patients				Closed
FORMAL	6056/0210	18/02/10			18	MHD	Craigavon Area Hospital	Mental Health Services		Discharge/transfer arrangements				
FORMAL	6112/0210	05/03/10	31/03/10		17	MHD	Non Trust Owned Property	Learning Disability Services		Professional Assessment of need			Client/MLA advised of reasons that Day Centre has capacity issues particularly for hospital inpatient clients who must be priority. Also advised that provision of such day care may contravene procedures set out in the Regulation, Quality and Improvement Authority directives. Advised that staff will continue to work with client to ensure her needs are met.	Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	6112/0210	05/03/10	31/03/10		17	MHD	Non Trust Owned Property	Learning Disability Services		Professional Assessment of need	Personal Information redacted by the USI		Client/MLA advised of reasons that Day Centre has capacity issues particularly for hospital inpatient clients who must be priority. Also advised that provision of such day care may contravene procedures set out in the Regulation, Quality and Improvement Authority directives. Advised that staff will continue to work with client to ensure her needs are met.	Closed
FORMAL	6145/0310	03/03/10	25/03/10		15	MHD	Daisy Hill Hospital	Mental Health Services		Staff attitude/behaviour				Closed
FORMAL	6145/0310	03/03/10	25/03/10		15	MHD	Daisy Hill Hospital	Mental Health Services		Communication/information to Patients				Closed
FORMAL	6157/0310	04/03/10	29/03/10		16	MHD	St Lukes Hospital Armagh	Mental Health Services		Patients' property/expenses/finance				Closed
FORMAL	6167/0310	09/03/10	24/03/10		10	MHD	Bannvale SEC	Learning Disability Services		Treatment and Care quality				
FORMAL	6167/0310	09/03/10	24/03/10		10	MHD	Bannvale SEC	Learning Disability Services		Treatment and Care quality				
FORMAL	66015/0210	05/02/10	04/03/10		19	MHD	Eden SEC	Learning Disability Services		Communication/information to Patients				Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	66015/0210	05/02/10	04/03/10		19	MHD	Eden SEC	Learning Disability Services		Treatment and Care quality	Personal Information redacted by the USI			Closed
FORMAL	F091117	03/12/09	01/03/10		59	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quality				Closed
FORMAL	F100205	25/02/10	22/03/10		16	OPPC	Gosford Place, Armagh	Older People		Policy/commercial decisions				Closed
FORMAL	F100209		08/03/10		0	OPPC	Mullinure Hospital	Enhanced Services		Treatment and Care quality				Closed
FORMAL	F100211	11/02/10	03/03/10		14	OPPC	Southern Area Urgent Care Service (GP OOH) Newry	Enhanced Services		Treatment and Care quality				Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	F100211	11/02/10	03/03/10		14	OPPC	Southern Area Urgent Care Service (GP OOH) Newry	Enhanced Services		Staff attitude/behaviour	Personal Information redacted by the USI		A GP OOH service review has recently been completed and a number of changes are due to be implemented within the OOH service in April 2010. These changes are specifically aimed at improving the response times to deal with peaks in service demand. A GP OOH service review has recently been completed and a number of changes are due to be implemented within the OOH service in April 2010. These changes are specifically aimed at improving the response times to deal with peaks in service demand.	Closed
FORMAL	F100216	25/02/10	22/03/10		16	OPPC	Home of Client	Primary Care		Policy/commercial decisions				Closed
FORMAL	F100219	22/02/10	22/03/10		19	OPPC	Craigavon Area Hospital	Primary Care	Physiotherapy	Patient's Privacy/dignity				Closed
FORMAL	F100223	03/03/10	15/03/10		8	OPPC	Lurgan Hospital	Enhanced Services		Treatment and Care quality				Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	F100223	05/03/10	24/03/10		12	OPPC	Southern Area Urgent Care Service (GP OOH) Craigavon	Enhanced Services		Clinical Diagnosis	Personal Information redacted by the USI			Closed
FORMAL	F100223-1	23/02/10	19/03/10		17	OPPC	Southern Area Urgent Care Service (GP OOH) Craigavon	Enhanced Services		Treatment and Care quality				Closed
FORMAL	F100224	16/03/10	24/03/10		5	OPPC	Home of Client	Primary Care		Policy/commercial decisions				Closed
FORMAL	F109219	02/03/10	22/03/10		13	OPPC	Home of Client	Primary Care		Policy/commercial decisions				Closed

SHSCT REPORT ON CLOSED COMPLAINTS (JUNE 2010)

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS22.10/11	10.5.10	1.6.10		15	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Stroke Unit	Discharge/transfer arrangements	Personal Information redacted by the USI		Clearer communication between staff and patient and to the family to give them more insight to patient's vulnerability.	Closed
FORMAL	F100520	20.5.10	1.6.10		7		Banbridge H&SSC							Closed
FORMAL	AS293.09/10	10.3.10	2.6.10		55	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North Surgical	Treatment and Care quality			Protected meal times and nurse supervised meals have been implemented on the ward. Staff member made aware of importance of clear and accurate information. Staff awareness at ward meetings, that treatment to be carried out in a timely manner and that appropriate delegation of duties and prioritising care as necessary.	Closed
FORMAL	AS293.09/10	10.3.10	2.6.10		55	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North Surgical	Staff attitude/behaviour			Protected meal times and nurse supervised meals have been implemented on the ward. Staff member made aware of importance of clear and accurate information. Staff awareness at ward meetings, that treatment to be carried out in a timely manner and that appropriate delegation of duties and prioritising care as necessary.	Closed
FORMAL	AS297.09/10	29.3.10	2.6.10		43	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Medical Stroke Ward Level 6 DHH	Treatment and Care quality			1 Review of the pathway to psycho-geriatric services outside of the Southern Trust. 2 Raise awareness of treatment of Lewy body dementia. 3 Establishment of a working group to review admission/discharge pathway for people with dementia.	Closed
FORMAL	AS32.10/11	18.5.10	2.6.10		10	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Outpatients Dept	Policy/commercial decisions			Funding for further 6 months has been secured. The Trust will contact the RHSCB at the end of this period to request further funding for maintenance therapy.	Closed
FORMAL	6391/0510	7.5.10	3.6.10		18	MHD		Mental Health Services		Treatment and Care quality				Closed
FORMAL	AS25.10/11	12.5.10	3.6.10		15	OPPC	Carn Industrial Estate	Enhanced Services		Waiting times, community services				Closed
FORMAL	AS25.10/11	12.5.10	3.6.10		15	ACUTE	Carn Industrial Estate	Functional Support Services	Booking and Contact Centre	Communication/information to Patients				Closed
FORMAL	AS25.10/11	12.5.10	3.6.10		15	ACUTE	Carn Industrial Estate	Functional Support Services	Booking and Contact Centre	Appointments, Delay/Cancellation (Outpatients)				Closed
FORMAL	AS33.10/11	18.5.10	3.6.10		11	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Accident & Emergency	Waiting times A/E department			No Action Plan - As the triage system is designed to identify patients who require immediate emergency care and all patients are categorised on the basis of the severity of their presenting condition.	Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS45.10/11	27.5.10	3.6.10		4	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Trauma and Orthopaedics Theatres	Patients' property/expenses/finance	Personal Information redacted by the USI		No Action Plan required. Procedures in place for patient's property.	Closed
FORMAL	AS31.10/11	14.5.10	4.6.10		13	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Opthamology Clinic	Appointments, Delay/Cancellation (Outpatients)			1 Incorrect address in treatment card - Correct address re-instated. 2 System in ophthalmology is wrong and waiting time too long - System for appointments is under review.	Closed
FORMAL	F100511	11.5.10	4.6.10		17	OPPC	Lurgan Hospital	Enhanced Services		Staff attitude/behaviour				Closed
FORMAL	6287	10.5.10	7.6.10		19	MHD	St Lukes Hospital Armagh	Mental Health Services		Treatment and Care quality				Further Local Resolution (re-opened)
FORMAL	AS21.10/11	6.5.10	7.6.10		21	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Neurology Clinic	Environmental			Working with out-patients to acquire improved interim neurology clinic arrangements.	Closed
FORMAL	AS23.10/11	10.5.10	7.6.10		19	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Surgical Clinic, Outpatients Department	Appointments, Delay/Cancellation (Outpatients)			Currently a delay in patient review appointments. Appointment offered.	Closed
FORMAL	AS30.10/11	13.5.10	7.6.10		16	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Waiting times A/E department			Family should be kept informed during waiting in A&E, issue addressed with staff. Ambulance cancellation addressed by NIAS	Closed
FORMAL	AS30.10/11	13.5.10	7.6.10		16	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Treatment and Care quality			Family should be kept informed during waiting in A&E, issue addressed with staff. Ambulance cancellation addressed by NIAS	Closed
FORMAL	AS30.10/11	13.5.10	7.6.10		16	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Discharge/transfer arrangements			Family should be kept informed during waiting in A&E, issue addressed with staff. Ambulance cancellation addressed by NIAS	Closed
FORMAL	AS36.10/11	20.5.10	7.6.10		11	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Staff attitude/behaviour			Staff member sent on awareness training.	Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS36.10/11	20.5.10	7.6.10		11	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Treatment and Care quality	Personal Information redacted by the USI		Staff member sent on awareness training.	Closed
FORMAL	AS26.10/11	5.5.10	8.6.10		23	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services	Radiology, Daisy Hill Hospital	Staff attitude/behaviour			1 Manager has spoken to the radiographer to emphasise that personal calls must only be taken in an emergency. 2 Consultant has spoken to the doctor to make him aware that the information was incorrect and to rectify same.	Closed
FORMAL	AS26.10/11	5.5.10	8.6.10		23	ACUTE	Daisy Hill Hospital	Integrated Maternity and Women's Health	Antenatal Out Patients	Communication/information to Patients			1 Manager has spoken to the radiographer to emphasise that personal calls must only be taken in an emergency. 2 Consultant has spoken to the doctor to make him aware that the information was incorrect and to rectify same.	Closed
FORMAL	AS29.10/11	13.5.10	8.6.10		17	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	X-Ray Dept	Appointments, Delay/Cancellation (Outpatients)			Aim to have all non-urgent requests reported within 4 weeks. A briefing paper highlighting problems that the Radiology Directorate is facing when trying to produce reports on all x-rays in a timely fashion. Options on what process is required to achieve this. Approval at SMT.	Closed
FORMAL	AS37.10/11	20.5.10	8.6.10		12	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Outpatients Dept	Communication/information to Patients			No Action Plan - As results were reported in a timely manner, good communication between consultant and secretarial staff is maintained.	Closed
FORMAL	AS38.10/11	20.5.10	8.6.10		12	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical Ward DHH	Staff attitude/behaviour			Patient should not be referred directly to the Surgical Ward by GP. Patient should be assessed by Senior Surgical Staff in A&E or Surgical Assessment Unit when referred by GP.	Closed
FORMAL	AS40.10/11	24.5.10	8.6.10	18.6.10	10	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Female Surgical Ward DHH	Treatment and Care quality			No Action Plan - As appropriate investigations were carried out.	Closed
FORMAL	AS40.10/11	24.5.10	8.6.10	18.6.10	10	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Female Surgical Ward DHH	Discharge/transfer arrangements			No Action Plan - As appropriate investigations were carried out.	Closed
FORMAL	AS44.10/11	26.5.10	8.6.10		8	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Treatment and Care quality			Clear communication of the test procedure prior to examination.	Closed

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FORMAL	F100324	21.5.10	10.6.10		13	OPPC	Southern Area Urgent Care Service (GP OOH) Craigavon	Enhanced Services		Staff attitude/behaviour	Personal Information redacted by the USI			Closed
FORMAL	F100513	24.5.10	10.6.10		12	OPPC	Home of Client	Primary Care		Aids/Adaptations/Appliances				Closed
FORMAL	AS17.10/11	4.5.10	11.6.10		27	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Medical Admissions Unit	Discharge/transfer arrangements		No Action Plan - Appropriate examinations carried out on each admission to A&E		Closed
FORMAL	AS17.10/11	4.5.10	11.6.10		27	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Medical Admissions Unit	Professional Assessment of need		No Action Plan - Appropriate examinations carried out on each admission to A&E		Closed
FORMAL	F100514	14.5.10	11.6.10		19	OPPC	Crossmaglen Health Centre	Older People		Access to Premises				Closed
FORMAL	F100527	27.5.10	11.6.10		10	OPPC	Roxborough House, Moy	Older People		Other				Closed
FORMAL	F100603	9.6.10	11.6.10		2	OPPC	Home of Client	Primary Care		Policy/commercial decisions				Closed
FORMAL	F100513	20.5.10	14.6.10		16	OPPC	Lurgan H&SSC	Primary Care		Waiting times, community services				Closed
FORMAL	AS39.10/11	25.5.10	16.6.10		15	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Admission and Assessment Unit	Access to Premises			Buzzer is repaired and signage erected.	Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint		Action taken & Lessons Learned	Current Stage	
FORMAL	AS41.10/11	25.5.10	16.6.10		15	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Surgical Clinic, Outpatients Department	Appointments, Delay/Cancellation (Outpatients)		No Action Plan - As appointment offered to this patient.	Closed	
FORMAL	AS42.10/11	25.5.10	16.6.10		15	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Not Applicable	Records/record keeping		No Action Plan - Child Protection Procedures adhered to when patient was discharged from hospital.	Closed	
FORMAL	AS47.10/11	7.6.10	16.6.10		7	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Accident & Emergency	Waiting times A/E department		Action Plan - 1 Limit of 30 patients booked into fracture clinics. 2 System now in place to ensure the doctor sees the patient on return from x-ray.	Closed	
FORMAL	AS47.10/11	7.6.10	16.6.10		7	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Accident & Emergency	Professional Assessment of need		Action Plan - 1 Limit of 30 patients booked into fracture clinics. 2 System now in place to ensure the doctor sees the patient on return from x-ray.	Closed	
FORMAL	AS47.10/11	7.6.10	16.6.10		7	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Fracture Clinic	Waiting times, out-patient departments		Action Plan - 1 Limit of 30 patients booked into fracture clinics. 2 System now in place to ensure the doctor sees the patient on return from x-ray.	Closed	
FORMAL	F100513	20.5.10	16.6.10		18	OPPC	Lurgan Hospital	Enhanced Services		Treatment and Care quality			Closed	
FORMAL	AS09.10/11	14.4.10	17.6.10	4.8.10	44	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Professional Assessment of need		Unsatisfactory outcome of urethroplasty. Continuing problems included infection of wound, catheter management, recurrent stricture, lymph oedema in residual foreskin and erectile dysfunction.	Letter detailing treatment and care provided. Explanation that this is a complicated case and can only be improved by a series of procedures. Reiterated that possible complications were discussed prior to op.	No Action Plan - Appropriate pre-op discussions with consultant & patient took place. Possible complications discussed. Follow up options also discussed.

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS09.10/11	14.4.10	17.6.10	4.8.10	44	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Treatment and Care quality	Unsatisfactory outcome of urethroplasty. Continuing problems included infection of wound, catheter management, recurrent stricture, lymph oedema in residual foreskin and erectile dysfunction.	Letter detailing treatment and care provided. Explanation that this is a complicated case and can only be improved by a series of procedures. Reiterated that possible complications were discussed prior to op.	No Action Plan - Appropriate pre-op discussions with consultant & patient took place. Possible complications discussed. Follow up options also discussed.	Closed
FORMAL	F100524	24.5.10	18.6.10		18	OPPC	Home of Client	Primary Care		Aids/Adaptations/Appliances	Personal Information redacted by the USI			Closed
FORMAL	F100524	24.5.10	18.6.10		18	OPPC	Home of Client	Primary Care		Treatment and Care quality				Closed
FORMAL	AS49.10/11	2.6.10	22.6.10		14	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Haematology	Treatment and Care quality				Closed
FORMAL	AS49.10/11	2.6.10	22.6.10		14	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Haematology	Staff attitude/behaviour				Closed
FORMAL	AS53.10/11	15.6.10	22.6.10		5	ACUTE	South Tyrone Hospital	Cancer and Clinical Services	Radiology, South Tyrone Hospital	Records/record keeping				Closed
FORMAL	AS56.10/11	17.06.10	22.6.10		5	ACUTE	Craigavon Area Hospital	Functional Support Services	Booking and Contact Centre	Records/record keeping				Closed
FORMAL	F100603	3.6.10	22.6.10		13	OPPC	Home of Client	Primary Care		Policy/commercial decisions				Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	6331/0410	23.4.10	23.6.10		41	MHD	Non Trust Owned Property	Mental Health Services		Treatment and Care quality	Personal Information redacted by the USI			
FORMAL	6331/0410	23.4.10	23.6.10		41	MHD	Non Trust Owned Property	Mental Health Services		Clinical Diagnosis				
FORMAL	6512/0610	1.6.10	23.6.10		16	MHD	Home of Client	Mental Health Services		Treatment and Care quality				Further Local Resolution (re-opened)
FORMAL	AS46.10/11	27.5.10	23.6.10		18	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park	Patients' property/expendses/finance				No Action Plan - Payment was made in this instance.
FORMAL	6567/0610	21.6.10	24.6.10		3	MHD	Non Trust Owned Property	Learning Disability Services		Professional Assessment of need				Closed
FORMAL	F100603	8.6.10	24.6.10		12	OPPC	Home of Client	Primary Care		Policy/commercial decisions				Closed
FORMAL	F100607	7.6.10	24.6.10		13	OPPC	Home of Client	Primary Care		Policy/commercial decisions				Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	F100608	14.6.10	24.6.10		8	MHD	Home of Client	Primary Care		Policy/commercial decisions	Personal Information redacted by the USI			Closed
FORMAL	F100525	8.6.10	29.6.10		15	OPPC	Home of Client	Enhanced Services		Staff attitude/behaviour				Closed
FORMAL	F100609	9.6.10	30.6.10		15	OPPC	Home of Client	Primary Care		Policy/commercial decisions				Closed
FORMAL	6607/0610	10.6.10	10.6.10		0	MHD	Eden SEC	Learning Disability Services		Communication/information to Patients				Closed
FORMAL	AS27.10/11	24.5.10	17.6.10		17	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Accident & Emergency	Professional Assessment of need				Closed
FORMAL	AS27.10/11	24.5.10	17.6.10		17	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical Ward DHH	Professional Assessment of need				Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS35.10/11	24.5.10	2.6.10		6	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Surgical Clinic, Outpatients Department	Records/record keeping	Personal Information redacted by the USI		Awareness Training to junior doctors to highlight the importance of accurate information being documented on discharge letters. This example will continue to be used for future training sessions.	Closed
FORMAL	6279/0410	13.4.10	4.6.10		36	MHD		Mental Health Services		Records/record keeping				
FORMAL	6524/0510	25.5.10	4.6.10		7	CYP	Lurgan H&SSC	Specialist Child Health and Disability	Child Development Clinic	Appointments, Delay/Cancellation (Outpatients)			In liaison with contracts re replacement.	Closed
FORMAL	6606 / 0510	24.5.10	4.6.10		8	CYP	Cedar Grove Residential Children's Centre	Corporate Parenting	Residential Care/Home of client	Children Order Complaints			No further action/lessons	Closed
FORMAL	6328/0410	12.5.10	10.6.10		20	CYP	Non Trust Owned Property	Corporate Parenting	Home of client	Staff attitude/behaviour			No further action/lessons	Closed
FORMAL	6502/0610	24.5.10	11.6.10		13	CYP	South Tyrone Hospital	Specialist Child Health and Disability	Clinic/out patients	Staff attitude/behaviour			No further action/lessons	Closed
FORMAL	6465/0510	17.5.10	11.6.10		18	CYP	Home/outpatients/ward	Specialist Child Health and Disability	Home/outpatient dept/ward	Professional Assessment o need			No further action/lessons	Closed
FORMAL	6465/0510	17.5.10	11.6.10		18	CYP	Home/outpatients/ward	Specialist Child Health and Disability	Home/outpatient dept/ward	Treatment and Care quality			No further action/lessons	Closed
FORMAL	6522/0510	25.5.10	21.6.10		18	CYP	Home of Client	Family Support and Safeguarding	Home of client	Staff attitude/behaviour			No further action/lessons	Closed
FORMAL	6561/0610	1.6.10	29.6.10		20	CYP	Craigavon Area Hospital	Specialist Child Health and Disability	Outpatients Dept	Appointments, Delay/Cancellation (Outpatients)			No further action/lessons	Closed

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Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Personal Information redacted by the USI	Action taken & Lessons Learned	Current Stage	
FORMAL	AS24.10/11	10.5.10	6.7.10		40	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Delivery Suite	Professional Assessment of need		Spoke to midwife to ensure that her attitude appears less harsh. All other care was carried out appropriately.	Closed	
FORMAL	AS24.10/11	10.5.10	6.7.10		40	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	1East Maternity	Staff attitude/behaviour		Spoke to midwife to ensure that her attitude appears less harsh. All other care was carried out appropriately.	Closed	
FORMAL	AS28.10/11	12.5.10	21.7.10		48	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointments, Delay/Cancellation (Outpatients)	Complainant advised her husband was seen as a new patient at the Urology clinic in June 2009 and was told he would be reviewed in 6 weeks time. On contacting the Appointments Dept she has since been told that it was a 6 months review, and then again was told it was 6 weeks. Wife of patient stated her husband is currently on antidepressants due to his ill health and has had to take early retirement. Would like to be seen as soon as possible.	Letter of apology for the delay in review appointments in Urology. Appointment offered.	No Action Plan - Appointment offered.	Closed
FORMAL	AS310.09/10	29.3.10	5.7.10		66	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointments, Delay/Cancellation (Outpatients)	Complainant unhappy that for almost 9 months he has been in constant pain and finds it unacceptable that he may have to wait a further period for another appointment. Concerned also that appointments kept being cancelled during the period and that when they did take place results from previous tests were not back so the appointments were of little benefit.	Letter of apology for the delay in responding to this complaint. Appointment has been arranged and assurance that the consultant will address concerns.	No Action Plan - Patients concerns addressed at appointment with consultant.	Closed
FORMAL	AS43.10/11	26.5.10	23.7.10		40	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointments, Delay/Cancellation (Outpatients)	Patient attends CAH due to prostate problems and has recently been told he needs a biopsy. He is very concerned that 2 months have passed and he still has not received an appointment. Is anxious that any potential treatment will be delayed and could leave him in a life threatening situation. Has made previous complaint (ID 5458).	Letter detailing the treatment and care provided to the patient. Test results were within acceptable levels. The patient was seen by the consultant reporting alteration in his bladder habit and medication was recommended. PSA was re-checked and results showed slight abnormality. Following further checks it was agreed to proceed with TRUS prostrate biopsy. This has been delayed to allow the patient to continue with a planned trip abroad and the biopsies booked on his return. Assurance that correct procedure has been followed and that treatment will be given as required after finding of biopsies received.	No Action Plan - The consultant believes that the correct course of action has been taken in this case in that the biopsies should have waited until after a return form travel and as per previous correspondence his PSA has always been running a little high without any dramatic deterioration.	Closed
FORMAL	AS50.10/11	8.6.10	26.7.10		33	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthodontics Clinic	Appointments, Delay/Cancellation (Outpatients)	Personal Information redacted by the USI	No Action Plan - Waiting list for commencement of orthodontic treatment is currently lengthy.	Closed	
FORMAL	AS51.10/11	9.6.10	26.7.10		32	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Delivery Suite	Treatment and Care quality		Action Plan - Attitude of the doctor has been addressed.	Closed	

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FORMAL	AS52.10/11	1.6.10	23.7.10		37	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Delivery Suite	Staff attitude/behaviour	Personal Information redacted by the USI		No Action Plan - The doctor feels that he acted appropriately but apologies if he unintentionally distressed the patient in any way.	Closed
FORMAL	AS52.10/11	1.6.10	23.7.10		37	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Delivery Suite	Treatment and Care quality			No Action Plan - The doctor feels that he acted appropriately but apologies if he unintentionally distressed the patient in any way.	Closed
FORMAL	AS54.10/11	14.6.10	5.7.10		15	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Professional Assessment of need			No Action Plan - Appropriate analgesia given and further investigations carried out, followed by diagnosis.	Closed
FORMAL	AS55.10/11	15.6.10	5.7.10		14	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South	Treatment and Care quality			Action Plan - 1 Staffing levels are being addressed with management. 5 Staff have spoken to patient regarding breakthrough pain relief.	Closed
FORMAL	AS57.10/11	21.6.10	7.7.10	26.8.10	12	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	1 West Gynae	Treatment and Care quality			Open discussion with staff at staff meeting. Individual discussion with staff at performance review and training needs assessed.	Further Local Resolution (re-opened)
FORMAL	AS58.10/11	21.6.10	13.7.10		15	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Cardiology Clinic	Waiting times, out-patient departments			Action Plan - Improve communication between departments. Measures to be put in place to prevent reoccurrence.	Closed
FORMAL	AS59.10/11	10.6.10	5.7.10		17	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Staff attitude/behaviour			No Action Plan - Staff involved acted appropriately.	Closed
FORMAL	AS59.10/11	10.6.10	5.7.10		17	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Waiting times A/E department			No Action Plan - Staff involved acted appropriately.	Closed

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FORMAL	AS60.10/11	21.6.10	20.7.10		21	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointments, Delay/Cancellation (Outpatients)	Personal Information redacted by the USI		No Action Plan - Every effort is made by secretarial staff to retrieve patient information as requested but correct details must be supplied by the patient in order to do this.	Closed
FORMAL	AS63.10/11	23.6.10	5.7.10		8	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Thoracic Medicine Clinic	Staff attitude/behaviour			No Action Plan - Medical Staff acted in an appropriate manner towards this difficult patient and took his condition seriously.	Closed
FORMAL	AS65.10/11	29.6.10	20.7.10		14	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Medical Admissions Unit	Treatment and Care quality			Action Plan - Staff awareness of the importance of clear communication between them and patient's relatives.	Closed
FORMAL	AS65.10/11	29.6.10	20.7.10		14	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Medical Admissions Unit	Discharge/transfer arrangements			Action Plan - Staff awareness of the importance of clear communication between them and patient's relatives.	Closed
FORMAL	AS66.10/11	11.6.10	5.7.10		16	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South	Treatment and Care quality			Action - Learning within nursing is paramount in relation to communication between disciplines and the ward manager will continue to re-iterate this to staff on a daily basis.	Closed
FORMAL	AS67.10/11	29.6.10	28.7.10		20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Admission and Assessment Unit	Treatment and Care quality			Action Plan - The member of staff has been placed on increased quality assurance training.	Closed

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FORMAL	AS68.10/11	29.6.10	27.7.10	8.9.10	19	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South	Treatment and Care quality	Personal Information redacted by the USI		No Action Plan - Staff attitude/behaviour awareness training continues to be a priority. Staff behaved in an appropriate manner towards this patient at all times.	Further Local Resolution (re-opened)
FORMAL	AS68.10/11	29.6.10	27.7.10	8.9.10	19	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South	Staff attitude/behaviour			No Action Plan - Staff attitude/behaviour awareness training continues to be a priority. Staff behaved in an appropriate manner towards this patient at all times.	Further Local Resolution (re-opened)
FORMAL	AS69.10/11	1.7.10	21.7.10		13	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthodontics Clinic	Professional Assessment of need			No Action Plan - The Consultant gave best advice on each occasion.	Closed
FORMAL	AS71.10/11	15.4.10	23.7.10	24.8.10	68	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South	Treatment and Care quality			Action Plan 1 Ward Manager reminded nursing staff of the importance of communication with families and to communicate with her if any problems arise. 2 Emphasis of the importance of catheter bags being on a stand in conjunction with infection control measures.	Closed
FORMAL	AS71.10/11	15.4.10	23.7.10	24.8.10	68	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South	Communication/information to Patients			Action Plan 1 Ward Manager reminded nursing staff of the importance of communication with families and to communicate with her if any problems arise. 2 Emphasis of the importance of catheter bags being on a stand in conjunction with infection control measures.	Closed
FORMAL	AS72.10/11	5.7.10	23.7.10		13	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 Medical	Patients' property/expenses/finance			Action Plan - Search of area for missing bag. Incident reported to security. Apology given.	Closed
FORMAL	AS74.10/11	7.7.10	20.7.10	11.8.10	8	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	Macmillan Suite - Mandeville Unit	Appointments, Delay/Cancellation (Outpatients)			Rationalisation of review appointments to ensure timely & appropriate review, this is currently part of a regional discussion and project. Staff communicate more effectively with patients regarding delays and escalate patient concerns re delays, this issue has been raised at Mandeville admin staff meeting - training to be carried out. Meeting with Belfast Trust to agree communication regarding appointment delays.	Closed

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FORMAL	AS76.10/11	8.7.10	20.7.10		7	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services	Theatres	Treatment and Care quality	Personal Information redacted by the USI		No Action Plan - Extensive discussion between the consultant and the patient to clarify the usage of morphine as pain relief post op and to alert staff to give IV anti sickness medication during the operation.	Closed
FORMAL	AS77.10/11	16.7.10	25.7.10		7	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South	Professional Assessment of need			No action plan needed.	Closed
FORMAL	AS88.10/11	29.7.10	29.7.10		0	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North Surgical	Professional Assessment of need			No Action Plan - Complaint withdrawn.	Closed
FORMAL	AS88.10/11	29.7.10	29.7.10		0	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North Surgical	Staff attitude/behaviour			No Action Plan - Complaint withdrawn.	Closed
FORMAL	6618/0610	10.6.10	6.7.10		18	CYP	Home of Client	Specialist Child Health and Disability		Professional Assessment of need				
FORMAL	6618/0610	10.6.10	6.7.10		18	CYP	Home of Client	Specialist Child Health and Disability		Records/record keeping				
FORMAL	6653/0610	17.6.10	6.7.10		13	CYP	Non Trust Owned Property	Specialist Child Health and Disability		Confidentiality				
FORMAL	6660/0610	21.6.10	7.7.10		12	CYP	Home of Client	Family Support and Safeguarding		Staff attitude/behaviour				
FORMAL	6760/0710	8.7.10	27.7.10		12	CYP		Family Support and Safeguarding		Staff attitude/behaviour				
FORMAL	6768/0710	9.7.10	19.7.10		5	CYP	Home of Client	Corporate Parenting	Home of Client	Treatment and Care quantity				
FORMAL	6782/0610	14.7.10	20.7.10		4	CYP	Home of Client	Corporate Parenting	Home of Client	Other				
FORMAL	6808/0710	8.7.10	9.7.10		1	CYP	Cedar Grove Residential Children's Centre	Corporate Parenting		Children Order Complaints				

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FORMAL	6586/0610	7.6.10	7.7.10		22	MHD	Riverside			Other	Personal Information redacted by the USI			Further Local Resolution (re-opened)
FORMAL	6621/0610	10.6.10	6.7.10		18	MHD	Home of Client	Mental Health Services		Staff attitude/behaviour				Closed
FORMAL	6630/0610	23.6.10	22.7.10		20	MHD	Moylinn House			Communication/information to Patients				Further Local Resolution (re-opened)
FORMAL	6631/0610	14.6.10	9.7.10		19	MHD	St Lukes Hospital Armagh			Patients' property/expenses/finance				
FORMAL	6649/0610	16.6.10	15.7.10		20	MHD	St Lukes Hospital Armagh			Policy/commercial decisions				Closed

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FORMAL	6707/0610	30.6.10	23.7.10		16	MHD	Home of Client	Learning Disability Services		Policy/commercial decisions	Personal Information redacted by the USI			
FORMAL	6708/0610	30.6.10	23.7.10		16	MHD	Trasna House	Mental Health Services		Treatment and Care quality				
FORMAL	6735/0710	6.7.10	30.7.10		17	MHD	Dromalane, Newry	Learning Disability Services		Treatment and Care quality				
FORMAL	F100701	19.7.10	21.7.10		2	MHD	Home of Client	Physical and Sensory Disability Services		Professional Assessment of need				Following review no longer eligible for meals on wheels service. Social Worker has provided list of ready made meal providers in local area and Trust has supplied with floating support worker to assist client in arranging delivery of ready made meals and also shopping on line. Personal where client resides also provides fortnightly shopping fac from Tescos
FORMAL	F100624	24.6.10	2.7.10		6	OPPC	Home of Client			Waiting times, community services				Closed
FORMAL	F100708	8.7.10			0	OPPC	Home of Client							
FORMAL	F100407				0	OPPC	Home of Client	Primary Care		Waiting times, community services				Closed
FORMAL	F100607	14.6.10			21	OPPC	Home of Client	Older People		Policy/commercial decisions				Further Local Resolution (re-opened)
FORMAL	F100607	14.6.10			21	OPPC	Home of Client	Primary Care		Staff attitude/behaviour				Further Local Resolution (re-opened)
FORMAL	F100607	15.6.10	7.7.10		16	OPPC	Lurgan H&SSC	Primary Care		Staff attitude/behaviour				Closed

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FORMAL	F100610	17.6.10	8.7.10		15	OPPC	Home of Client	Promoting Wellbeing		Policy/commercial decisions	Personal Information redacted by the USI			Further Local Resolution (re-opened)
FORMAL	F100615	15.6.10	5.7.10		14	OPPC	Armagh Community Hospital	Primary Care		Waiting lists, community services				Closed
FORMAL	F100616	16.6.10	7.7.10		15	OPPC	Southern Area Urgent Care Service (GP OOH) Craigavon	Enhanced Services	Treatment Room	Staff attitude/behaviour				
FORMAL	F100617	24.6.10	9.7.10		11	OPPC	John Mitchell Place, Newry	Primary Care		Aids/Adaptations/Appliances				Closed
FORMAL	F100621	28.6.10	6.7.10		6	OPPC	Portadown H&SSC	Primary Care		Waiting times, community services				Closed
FORMAL	F100622	22.7.10	30.7.10		6	OPPC	Home of Client	Primary Care		Policy/commercial decisions				
FORMAL	F100623	1.7.10	8.7.10		5	OPPC	Home of Client	Primary Care		Policy/commercial decisions				Closed
FORMAL	F100623	23.6.10	7.7.10		10	OPPC	Home of Client	Primary Care		Policy/commercial decisions				Closed
FORMAL	F100623	23.6.10			18	OPPC	Home of Client	Primary Care		Policy/commercial decisions				Closed

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FORMAL	F100629	29.6.10	28.7.10		20	OPPC	Home of Client	Primary Care		Policy/commercial decisions	Personal Information redacted by the USI			
FORMAL	F100630	7.7.10	30.7.10		16	OPPC	Home of Client	Primary Care		Policy/commercial decisions				Closed
FORMAL	F100630	30.6.10			12	OPPC	Home of Client	Primary Care		Policy/commercial decisions				Closed
FORMAL	F106015	23.6.10	8.7.10		11	OPPC	Home of Client	Primary Care		Policy/commercial decisions				Closed

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FORMAL	AS100.10/11	9/8/10	2/9/10		17	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointments, Delay/Cancellation (Outpatients)	Personal Information redacted by the USI		No Action Plan - Appointment arranged for consultants return from annual leave.	Closed
FORMAL	AS102.10/11	9/8/10	6/9/10		19	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Surgical Clinic, Outpatients Department	Appointments, Delay/Cancellation (Outpatients)			No Action Plan - 1.All processes for booking of routine patient were followed by booking centre. 2. Information contained in the GP referral letter did not meet the NICAN suspect cancer referral guidelines, so not red flagged.	Closed
FORMAL	AS104.10/11	11/8/10	17/9/10		26	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Accident & Emergency	Treatment and Care quality			Action Plan - Staff awareness that patient should not be left unattended on a trolley with no cot sides when they are feeling faint.	Closed
FORMAL	AS105.10/11	16/8/10	13/9/10		19	ACUTE		Medicine and Unscheduled Care	Accident & Emergency	Treatment and Care quality			No Action Plan - In place yet.	Closed
FORMAL	AS105.10/11	16/8/10	13/9/10		19	ACUTE		Medicine and Unscheduled Care	Accident & Emergency	Waiting times A/E department			No Action Plan - In place yet.	Closed
FORMAL	AS107.10/11	17/8/10	2/9/10		11	ACUTE	Daisy Hill Hospital	Integrated Maternity and Women's Health	Antenatal Out Patients	Treatment and Care quality			Action Plan - Department Manager and Lead Consultant discussing the need for clear guidelines in relation to cut off point for BMI acceptance.	Closed
FORMAL	AS108.10/11	18/8/10	2/9/10	16/9/10	10	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiology Clinic	Appointments, Delay/Cancellation (Outpatients)			Action Plan - 1 Consultant to ensure that patient follow-up and management more clear. 2 Cardiology are reviewing all charts and putting in place a management system to address each patient's needs.	Re-opened
FORMAL	AS109.10/11	23/8/10	14/9/10		15	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Accident & Emergency	Professional Assessment of need			Action Plan - Patients should not be transferred to rehab if on-going pain and issues surrounding diagnosis. Protocol should read x-ray at 48hours, low threshold for CT. Lack of middle grade cover ensured that decisions were only made weekly and not more frequently unless acute deterioration. Need to monitor Haemoglobin and not to over transfuse. Threshold for antibiotic in community and family perception of same in hospital. Need more consistent, rapid reporting system for x-rays.	Closed

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FORMAL	AS109.10/11	23/8/10	14/9/10		15	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Rehabilitation Ward Level 4 DHH	Treatment and Care quality	Personal Information redacted by the USI		Action Plan - Patients should not be transferred to rehab if on-going pain and issues surrounding diagnosis. Protocol should read x-ray at 48hours, low threshold for CT. Lack of middle grade cover ensured that decisions were only made weekly and not more frequently unless acute deterioration. Need to monitor Haemoglobin and not to over transfuse. Threshold for antibiotic in community and family perception of same in hospital. Need more consistent, rapid reporting system for x-rays.	Closed
FORMAL	AS113.10/11	2/9/10	28/9/10		18	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	X-Ray Dept	Communication/information to Patients			Action Plan - 1 Staff reminded of the importance of giving out correct information to patients. 2 All staff to record enquiries from patients so that they can be dealt with in a timely manner and ensure queries are followed up.	Closed
FORMAL	AS114.10/11	6/9/10	21/9/10	7/10/10	11	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Female Surgical Ward DHH	Treatment and Care quality			Action Plan - Staff awareness of completion of adverse incident forms.	Re-opened
FORMAL	AS70.10/11	1/7/10	21/9/10		56	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Radiology, Craigavon Area Hospital	Treatment and Care quality			No Action Plan - Consultant tried medication but sometime this pain is difficult to control. Review appointment has been suggested.	Closed
FORMAL	AS85.10/11	26/7/10	13/9/10		34	ACUTE	Thomas Street Clinic, Dungannon	Cancer and Clinical Services	Orthoptic Clinic	Professional Assessment of need			Action Plan - Clarification of the role of the orthoptic and the refraction clinic by issue of an information leaflet. Reception desk covered during clinic hours, staff to be made aware of gaps in cover of reception at Dobbin Clinic. Outside Acute Services so forwarded to OSL for clerical staff at Dobbin Clinic)	Closed
FORMAL	AS87.10/11	28/7/10	21/9/10		38	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Professional Assessment of need			No Action Plan - Appropriate treatment and care given to patient.	Closed

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FORMAL	AS87.10/11	28/7/10	21/9/10		38	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Staff attitude/behaviour	Personal Information redacted by the USI		No Action Plan - Appropriate treatment and care given to patient.	Closed
FORMAL	AS87.10/11	28/7/10	21/9/10		38	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	Theatres	Theatre/operation/procedure, delay/cancellation			No Action Plan - Appropriate treatment and care given to patient.	Closed
FORMAL	AS92.10/11	3/8/10	13/9/10		28	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Medical Admissions Unit	Treatment and Care quality			No Action Plan - Further outstanding issues to address	Closed
FORMAL	AS93.10/11	3/8/10	1/9/10		20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	ENT Clinic, Surgical Outpatients	Appointments, Delay/Cancellation (Outpatients)			Action Plan - Review being carried out in relation to the backlog with consultants to try to resolve ongoing issue.	Closed
FORMAL	AS93.10/11	3/8/10	1/9/10		20	ACUTE	Craigavon Area Hospital	Functional Support Services	ENT Clinic, Surgical Outpatients	Communication/information to Patients			Action Plan - Review being carried out in relation to the backlog with consultants to try to resolve ongoing issue.	Closed
FORMAL	AS96.10/11	5/8/10	17/9/10		30	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Accident & Emergency	Staff attitude/behaviour			No Action Plan - Consultant carried out full examination and listened carefully to the patient.	Closed
FORMAL	AS97.10/11	9/8/10	21/9/10		30	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services	X-Ray Dept	Clinical Diagnosis			No Action Plan - Patient's assessment & treatment was carried out appropriately	Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS98.10/11	9/8/10	13/9/10		24	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services	Theatres	Staff attitude/behaviour	Personal Information redacted by the USI		No Action Plan - Consultant has left the Trust.	Closed
FORMAL	AS98.10/11	9/8/10	13/9/10		24	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services	Theatres	Treatment and Care quality			No Action Plan - Consultant has left the Trust.	Closed
FORMAL	AS99.10/11	9/8/10	13/9/10		24	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Admission and Assessment Unit	Treatment and Care quality			No Action Plan - Full tests carried out to rule out any problems such as pre-eclampsia.	Closed
FORMAL	6873/0810	4/8/10	2/9/10		20	CYP	Edenvilla	Corporate Parenting		Children Order Complaints				Local Resolution
FORMAL	6888/0810	10/8/10	2/9/10		16	CYP	Home of Client	Family Support and Safeguarding	Home of Client	Treatment and Care quality				Local Resolution
FORMAL	6900/0810	13/8/10	2/9/10		13	CYP	Home of Client	Corporate Parenting	Home of Client	Staff attitude/behaviour				Local Resolution
FORMAL	6967/0810	18/8/10	2/9/10		10	CYP	Edenvilla	Corporate Parenting	Home of Client	Children Order Complaints				Local Resolution
FORMAL	6848/0810	20/8/10	2/9/10		8	MHD	Craigavon Area Hospital	Mental Health Services		Treatment and Care quality				
FORMAL	6874/0910	1/9/10	29/9/10		20	MHD	Banbridge H&SSC	Physical and Sensory Disability Services		Aids/Adaptations/Appliances				
FORMAL	7016/0910	3/9/10	27/9/10		16	MHD	Home of Client	Learning Disability Services		Patients' property/expenses/finance				

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	7074/0910	22/9/10	29/9/10		5	MHD	Home of Client	Learning Disability Services		Aids/Adaptations/Appliances	Personal Information redacted by the USI			
FORMAL	6794	4/8/10	1/9/10		19	OPPC	Home of Client	Older People		Professional Assessment of need				Closed
FORMAL	6827/0710	17/8/10	10/9/10		17	OPPC	Home of Client	Primary Care		Treatment and Care quantity				
FORMAL	F100628	16/7/10	7/9/10		36	OPPC	Home of Client	Primary Care		Treatment and Care quantity				Closed
FORMAL	OP01.10/11	3/8/10	3/9/10		22	OPPC	Home of Client	Older People		Treatment and Care quantity				Closed
FORMAL	OP03.10/11	16/8/10	6/9/10		14	OPPC	Home of Client	Primary Care	Home of Client	Aids/Adaptations/Appliances				Closed
FORMAL	OP06.10/11	18/8/10	17/9/10	6/10/10	21	OPPC	Home of Client	Primary Care	Home of Client	Treatment and Care quantity				Re-opened
FORMAL	OP07.10/11	24/8/10	15/9/10	4/10/10	15	OPPC	Home of Client	Primary Care	Home of Client	Treatment and Care quantity				Re-opened

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	OP08.10/11	24/8/10	17/9/10		17	OPPC	Home of Client	Primary Care	Home of Client	Treatment and Care quality	Personal Information redacted by the USI		Action Plan - 1&2 Better record keeping in future. 4,5&6 Staff awareness training in relation to following of procedures laid down. 7 Staff awareness in relation to staff attitude/behaviour.	Closed
FORMAL	OP09.10/11	25/8/10	17/9/10		16	OPPC	Home of Client	Primary Care	Occupational Therapy Department	Aids/Adaptations/Appliances			No Action Plan - Order for specialised chair could not be processed until funding identified.	Closed
FORMAL	OP10.10/11	25/8/10	13/9/10		12	OPPC		Primary Care	Podiatry Clinic	Appointments, Delay/Cancellation (Outpatients)			No Action Plan - Appointment offered.	Closed
FORMAL	OP11.10/11	25/8/10	17/9/10		16	OPPC	Home of Client	Primary Care	Home of Client	Treatment and Care quantity			No Action Plan - Review carried out, client no longer eligible for care package.	Closed
FORMAL	OP12.10/11	1/9/10	28/9/10		19	OPPC	Home of Client	Primary Care	Home of Client	Treatment and Care quantity			Action Plan -1 Review and outcome carried out appropriately. 2 Following new information regarding fire safety and safe exit a home safety assessment has been requested. 3 OT referral to be completed to establish if equipment required to maximise client's independence.	Closed
FORMAL	OP14.10/11	2/9/10	17/9/10	22/9/10	11	OPPC	Home of Client	Primary Care	Home of Client	Treatment and Care quantity				Re-opened
FORMAL	OP15.10/11	2/9/10	29/9/10		19	OPPC	Home of Client	Primary Care	Home of Client	Treatment and Care quantity			No Action Plan - Review carried out and client no longer eligible for care package.	Closed
FORMAL	OP16.10/11	7/9/10	24/9/10		13	OPPC	Southern Area Urgent Care Service (GP OOH) Dungannon	Primary Care	Southern Area Urgent Care Service (GP OOH) Dungannon	Staff attitude/behaviour			No Action Plan - Clinical consultation and conclusions reached were appropriate.	Closed
FORMAL	OP20.10/11	14/9/10	20/9/10		4	OPPC	Home of Client	Primary Care		Treatment and Care quantity				Closed

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Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS101.10/11	9.8.10	26.10.10		55	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Appointments, Delay/Cancellation (Outpatients)	Personal Information redacted by the USI		Action Plan - As result of this complaint the service has now initiated a process to send a letter to both the patient and the GP in relation to onward referrals as this should address the concern raised.	Closed
FORMAL	AS103.10/11	11.8.10	17.9.10	23.9.10	46	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Treatment and Care quality			Action Plan - Patient not given emesis bowl when required. Staff awareness of patients view of her experience.	Further Local Resolution (re-opened)
FORMAL	AS110.10/11	24.8.10	11.10.10		33	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South	Discharge/transfer arrangements			No Action Plan - Treatment and discharge arrangements appropriate	Closed
FORMAL	AS111.10/11	24.8.10	7.10.10		31	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Surgical Clinic, Outpatients Department	Appointments, Delay/Cancellation (Outpatients)			Action Plan - Trust currently actively addressing the review backlog and plans are in place to reduce waiting times and the delay which patients have experienced.	Closed
FORMAL	AS112.10/11	2.9.10	4.10.10		22	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Fracture Clinic	Appointments, Delay/Cancellation (Outpatients)			Action Plan - Additional clinics have been arranged to cope with the increased demand.	Closed
FORMAL	AS115.10/11	6.9.10	4.10.10		20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Clinical Diagnosis			Action Plan - 1 More Robust scrutiny of x-rays - Reflection of complaint which entails reviewing the patient notes and reviewing the x-ray. 2 Checking x-ray and reporting system to catch missed x-rays - Issue to be raised at clinical governance A&E meeting	Closed
FORMAL	AS116.10/11	7.9.10	5.10.10		20	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Outpatients Dept	Communication/information to Patients			Action Plan - Notes recorded as a misfile and staff striving to provide availability. Team meeting reminder of the correct use of Case Note Tracking. Care of all staff when refilling.	Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS116.10/11	7.9.10	5.10.10		20	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Outpatients Dept	Professional Assessment of need	Personal Information redacted by the USI		Action Plan - Notes recorded as a misfile and staff striving to provide availability. Team meeting reminder of the correct use of Case Note Tracking. Care of all staff when refilling.	Closed
FORMAL	AS117.10/11	15.9.10	22.10.10		27	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Professional Assessment of need			Action Plan - Loss of Medical Notes, ensure careful tracking of patient's notes.	Closed
FORMAL	AS117.10/11	15.9.10	22.10.10		27	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Respiratory Dept	Treatment and Care quality			Action Plan - Loss of Medical Notes, ensure careful tracking of patient's notes.	Closed
FORMAL	AS117.10/11	15.9.10	22.10.10		27	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Medical Admissions Unit	Treatment and Care quality			Action Plan - Loss of Medical Notes, ensure careful tracking of patient's notes.	Closed
FORMAL	AS118.10/11	15.9.10	8.10.10	29.10.10	17	ACUTE	Daisy Hill Hospital	Integrated Maternity and Women's Health	Maternity/Labour Ward	Treatment and Care quality			No Action Plan - Staff communicated with the patient in a clear and courteous manner.	Closed
FORMAL	AS118.10/11	15.9.10	8.10.10	29.10.10	17	ACUTE	Daisy Hill Hospital	Integrated Maternity and Women's Health	Maternity/Labour Ward	Treatment and Care quality			No Action Plan - Staff communicated with the patient in a clear and courteous manner.	Closed
FORMAL	AS119.10/11	17.9.10	15.10.10	26.10.10	20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Patients' property/expenses/finance			No Action Plan - thorough search carried out	Closed
FORMAL	AS120.10/11	17.9.10	15.10.10		20	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Accident & Emergency	Professional Assessment of need			No Action Plan - Consultant carried out appropriate treatment and care during each attendance to A&E department.	Closed
FORMAL	AS120.10/11	17.9.10	15.10.10		20	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Accident & Emergency	Staff attitude/behaviour			No Action Plan - Consultant carried out appropriate treatment and care during each attendance to A&E department.	Closed

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	AS121.10/11	21.9.10	29.10.10		28	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	2 West Maternity	Staff attitude/behaviour	Personal Information redacted by the USI		Action Plan - Improve communication to patient.	Closed
FORMAL	AS121.10/11	21.9.10	29.10.10		28	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	2 West Maternity	Staff attitude/behaviour			Action Plan - Improve communication to patient.	Closed
FORMAL	AS121.10/11	21.9.10	29.10.10		28	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Delivery Suite	Communication/information to Patients			Action Plan - Improve communication to patient.	Closed
FORMAL	AS122.10/11	21.9.10	11.10.10		14	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services	Neurophysiology Dept	Policy/commercial decisions			Action Plan - Trust is actively working through and when a sustainable solution is obtained the Trust will commence working through the referrals.	Closed
FORMAL	AS124.10/11	21.9.10	15.10.10		18	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Clinical Decisions Unit	Staff attitude/behaviour			Action Plan - Reflection of complaint and written submission regarding the interaction between nursing and medical staff.	Closed
FORMAL	AS126.10/11	24.9.10	8.10.10		10	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South	Discharge/transfer arrangements			no Action Plan - All staff worked together to arrange appropriate discharge of this patient and communicated with the family.	Closed
FORMAL	AS126.10/11	24.9.10	8.10.10		10	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South	Communication/information to Patients			no Action Plan - All staff worked together to arrange appropriate discharge of this patient and communicated with the family.	Closed
FORMAL	AS127.10/11	27.9.10	15.10.10		14	ACUTE	Craigavon Area Hospital	Functional Support Services	Reception Area	Environmental			Action Plan - 1 Review of positioning of the seating. No Action Plan - 95% of attendees assessed, treated and discharged within 4 hours achieved on that busy evening	Closed
FORMAL	AS127.10/11	27.9.10	15.10.10		14	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Waiting times A/E department			Action Plan - 1 Review of positioning of the seating. No Action Plan - 95% of attendees assessed, treated and discharged within 4 hours achieved on that busy evening	Closed
FORMAL	AS128.10/11	27.9.10	11.10.10		10	ACUTE	Daisy Hill Hospital	Functional Support Services	Reception Area	Environmental			Action Plan - 1 Develop a guide to the smoke free policy for service users, carers & staff. 2 Smoke free zone, clear signage to keep smoking away from hospital windows. 3 Issue a public press release on problems caused by smoking and littering on hospital site.	Closed
FORMAL	AS130.10/11	27.9.10	11.10.10		10	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	Radiology, Craigavon Area Hospital	Staff attitude/behaviour			No Action Plan - Doctor could not recall any unusual incident regarding the patient.	Closed

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FORMAL	AS130.10/11	27.9.10	11.10.10		10	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	Radiology, Craigavon Area Hospital	Treatment and Care quality
FORMAL	AS131.10/11	29.9.10	15.10.10		12	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Admission into hospital (delay cancellation) (inpatients)
FORMAL	AS133.10/11	4.10.10	29.10.10	11.11.10	19	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Medical Admissions Unit	Treatment and Care quality
FORMAL	AS147.10/11	19.10.10	25.10.10		4	ACUTE	CAH	CCS	EEG	04
FORMAL	AS139.10/11	6.10.10	20.10.10		10	ACUTE	DHH	SEC	GENSUR	04
FORMAL	AS142.10/11	12.10.10	25.10.10		9	ACUTE	CAH	SEC	OPHTHA	04
FORMAL	ASINF100	28.10.10	29.10.10		1	ACUTE	CAH	MUC		23
FORMAL	6994/0810	10.8.10	6.10.10		40	CYP	Cedar Grove Residential Children's Centre	Corporate Parenting	Home of Client	Staff attitude/behaviour
FORMAL	7033/0910	10.9.10	6.10.10		18	CYP	Lurgan H&SSC	Specialist Child Health and Disability	Reception Area	Waiting times, community services
FORMAL	7033/0910	10.9.10	6.10.10		18	CYP	Lurgan H&SSC	Specialist Child Health and Disability	Reception Area	Communication/information to Patients

Personal Information redacted by the USI

Personal Information redacted by the USI

Action taken & Lessons Learned	Current Stage
No Action Plan - Doctor could not recall any unusual incident regarding the patient.	Closed
No Action Plan - Apology given for clerical error	Closed
Action Plan - Improved communication to family.	Closed
Action Plan - Trust is in negotiations with both Belfast Trust and the Health & Social Care Board to find solution to address the waiting list for this diagnostic test.	CLOSED
Action plan - Backlog issue now being addressed	CLOSED
No Action Plan - Specialty does not have sufficient capacity to adhere to the current maximum waiting times so it is difficult for the referral and booking centre to advise patients exactly when they will receive an appointment.	CLOSED
No Action Plan.	CLOSED
	Local Resolution
	Local Resolution
	Local Resolution

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	7072/0910	22.9.10	19.10.10		19	CYP	Trasna House	Family Support and Safeguarding	Home of Client	Confidentiality	Personal Information redacted by the USI			Local Resolution
FORMAL	7072/0910	22.9.10	19.10.10		19	CYP	Trasna House	Family Support and Safeguarding	Home of Client	Staff attitude/behaviour				Local Resolution
FORMAL	7102/0910	9.9.10	6.10.10		19	CYP	Home of Client	Family Support and Safeguarding	Home of Client	Children Order Complaints				Local Resolution
FORMAL	7104/0910	16.9.10	29.10.10		31	CYP	Home of Client	Social Services and Social Care Governance	Home of Client	Professional Assessment of need				Local Resolution
FORMAL	E0090/1010	25.10.10	25.10.10		0	CYP	COMM	FSSG		30				LR1011

Type	Ref	First received	Replied	Re-opened	Response Time	Directorate	Site	Division/Speciality	Ward/Dept/Area	Category of Complaint	Summary of Complaint	Summary of Investigation	Action taken & Lessons Learned	Current Stage
FORMAL	0005/1010	4.10.10	29.10.10		19	CYP	LURGAN	SCHD		28	Personal Information redacted by the USI			LR1011
FORMAL		16.9.10	13.10.10		19	MHD	St Lukes Hospital Armagh			Treatment and Care quality			Client to client advising nurse thoroughly examined aunt's left ankle and no mark was observed. Regarding aunt looking untidy aunt could be very resistive to nursing intervention at times, part of her condition confirmed that hairdressing polict has changed. Re glasses apologised for delay in returning same (another patient had taken them upon discharge to a nursing home). Re chest infections, they were closely monitored and app action taken, seen by junior doc 16 times in addition to consultant ward rounds. Re Dry patch, nursing staff referred pt to Tissue Viability Nurse and approp action taken. Re wheelchair with no footplates, wheelchair repaired and all wheelchairs in villa 3 have footplates. Re cold sore, appropriate action taken. Re aunt's sore eye" aunt was commenced on Chloramphenicol, a broad spectrum antibiotic used to treat eye infections	Closed
FORMAL		16.9.10	13.10.10		19	MHD	Daisy Hill Hospital	Mental Health Services		Treatment and Care quality			Letter to cleint advised that within the Perseo area, MHS operate a multi-disciplinary approach to all allocations of referrals requesting input by a key worker. Client was referred to Mental Health Resource Centre in Dec 2009. The Resource Centre is a further support mechanism for clients. Whilst at the Resource Centre, client rec'd 1:1 and group support. In June 2010 discharged from the Resource Centre (Out of Hours service and Duty Rota contact details given) and referred to the Over to You Project. . During month of July crisis within family life causing some anxiety Client was sub seen at Psychiatric Outpatients on three separate occasions during July 2010. The support offered was a supporting letter to the Housing Executive and client was also signposted to Mindwise for support to progress her Benefits claim. On the 20th July 2010, a mental health multi-disciplinary team had a further discussion about the level of input required and it was agreed to continue with Psychiatric Outpatient reviews only, which are currently ongoing. care is reviewed on a regular basis in conjunction with GP and any changes/needs will be addressed accordingly.	Closed
FORMAL	6840/0710	18.8.10	3.9.10	8.9.10	36	MHD	Home of Client	Physical and Sensory Disability Services		Professional Assessment of need				
FORMAL	7023/0910	22.9.10	20.10.10		20	MHD	St Lukes Hospital Armagh	Mental Health Services		Treatment and Care quality				
FORMAL	F100701	19.7.10	21.7.10	29.9.10	65	MHD	Home of Client	Physical and Sensory Disability Services		Professional Assessment of need			Following review no longer eligible for meals on wheels service. Social Worker has provided list of ready made meal providers in local area and Trust has supplied with floating support worker to assist client in arranging delivery of ready made meals and also shopping on line, Fold Assoc where client resides also provides fortnightly shopping fac from Tesco's	Ombudsm an 1011

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FORMAL		27.10.10	27.10.10		0	MHD	SLH	MHS		35	Personal Information redacted by the USI			LR1011
FORMAL	33/10	12.10.10	29.10.10		13	MHD	COMM	PSDS		29				
FORMAL	65/10	20.10.10	29.10.10		7	MHD	INDSEC	LDS		22				
FORMAL	OP04.10/11	16.8.10	6.10.10		36	OPPC	Southern Area Urgent Care Service (GP OOH) Craigavon	Enhanced Services		Treatment and Care quality		No Action Plan - Advice appropriate	Closed	
FORMAL	OP05.10/11	17.8.10	6.10.10		35	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quantity		No Action Plan - Reviews carried out appropriately.	Closed	
FORMAL	OP05.10/11	17.8.10	6.10.10		35	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quantity		No Action Plan - Reviews carried out appropriately.	Closed	
FORMAL	OP05.10/11	17.8.10	6.10.10		35	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quantity		No Action Plan - Reviews carried out appropriately.	Closed	
FORMAL	OP05.10/11	17.8.10	6.10.10		35	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quantity		No Action Plan - Reviews carried out appropriately.	Closed	
FORMAL	OP05.10/11	17.8.10	6.10.10		35	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quantity		No Action Plan - Reviews carried out appropriately.	Closed	
FORMAL	OP05.10/11	17.8.10	6.10.10		35	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quantity		No Action Plan - Reviews carried out appropriately.	Closed	
FORMAL	OP05.10/11	17.8.10	6.10.10		35	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quantity		No Action Plan - Reviews carried out appropriately.	Closed	
FORMAL	OP05.10/11	17.8.10	6.10.10		35	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quantity		No Action Plan - Reviews carried out appropriately.	Closed	
FORMAL	OP05.10/11	17.8.10	6.10.10		35	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quantity		No Action Plan - Reviews carried out appropriately.	Closed	
FORMAL	OP05.10/11	17.8.10	6.10.10		35	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quantity		No Action Plan - Reviews carried out appropriately.	Closed	
FORMAL	OP13.10/11	2.9.10	5.10.10	26.10.10	23	OPPC	Home of Client	Primary Care	Home of Client	Treatment and Care quantity		No Action Plan - Review and outcome appropriate	Closed	
FORMAL	OP18.10/11	21.9.10	11.10.10		14	OPPC	Portadown H&SSC	Primary Care	Podiatry Clinic	Appointments, Delay/Cancellation (Outpatients)		No Action Plan - Appointments currently comply with regional target times.	Closed	
FORMAL	OP19.10/11	13.9.10	1.10.10		14	OPPC	Home of Client	Primary Care	Home of Client	Aids/Adaptations/Appliances		No Action Plan - Occ Therapy Dept has worked closely with Housing Exec to handle this client's issues.	Closed	
FORMAL	OP21.10/11	14.9.10	13.10.10		21	OPPC	Kilkeel Primary Care Centre	Primary Care		Treatment and Care quantity	Action Plan - District Nursing staff are responsible for the receipt and issue of continence products for approx. 200 clients across adult, learning disability and Childrens services. Exploring the transfer of the receipt and distribution of continence products to stores personal.	Closed		
FORMAL	OP22.10/11	21.9.10	15.10.10		18	OPPC	Home of Client	Primary Care	Home of Client	Treatment and Care quantity	No Action Plan - Reassessment carried out with satisfactory outcome.	Closed		
FORMAL	OP23.10/11	29.9.10	6.10.10		5	OPPC	Non Trust Owned Property	Older People	Non Trust Owned Facility	Treatment and Care quality		Closed		
FORMAL	OP24.10/11	29.9.10	4.10.10		3	OPPC		Primary Care		Treatment and Care quantity	Action Plan - Improved booking system being developed. Cover for absent staff continually being sought.	Closed		

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FORMAL	OP24.10/11	29.9.10	4.10.10		3	OPPC		Primary Care		Appointments, Delay/Cancellation (Outpatients)	Personal Information redacted by the USI		Action Plan - Improved booking system being developed. Cover for absent staff continually being sought.	Closed
FORMAL	OP25.10/11	30.9.10	14.10.10		10	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quantity			Action Plan - To ensure the communication between the office and workers are clear about who is covering annual leave.	Closed
FORMAL	OP31.10/11	6.10.10	7.10.10	8.11.10	1	OPPC	Home of Client	Older People	Home of Client	Professional Assessment of need			No Action Plan - Occupational Therapy resent application form which Housing Exec confirmed receipt of.	Closed
FORMAL	OP37.10/11	18.10.10	19.10.10		1	OPPC	Home of Client	Primary Care	Home of Client	Treatment and Care quantity			No Action Plan - Care Package was reviewed resulting in an agreeable package being provided.	Closed
FORMAL	OP28.10/11	4.10.10	26.10.10		16	OPPC	COMM	PRIMAR	HOME	21				CLOSED
FORMAL	OP30.10/11	5.10.10	13.10.10		6	OPPC	COMM	OPS	HOME	29			No Action Plan - Review carried out appropriately	CLOSED
FORMAL	OP33.10/11	11.10.10	25.10.10		10	OPPC	COMM	PRIMAR	PODIAT	04			No Action Plan - Explanation of system given.	CLOSED
FORMAL	OP32.10/11	4.10.10	20.10.10		12	OPPC	COMM	OPS	HOME	28			Action Plan - Meeting with staff member to address client's concerns. Awareness training re medicines management training. Supervisor to monitor care workers practice to ensure compliance with all procedures in particular medicines.	CLOSED
FORMAL	55/10	18.10.10	29.10.10		9	OPPC	COMM	PRIMAR		29				

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Type	Ref	Received	Replied	Re-opened	Time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	AS83.10/11	23.7.10	29.11.10		90	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Staff attitude/behaviour	Complaint attended A&E and was seen by a lady doctor who was unable to perform the procedure so the called for a male doctor who made very hurtful comments to the patient.	Letter following a meeting with the client assuring him that his views were taken on board and staff awareness to deal with individuals sensitively.	Action Plan - Staff Awareness to deal sensitively with patients.	Closed
FORMAL	AS125.10/11	22.9.10	29.11.10		48	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	1East Maternity	Treatment and Care quality	Personal Information redacted by the USI		Action Plan - Explore the possibility of developing written documentation in relation to the management of hyperemesis gravidarum.	Closed
FORMAL	AS125.10/11	22.9.10	29.11.10		48	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	1East Maternity	Staff attitude/behaviour			Action Plan - Explore the possibility of developing written documentation in relation to the management of hyperemesis gravidarum.	Closed
FORMAL	AS129.10/11	27.9.10	2.11.10		26	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Delivery Suite	Theatre/operation/procedure, delay/cancellation			Action Plan - Clear communication. Staffing difficulties experienced at that time have now been addressed	Closed
FORMAL	AS129.10/11	27.9.10	2.11.10		26	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	Delivery Suite	Treatment and Care quality			Action Plan - Clear communication. Staffing difficulties experienced at that time have now been addressed	Closed
FORMAL	AS129.10/11	27.9.10	2.11.10		26	ACUTE	Craigavon Area Hospital	Integrated Maternity and Women's Health	2 West Maternity	Treatment and Care quality			Action Plan - Clear communication. Staffing difficulties experienced at that time have now been addressed	Closed
FORMAL	AS135.10/11	4.10.10	10.11.10		27	ACUTE	Craigavon Area Hospital	Functional Support Services	None	Communication/information to patients			No Action Plan - Appointments and consultations carried out.	CLOSED
FORMAL	AS132.10/11	4.10.10	15.11.10		30	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Accident & Emergency	Treatment and Care quality			No Action Plan - Appointments and consultations carried out.	CLOSED
FORMAL	AS135.10/11	4.10.10	10.11.10		27	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	Urology Clinic	Communication/information to patients	Complainant has raised the following queries with regard to an appointment that was arranged for him ie why did his Consultant not tell him at his appt that he needed to see another Consultant, why was his GP not informed, why could the telephone not ring	Letter giving details of consultations and subsequent referral.	No Action Plan - Appointments and consultations carried out.	CLOSED
FORMAL	AS135.10/11	4.10.10	10.11.10		27	ACUTE	Craigavon Area Hospital	Functional Support Services	Booking Centre	Communication/information to patients	Personal Information redacted by the USI		No Action Plan - Appointments and consultations carried out.	CLOSED
FORMAL	AS134.10/11	5.10.10	1.11.10		19	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	EEG OPD	Theatre/operation/procedure, delay/cancellation			Action Plan - Negotiations with Belfast Trust and HSCB are continuing to find a solution to address the waiting list.	Closed
FORMAL	AS137.10/11	5.10.10	1.11.10		19	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Treatment and care quality			Action Plan - Senior staff are reviewing current policies in managing potentially difficult patients both within the hospital and through ongoing co-operation with the PSNI. Implementation of new guidelines to manage patients with suspected alcohol dependant	CLOSED
FORMAL	AS138.10/11	5.10.10	29.11.10		39	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	Haematology Clinic, Mandeville Unit	Waiting times, out-patient departments			Action Plan - Every effort is being made to minimise the waiting list times for endoscopy appointment.	CLOSED
FORMAL	AS144.10/11	6.10.10	15.11.10		28	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Professional assessment of need			Action Plan - Awareness of correct protocol reiterated to medical staff.	CLOSED

FORMAL	AS161.10/11	7.10.10	1.11.10		17	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Professional assessment of need	Personal Information redacted by the USI		Action Plan - Consultant to look at patient's note again to check suitability for surgery	CLOSED
FORMAL	AS141.10/11	8.10.10	1.11.10		16	ACUTE	Craigavon Area Hospital	Cancer and Clininal Services	X-ray Dept (Radiology)	Appointments, delay/cancellation (outpatients)			Action Plan - MRI scan requested as soon as omission was highlighted	CLOSED
FORMAL	AS141.10/11	8.10.10	1.11.10		16	ACUTE	Craigavon Area Hospital	Cancer and Clininal Services	X-ray Dept (Radiology)	Records/record keeping			Action Plan - MRI scan requested as soon as omission was highlighted	CLOSED
FORMAL	AS145.10/11	15.10.10	9.11.10		17	ACUTE	Craigavon Area Hospital	Cancer and Clininal Services	ICU (HDU)	Records/record keeping			No Action Plan - Discharge of this patient was appropriate. Assurance given that his behaviour was understandable when he was so ill	CLOSED
FORMAL	AS146.10/11	18.10.10	10.11.10		17	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park/Grounds	Access to premises			Action Plan - Staff making regular checks of vehicles illegally parking in spaces for disabled users	CLOSED
FORMAL	AS150.10/11	20.10.10	15.11.10		18	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointments, delay/cancellation (outpatients)	Patient who has been referred by his GP to the Urology Department is very unhappy at the length of time he has had to wait to be seen. Stated he has now been waiting 11 months.	Letter of apology that the waiting list has risen beyond the previously defined limits of 17 weeks. Assurance that there is no discrimination due to the patient's age. Offer for the patient to contact head of service to avail	Action Plan - Recommendation that the patient be reviewed at the Thorndale Unit to review symptoms.	CLOSED
FORMAL	AS151.10/11	21.10.10	15.11.10	21.12.10	17	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	ENT Clinic	Professional assessment of need	Personal Information redacted by the USI		Action Plan - Clear communication to patient regarding the appropriate medication.	CLOSED
FORMAL	AS153.10/11	25.10.10	26.11.10		24	ACUTE	Craigavon Area Hospital	Cancer and Clininal Services	EEG Clinic	Appointments, delay/cancellation (outpatients)			Action Plan - The Trust is actively engaged in negotiations with both the Belfast Trust and the Health & Social Care Board to find a solution to address the waiting list for this diagnostic test.	CLOSED
FORMAL	AS152.10/11	25.10.10	15.11.10		15	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	General Surgery Clinic	Records/record keeping			Action Plan - Staff awareness of importance of transcribing all information onto the PAS and advising on the impact on treatment.	CLOSED
FORMAL	AS160.10/11	26.10.10	23.11.10		20	ACUTE	Craigavon Area Hospital	Cancer and Clininal Services	Theatre	Theatre/operation/procedure, delay/cancellation			Action Plan - Apology for failure to book ERCP. Appointment arranged and procedure carried out.	CLOSED
FORMAL	AS157.10/11	28.10.10	26.11.10		21	ACUTE	Craigavon Area Hospital	Functional Support Services	Booking Centre	Policy/commercial decisions			Action Plan - As per IEAP guidelines the patient has been discharged and asked to contact his GP when he is available to attend.	CLOSED
FORMAL	AS167.10/11	28.10.10	23.11.10		18	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Female Medical, Level 5	Treatment and care quality			Action Plan - Still being approved.	CLOSED
FORMAL	AS167.10/11	28.10.10	23.11.10		18	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Female Medical, Level 5	Communication/information to patients			Action Plan - Still being approved.	CLOSED
FORMAL	AS167.10/11	28.10.10	23.11.10		18	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Female Medical, Level 5	Patients' privacy/dignity			Action Plan - Still being approved.	CLOSED
FORMAL	AS158.10/11	1.11.10	23.11.10	30.11.10	16	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Professional assessment of need			No Action Plan - Doctors carried out appropriate investigations into the patient's symptoms.	CLOSED
FORMAL	AS159.10/11	1.11.10	23.11.10		16	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Staff attitude/behaviour			Action Plan - Discussion has taken place with the doctor.	CLOSED

FORMAL	AS166.10/11	4.11.10	30.11.10		18	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Treatment and care quality	Personal Information redacted by the USI	Action Plan - Lead Midwife discussed with staff the issues raised, reminding them of their professional responsibility towards service users.	CLOSED
FORMAL	AS166.10/11	4.11.10	30.11.10		18	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Staff attitude/behaviour		Action Plan - Lead Midwife discussed with staff the issues raised, reminding them of their professional responsibility towards service users.	CLOSED
FORMAL	AS170.10/11	11.11.10	23.11.10		8	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Dermatology Clinic	Waiting times, out-patient departments		Action Plan - Reminder to staff that patients are seen in appointment time order and not by time of arrival.	CLOSED
FORMAL	0062/1010	12.10.10	9.11.10		20	CYP	Community	Family Support and Safeguarding		Communication/information to patients			LR1011
FORMAL	0062/1010	12.10.10	9.11.10		20	CYP	Community	Family Support and Safeguarding		Professional assessment of need			LR1011
FORMAL	0062/1010	12.10.10	9.11.10		20	CYP		Family Support and Safeguarding		Appointments, delay/cancellation (outpatients)			LR1011
FORMAL	0041/1010	13.10.10	10.11.10		20	CYP	Community	Specialist Child Health and Disability		Staff attitude/behaviour			LR1011
FORMAL	0041/1010	13.10.10	10.11.10		20	CYP		Specialist Child Health and Disability		Communication/information to patients			LR1011
FORMAL	0041/1010	13.10.10	10.11.10		20	CYP		Specialist Child Health and Disability		Treatment and care quality			LR1011
FORMAL	0041/1010	13.10.10	10.11.10		20	CYP		Specialist Child Health and Disability		Patients' status/discrimination			LR1011
FORMAL	0041/1010	13.10.10	10.11.10		20	CYP		Specialist Child Health and Disability		Appointments, delay/cancellation (outpatients)			LR1011
FORMAL	0041/1010	13.10.10	10.11.10		20	CYP		Specialist Child Health and Disability		Professional assessment of need			LR1011

FORMAL	0041/1010	13.10.10	10.11.10		20	CYP		Specialist Child Health and Disability		Treatment and care quality	Personal Information redacted by the USI		LR1011
FORMAL	0042/1010	13.10.10	9.11.10		19	CYP	Community	Family Support and Safeguarding		Communication/information to patients			LR1011
FORMAL	0042/1010	13.10.10	9.11.10		19	CYP		Family Support and Safeguarding		Staff attitude/behaviour			LR1011
FORMAL	0050/1010	15.10.10	10.11.10		18	CYP	Craigavon Area Hospital	Specialist Child Health and Disability		Professional assessment of need			LR1011
FORMAL	0063/1010	20.10.10	17.11.10		20	CYP	Craigavon Area Hospital	Specialist Child Health and Disability		Staff attitude/behaviour			LR1011
FORMAL	0063/1010	20.10.10	17.11.10		20	CYP		Specialist Child Health and Disability		Treatment and care quality			LR1011
FORMAL	0063/1010	20.10.10	17.11.10		20	CYP		Specialist Child Health and Disability		Waiting times, community services			LR1011
FORMAL	0081/1010	22.10.10	19.11.10		20	CYP	Community	Family Support and Safeguarding		Professional assessment of need			LR1011
FORMAL	0081/1010	22.10.10	19.11.10		20	CYP		Family Support and Safeguarding		Staff attitude/behaviour			LR1011
FORMAL	0082/1010	22.10.10	19.11.10		20	CYP	Community	Family Support and Safeguarding		Complaints handling			LR1011
FORMAL	0082/1010	22.10.10	19.11.10		20	CYP		Family Support and Safeguarding		Patients' status/discrimination			LR1011
FORMAL	0082/1010	22.10.10	19.11.10		20	CYP		Family Support and Safeguarding		Staff attitude/behaviour			LR1011
FORMAL	0082/1010	22.10.10	19.11.10		20	CYP		Family Support and Safeguarding		Confidentiality			LR1011

FORMAL	0080/1010	22.10.10	19.11.10		20	CYP	Community	Corporate Parenting		Children order complaints	Personal Information redacted by the USI	LR1011
FORMAL	E0099/1010	27.10.10	19.11.10		17	CYP	Community	Specialist Child Health and Disability		Aids/adaptations/appliances		LR1011
FORMAL	0091/1010	27.10.10	23.11.10		19	CYP	Community	Family Support and Safeguarding		Patients' property/expenses/finance		LR1011
FORMAL	0121/1110	1.11.10	26.11.10		19	CYP	Community	Family Support and Safeguarding		Professional assessment of need		LR1011
FORMAL	0108/1010	1.11.10	26.11.10		19	CYP	Daisy Hill Hospital	Specialist Child Health and Disability		Staff attitude/behaviour		LR1011
FORMAL	0108/1010	1.11.10	26.11.10		19	CYP		Specialist Child Health and Disability		Clinical diagnosis		LR1011
FORMAL	7014/0810	10.9.10	2.11.10		37	MHD	Community	Learning Disability Services	Home of Client	Professional Assessment of need	Assessments undertaken on client which indicate that he would be best placed in a nursing home to meet his needs. Meetings took place with family, client and Patient Advocate in order to reach resolution. Formal complaint closed however further meetings ie Care Management meetings/reviews taking place in order to assess patient's needs.	CLOSED
FORMAL	46/1010	14.10.10	10.11.10		19	MHD	St Lukes Hospital	Mental Health Service	Gillis Memory Centre	Treatment and care quality	Response to advise on reason's for difficulty in diagnosing pt's illness, steps taken by medical staff, nursing staff and memory service staff in relation to providing care and treatment to pt.	CLOSED
FORMAL	73/1010	22.10.10	5.11.10		10	MHD	Community	Learning Disability Services	Bannvale Social Education Centre	Treatment and care quality	Advised in response that arrangements for transport of medication pending finalisation after which they will be available on transport and that there is no longer scope for staff to accompany client to A&E. Also advised that robust safe systems in place for transporting client.	CLOSED
FORMAL	96/1010	28.10.10	24.11.10		19	MHD	Community	Mental Health Service	Home of Client	Treatment and care quality	Advised that consent not receive to give info to MLA. Response to mother advises that behavioural ax has been commissioned & that Specialist MHS Manager will arrange this & forward minutes and outcomes of recent meeting for agreement.	CLOSED
FORMAL	105/11	1.11.10	5.11.10		4	MHD	Community	Mental Health Service	Non Trust Premises	Professional assessment of need	Advised that Consultant Psychiatrist & Care Coordinator will attend CPA via video link and that multidisciplinary team in St Andrew's are happy with this arrangement and have not indicated that there is any urgent clinical need for attendance in person	CLOSED
FORMAL	111/1110	2.11.10	29.11.10		19	MHD	Independent/Voluntary Sector Locations	Learning Disability Services	Hebron House	Patients' property/expenses/finance	Trust took over Appointee for accounts in September 2009. currently receive £199.40 Disability Living Allowance every month, which is paid into bank account. In addition to this also receive a weekly personal allowance of £22.30.personal allowance is	CLOSED

FORMAL	112/1110	2.11.10	17.11.10		11	MHD	St Lukes Hospital	Mental Health Service	Ward 6, Addictions Unit	Other	Personal Information redacted by the USI	Complaints information was given to patient along with explanation was given as to why medications / substances could not be returned at that time. Meds forwarded to pharmacy dept for analysis and advice sought from GP. After advice received from pharmacy and GP pt informed that one medication could be returned.	CLOSED
FORMAL	128/111	5.11.10	17.11.10		8	MHD	Community	Learning Disability Services	Home of Client	Treatment and care quantity		Response advises that HoS has agreed to prioritise client for any cancellations that arise and re-visit the respite schedule in order to secure additional respite and will continue to explore all opportunities.	CLOSED
FORMAL	OP39.10/11	2.8.10	1.11.10		64	OPPC	Home of Client	Primary Care	Home of Client	Treatment and Care quantity		No Action Plan - Review and outcome appropriate	Closed
FORMAL	OP17.10/11	13.9.10	11.11.10		43	OPPC	Home of Client	Older People	Home of Client	Treatment and Care quantity		Action Plan - To follow	Closed
FORMAL	OP17.10/11	13.9.10	11.11.10		43	OPPC	Home of Client	Older People	Home of Client	Staff attitude/behaviour		Action Plan - To follow	Closed
FORMAL	OP54.10/11	28.9.10	29.11.10		44	OPPC	Home of Client	Primary Care	Home of Client	Treatment and Care quantity		No Action Plan - Review carried out appropriately, with extensive discussion regarding alternative meal preparation. Assurance that reassessment is available should the client's circumstances change.	Closed
FORMAL	OP35.10/11	4.10.10	22.11.10		35	OPPC	Independent/Voluntary Sector Locations	Older Peoples Services		Discharge/transfer arrangements		No Action Plan - Decisions subject to contract.	CLOSED
FORMAL	OP27.10/11	4.10.10	1.11.10	10.11.10	20	OPPC	Community	Primary Care	Home of client	Treatment and care quantity		No Action Plan - Assessments carried out and explanation of the client's care package given.	CLOSED
FORMAL	OP27.10/11	4.10.10	1.11.10	10.11.10	20	OPPC	Community	Older Peoples Services	Home of client	Discharge/transfer arrangements		No Action Plan - Assessments carried out and explanation of the client's care package given.	CLOSED
FORMAL	OP26.10/11	5.10.10	2.11.10		20	OPPC	Southern Area Urgent Care Service (GP OOH) Newry	Enhanced Services	Southern Area Urgent Care Service (GP OOH) Newry	Waiting times, community services		Action Plan - The Clinical Lead for the service has written to all doctors to remind them of the shift start time having changed to 11pm.	Closed
FORMAL	OP29.10/11	5.10.10	1.11.10		19	OPPC	Community	Older Peoples Services	Home of client	Treatment and care quantity		No Action Plan - Review and care package appropriate for the client's critical and substantial needs.	CLOSED
FORMAL	OP50.10/11	7.10.10	22.11.10		32	OPPC	Craigavon Area Hospital	Primary Care	Acute Social Work Team	Discharge/transfer arrangements		Action Plan - Draw up protocols for clear communication. Pass on messages in a timely manner.	Closed

FORMAL	AS141.10/11	8.10.10	1.11.10		16	OPPC	Craigavon Area Hospital	Primary Care	Podiatry Clinic	Communication/information to patients	Personal Information redacted by the USI	Action Plan - MRI scan requested as soon as omission was highlighted	CLOSED
FORMAL	OP34.10/11	11.10.10	1.11.10		15	OPPC	Community	Primary Care	Physio Dept	Aids/adaptations/appliances		Action Plan - Training now in place for Physiotherapists so that similar situation does not arise.	CLOSED
FORMAL	OP36.10/11	15.10.10	3.11.10		13	OPPC	Community	Enhanced Services	SAUCS (GPOOH) Craigavon	Staff attitude/behaviour			CLOSED
FORMAL	OP40.10/11	21.10.10	29.11.10		27	OPPC	Community	Primary Care	Portadown HSSC	Access to premises		Action Plan - Reposition 2 signs to give drivers better warning of entrance. New patient call system being developed.	CLOSED
FORMAL	OP46.10/11	22.10.10	29.11.10		26	OPPC	Community	Primary Care		Treatment and care quality		Action Plan - District Nursing staff will examine the interface between the community and nursing homes in their assessment for beds.	CLOSED
FORMAL	OP41.10/11	25.10.10	26.11.10		24	OPPC	Community	Older Peoples Services	Home of client	Treatment and care quantity		Action Plan - Staff reminded to ensure home calls carried out in a timely manner.	CLOSED
FORMAL	OP51.10/11	27.10.10	17.11.10	8.12.10	15	OPPC		Primary Care	Home of client	Other contracted services		No Action Plan - Appropriate recommendations made for downstairs WC and shower.	CLOSED
FORMAL	OP44.10/11	28.10.10	29.11.10		22	OPPC	Community	Enhanced Services	Portadown HSSC	Staff attitude/behaviour		Action Plan - Improve efficiency and treat patients with dignity and respect. Consider training needs of Health Care Assistants in facilitating bookings.	CLOSED
FORMAL	OP47.10/11	8.11.10	29.11.10		15	OPPC	Lurgan Hospital	Enhanced Services	Ward 6, Assessment & Rehabilitation	Treatment and care quality		Action Plan - Meeting arranged to address issues raised.	CLOSED
FORMAL	OP47.10/11	8.11.10	29.11.10		15	OPPC	Lurgan Hospital	Enhanced Services	Ward 6, Assessment & Rehabilitation	Communication/information to patients		Action Plan - Meeting arranged to address issues raised.	CLOSED
FORMAL	OP47.10/11	8.11.10	29.11.10		15	OPPC	Lurgan Hospital	Enhanced Services	Ward 6, Assessment & Rehabilitation	Aids/adaptations/appliances		Action Plan - Meeting arranged to address issues raised.	CLOSED
FORMAL	OP48.10/11	15.11.10	22.11.10	30.12.10	5	OPPC	Community	Primary Care	Home of client	Aids/adaptations/appliances		no Action Plan - Procedures for requisitioning the chair were followed.	CLOSED

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Type	Ref	First received	Replied done (Complainants - All dates)	Re-opened (Complainants - All dates)	Response time	Directorates (Subjects)	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	OP66.10/11	6-Jan-2011	24-Jan-2011	3-Feb-2011	12	OPPC		Older Peoples Services	Home of client	Treatment and care quantity	Personal Information redacted by the USI			FURTH
FORMAL	0240/1210	13-Dec-2010	4-Jan-2011		13	CYP	Community	Corporate Parenting	Drumglass Lodge Childrens Home, Dungannon	Communication/information to patients				CLOSED
FORMAL	0240/1210	13-Dec-2010	4-Jan-2011		13	CYP		Corporate Parenting	Drumglass Lodge Childrens Home, Dungannon	Complaints handling				CLOSED
FORMAL	OP59.10/11	14-Dec-2010	21-Jan-2011		25	OPPC		Primary Care	Podiatry Clinic	Appointments, delay/cancellation (outpatients)				CLOSED
FORMAL	AS201.10/11	20-Dec-2010	18-Jan-2011		18	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medical	Treatment and care quality				CLOSED
FORMAL	AS195.10/11	7-Dec-2010	10-Jan-2011		21	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Dermatology Clinic	Appointments, delay/cancellation (outpatients)				CLOSED
FORMAL	AS208.10/11	15-Dec-2010	18-Jan-2011		21	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical/HDU	Treatment and care quality				CLOSED
FORMAL	AS208.10/11	15-Dec-2010	18-Jan-2011		21	ACUTE		Medicine and Unscheduled Care	General Medicine Clinic	Discharge/transfer arrangements				CLOSED
FORMAL	AS208.10/11	15-Dec-2010	18-Jan-2011		21	ACUTE		Medicine and Unscheduled Care	General Medicine Clinic	Patients' property/expenses/finance				CLOSED
FORMAL	OP63.10/11	4-Jan-2011	26-Jan-2011		16	OPPC	Craigavon Area Hospital	Enhanced Services	SAUCS (GPOOH) Craigavon	Communication/information to patients				CLOSED

FORMAL	AS216.10/11	10-Jan-2011	24-Jan-2011		10	ACUTE	Craigavon Area Hospital	Cancer and Clininal Services	EEG Clinic	Appointments, delay/cancellation (outpatients)	Personal Information redacted by the USI	Action Plan - Trust is actively working through and when a sustainable solution is obtained the Trust will commence working through the referrals.	CLOSED
FORMAL	AS211.10/11	29-Dec-2010	24-Jan-2011		17	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Staff attitude/behaviour		Action Plan - Staff treat patients with dignity and respect at all times.	CLOSED
FORMAL	OP70.10/11	18-Jan-2011	18-Jan-2011		0	OPPC	Community	Older Peoples Services	Home of client	Policy/commercial decisions			CLOSED
FORMAL	OP64.10/11	5-Jan-2011	26-Jan-2011		15	OPPC	Community	Enhanced Services	SAUCS (GPOOH) Kilkeel	Communication/info mation to patients		Action Plan - Review of the service over the holiday period.	CLOSED
FORMAL	247/1210	20-Dec-2010	4-Jan-2011		8	MHD	Community	Learning Disability Services		Professional assessment of need			CLOSED
FORMAL	OP62.10/11	4-Jan-2011			7	OPPC	Lurgan Hospital	Enhanced Services	Lurgan HSSC	Professional assessment of need		No Action Plan - Appropriate treatment and care provided to patient. Clear communication to family.	CLOSED
FORMAL	OP62.10/11	4-Jan-2011	13-Jan-2011	9-Mar-2011	7	OPPC		Enhanced Services	Lurgan HSSC	Professional assessment of need		No Action Plan - Appropriate treatment and care provided to patient. Clear communication to family.	CLOSED
FORMAL	OP58.10/11	16-Dec-2010	14-Jan-2011		18	OPPC	Community	Primary Care	Home of client	Aids/adaptations/ap pliances		Action Plan - All supply of continence products are monitored by the continence service. The recommended supply is not meeting the client needs. So liaise with continence advisor regarding this decision.	CLOSED
FORMAL	OP58.10/11	16-Dec-2010	14-Jan-2011		18	OPPC		Primary Care	Home of client	Aids/adaptations/ap pliances		Action Plan - All supply of continence products are monitored by the continence service. The recommended supply is not meeting the client needs. So liaise with continence advisor regarding this decision.	CLOSED
FORMAL	AS207.10/11	2-Dec-2010	14-Jan-2011		28	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Waiting times, A&E department	Personal Information redacted by the USI	Action Plan - Reminder to staff that if patient misses name call, staff must make efforts to bring that patient to cubicle for prompt assessment.	CLOSED
FORMAL	OP56.10/11	30-Nov-2010	10-Jan-2011		26	OPPC	Community	Primary Care	Portadown HSSC	Staff attitude/behaviour		Action Plan - Consideration being given to the issuing of appointment cards, to help avoid any potential confusion in the future in relation to appointment times.	CLOSED

FORMAL	AS199.10/11	14-Dec-2010	4-Jan-2011		12	ACUTE	Craigavon Area Hospital	Cancer and Clininal Services		Aids/adaptations/appliances	Personal Information redacted by the USI		Action Plan - Review of internal processes is being carried out to prevent this reoccurring.	CLOSED
FORMAL	AS199.10/11	14-Dec-2010	4-Jan-2011		12	ACUTE		Cancer and Clininal Services		Aids/adaptations/appliances			Action Plan - Review of internal processes is being carried out to prevent this reoccurring.	CLOSED
FORMAL	OP60.10/11	20-Dec-2010	17-Jan-2011		17	OPPC	Community	Older Peoples Services	Home of client	Treatment and care quantity			No Action Plan - Appropriate assessment carried out and discussed with the client.	CLOSED
FORMAL	AS183.10/11	24-Nov-2010	18-Jan-2011		36	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health		Staff attitude/behaviour			No Action Plan - Labour progressed well, baby delivered in a timely and safe manner and measures to minimise blood loss were taken. Pain relief was administered appropriately.	CLOSED
FORMAL	AS183.10/11	24-Nov-2010	18-Jan-2011		36	ACUTE		Integrated Maternity and Womens Health		Treatment and care quality			No Action Plan - Labour progressed well, baby delivered in a timely and safe manner and measures to minimise blood loss were taken. Pain relief was administered appropriately.	CLOSED
FORMAL	AS200.10/11	16-Dec-2010	14-Jan-2011		18	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	General Medicine Clinic	Treatment and care quality			Action Plan - Staff reminded not to make unsubstantiated assumptions in relation to patients.	CLOSED
FORMAL	AS194.10/11	6-Dec-2010	6-Jan-2011		20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Hotel/support/security services			Action Plan - Reminder to staff to clean up blood spills promptly.	CLOSED
FORMAL	212/1210	8-Dec-2010	10-Jan-2011		20	MHD	Independent/Voluntary Sector Locations	Mental Health Service	Retreat Care Centre	Treatment and care quality			Advised in response that new wheelchair has been purchased for uncle, that invoice forwarded to finance for payment. Tea/Coffee can be requested outside of mealtimes. Assault being investigated by PSNI. Keyworker advised of niece's concerns re uncle bei	CLOSED
FORMAL	AS212.10/11	4-Jan-2011	24-Jan-2011		14	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 South	Admission into hospital (delay cancellation) (inpatients)			Action Plan - Clear communication to patient	CLOSED
FORMAL	AS179.10/11	19-Nov-2010	24-Jan-2011		43	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Professional assessment of need			No Action Plan - The attending doctor acted on the information and findings appropriately.	CLOSED
FORMAL	AS184.10/11	26-Nov-2010	18-Jan-2011		34	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Treatment and care quality	Complainant unhappy with the medical treatment her grandmother received from the Urology team at CAH and more specifically the quite significant lack of patient care and continuity of care.	Letter assuring that the consultant has reviewed the patient notes. Apology for typographical error in relation to urethral catheter (not suprapubic) in situ. A suprapubic catheter to be inserted during 22 Feb appointment.	Action Plan - Apology for typographical error given.	CLOSED

FORMAL	AS172.10/11	15-Nov-2010	18-Jan-2011		43	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Treatment and care quality	Patient unhappy that it has taken so long to secure an appointment for a scan has he suffers from urological problems.	Letter detailing that the patient has now seen the consultant and had the opportunity to have the issues of concern addressed.	Action Plan - MRI scan carried out. Awaiting review after MRI. Patient happy with consultation.	CLOSED
FORMAL	AS190.10/11	2-Dec-2010	4-Jan-2011		20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	ENT Clinic	Staff attitude/behaviour	Personal Information redacted by the USI		Action Plan - Reminder to service user of the expectation that staff be treated in a courteous manner.	CLOSED
FORMAL	208/1210	8-Dec-2010	13-Jan-2011		23	MHD	St Lukes Hospital	Mental Health Service	Gillis Memory Centre	Treatment and care quality				CLOSED
FORMAL	AS209.10/11	4-Jan-2011	18-Jan-2011		10	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical/HDU	Staff attitude/behaviour			No Action Plan - Appropriate level of treatment and care was provided by the nursing staff.	CLOSED
FORMAL	AS210.10/11	29-Dec-2010	20-Jan-2011	7-Feb-2011	15	ACUTE	Craigavon Area Hospital	Cancer and Clininal Services	MRI Unit	Appointments, delay/cancellation (outpatients)			Action Plan - Staff are informed of waiting times and information relayed to patients. Receptionist informed of complaint and sent for training	FURTH
FORMAL	AS171.10/11	8-Nov-2010	20-Jan-2011		50	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthodontic Clinic	Appointments, delay/cancellation (outpatients)			Action Plan - Currently working with visiting provider to reduce waiting times.	CLOSED
FORMAL	AS203.10/11	20-Dec-2010	20-Jan-2011		20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	1 West Gynae	Treatment and care quality			No Action Plan - Anaesthetic and procedure carried out appropriately. Further examination showed that the patient's symptoms were unlikely to be caused by the spinal anaesthetic.	CLOSED
FORMAL	AS203.10/11	20-Dec-2010	20-Jan-2011		20	ACUTE		Integrated Maternity and Womens Health	1 West Gynae	Staff attitude/behaviour			No Action Plan - Anaesthetic and procedure carried out appropriately. Further examination showed that the patient's symptoms were unlikely to be caused by the spinal anaesthetic.	CLOSED
FORMAL	0280/0111	6-Jan-2011	25-Jan-2011		13	CYP	Craigavon Area Hospital	Specialist Child Health and Disability	Paediatric Ward	Staff attitude/behaviour				CLOSED
FORMAL	0280/0111	6-Jan-2011	25-Jan-2011		13	CYP		Specialist Child Health and Disability	Paediatric Ward	Communication/information to patients				CLOSED
FORMAL	AS204.10/11	23-Dec-2010	6-Jan-2011		7	ACUTE	Daisy Hill Hospital	Functional Support Services	Car Park/Grounds	Access to premises			No Action Plan - Every effort was made to clear car parks within the budget allocated.	CLOSED

FORMAL	AS204.10/11	23-Dec-2010	6-Jan-2011		7	ACUTE		Functional Support Services	Car Park/Grounds	Access to premises	Personal Information redacted by the USI	No Action Plan - Every effort was made to clear car parks within the budget allocated.	CLOSED
FORMAL	AS168.10/11	8-Nov-2010	6-Jan-2011		40	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality		Action Plan - Staff attitude awareness training.	CLOSED
FORMAL	AS168.10/11	8-Nov-2010	6-Jan-2011		40	ACUTE		Medicine and Unscheduled Care	A&E	Treatment and care quality		Action Plan - Staff attitude awareness training.	CLOSED
FORMAL	AS168.10/11	8-Nov-2010	6-Jan-2011		40	ACUTE		Medicine and Unscheduled Care	A&E	Treatment and care quality		Action Plan - Staff attitude awareness training.	CLOSED
FORMAL	OP67.10/11	10-Jan-2011	31-Jan-2011		15	OPPC	Community	Primary Care	IATU Unit	Aids/adaptations/appliances			CLOSED
FORMAL	AS186.10/11	22-Nov-2010	18-Jan-2011		38	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Treatment and care quality		No Action Plan - Patient treated with respect and dignity. Moved to medical ward as soon as a bed was available.	CLOSED
FORMAL	AS186.10/11	22-Nov-2010	18-Jan-2011		38	ACUTE		Medicine and Unscheduled Care	MAU	Communication/information to patients		No Action Plan - Patient treated with respect and dignity. Moved to medical ward as soon as a bed was available.	CLOSED
FORMAL	OP57.10/11	2-Dec-2010	1-Feb-2011		36	OPPC	Community	Older Peoples Services	Edenderry Day Centre, Portadown	Communication/information to patients		No Action Plan - Family kept informed of in meetings and decisions.	CLOSED
FORMAL	OP57.10/11	2-Dec-2010	26-Jan-2010	25-Jan-2011	36	OPPC		Older Peoples Services	Edenderry Day Centre, Portadown	Communication/information to patients		No Action Plan - Family kept informed of in meetings and decisions.	CLOSED
FORMAL	0218/1210	8-Dec-2010	27-Jan-2011		33	CYP	Community	Corporate Parenting	Home of client	Staff attitude/behaviour			CLOSED
FORMAL	0218/1210	8-Dec-2010	27-Jan-2011		33	CYP		Corporate Parenting	Home of client	Communication/information to patients			CLOSED

FORMAL	AS206.10/11	24-Dec-2010	24-Jan-2011	21-Feb-2011	18	ACUTE		Surgery and Elective Care	4 South	Treatment and care quality	Personal Information redacted by the USI	No Action Plan - Patient's treatment and care was appropriately administered. Consultant happy to see patient again for wound review on request.	CLOSED

SHSCB Report on Closed Complaints - May 2011

Type	Ref	First received	Replied done	Re-opened	Response time	Directorate	Site	Division	Loc (Exact)	Subjects
FORMAL	AS260.10/11	3-Mar-2011	5-May-2011		40	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Records/record keeping
FORMAL	AS276.10/11	24-Mar-2011	17-May-2011		34	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Communication /information to patients
FORMAL	AS19.11/12	19-Apr-2011	20-May-2011		19	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Waiting times, A&E department
FORMAL	AS264.10/11	7-Mar-2011	31-May-2011		55	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Treatment and care quality
FORMAL	AS10.11/12	7-Apr-2011	6-May-2011		17	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Communication /information to patients
FORMAL	AS10.11/12	7-Apr-2011	6-May-2011		17	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Treatment and care quality
FORMAL	AS07.11/12	5-Apr-2011	5-May-2011		18	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality
FORMAL	AS07.11/12	5-Apr-2011	5-May-2011		18	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Professional assessment of need
FORMAL	AS07.11/12	5-Apr-2011	5-May-2011		18	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Treatment and care quality

Personal Information redacted by the USI

MLA of client had written to SE Trust regarding delay in referral of patient to Ulster Hospital. Response from SE Trust included issue that a discharge summary from CAH was delayed, possibly contributing to the problem. SE Trust has asked CAH to investigate.

Apology for the delay is getting discharge letter to Belfast. Due to annual leave of both medical and secretarial staff required to issue letter. Also a capacity gap in the Urology Service.

Personal Information redacted by the USI

No Action Plan provided

CLOSED

Action Plan - Staff awareness that in the event of patient bleeding, should be removed to area of privacy.

CLOSED

CLOSED

Action Plan - All mothers should be fully aware of indications for interventions, complications. Mothers of complex deliveries should be reviewed by Obstetrician and explanation given post delivery.

CLOSED

Action Plan - All mothers should be fully aware of indications for interventions, complications. Mothers of complex deliveries should be reviewed by Obstetrician and explanation given post delivery.

CLOSED

No Action Plan - Lumber puncture remains the method of choice for excluding subarachoid haemorrhage.

CLOSED

No Action Plan - Lumber puncture remains the method of choice for excluding subarachoid haemorrhage.

CLOSED

No Action Plan - Lumber puncture remains the method of choice for excluding subarachoid haemorrhage.

CLOSED

FORMAL	AS32.11/12	9-May-2011	20-Jun-2011		12	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	X-ray Dept (Radiology)	Admission into hospital (delay cancellation) (inpatients)	Personal Information redacted by the USI	No Action Plan - Further appointment offered within DHSS IEAP protocol.	CLOSED
FORMAL	AS23.11/12	22-Apr-2011	23-May-2011		17	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Hotel/support/ security services			CLOSED
FORMAL	AS14.11/12	12-Apr-2011	13-May-2011		19	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	Theatre	Treatment and care quality			CLOSED
FORMAL	AS14.11/12	12-Apr-2011	13-May-2011		19	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	Theatre	Staff attitude/behaviour			CLOSED
FORMAL	AS18.11/12	18-Apr-2011	19-May-2011		19	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical/HD U	Treatment and care quantity		Action Plan - Explanation given prior to procedure that numbness is common and sometimes these symptoms resolve. Consent forms are now requested as a result of this complaint.	CLOSED
FORMAL	0593/0411	14-Apr-2011	31-May-2011		28	CYP	Community	Family Support and Safeguarding	Dromalane House, Newry	Staff attitude/behaviour			FURTH
FORMAL	0631/0411	11-Apr-2011			25	CYP	Community	Family Support and Safeguarding	Home of client	Treatment and care quality			FURTH
FORMAL	0631/0411	11-Apr-2011			25	CYP	Community	Family Support and Safeguarding	Home of client	Complaints handling			FURTH
FORMAL	0649/0511	6-May-2011	31-May-2011		16	CYP	Community	Family Support and Safeguarding	Foster home	Professional assessment of need			LR1011
FORMAL	E0618/0411	20-Apr-2011	23-May-2011		19	CYP	Community	Specialist Child Health and Disability	Home of client	Aids/adaptation s/appliances			LR1011
FORMAL	0578/0411	7-Apr-2011	31-May-2011		33	CYP	Community	Family Support and Safeguarding	Home of client	Policy/commercial decisions			LR1011
FORMAL	0578/0411	7-Apr-2011	31-May-2011		33	CYP	Community	Family Support and Safeguarding	Home of client	Communication /information to patients			LR1011
FORMAL	0557/0411	5-Apr-2011	11-May-2011		22	CYP	Community	Family Support and Safeguarding	Non Trust premises	Confidentiality			LR1011
FORMAL	0590/0411	11-Apr-2011	12-May-2011		19	CYP	St Lukes Hospital	Family Support and Safeguarding		Professional assessment of need			FURTH
FORMAL	0392/0211	17-Feb-2011	31-May-2011		67	CYP	Community	Family Support and Safeguarding	Home of client	Communication /information to patients			LR1011

FORMAL	AS09.11/12	7-Apr-2011	23-May-2011		28	FINANC	Daisy Hill Hospital	Financial Accounting, Control and Financial Services	Finance Dept	Patients' property/expenses/finance	Personal Information redacted by the USI		CLOSED
FORMAL	AS06.11/12	5-Apr-2011	12-May-2011	18-May-2011	23	FINANC	Community	Financial Accounting, Control and Financial Services	Finance Dept	Patients' property/expenses/finance			CLOSED
FORMAL	608/0411	18-Apr-2011			19	MHD	Daisy Hill Hospital	Mental Health Service		Staff attitude/behaviour			CLOSED
FORMAL	623/0411	5-May-2011	24-May-2011		13	MHD		Learning Disability Services	Appleby SEC, Armagh	Professional assessment of need			Closed
FORMAL	571/0411	7-Apr-2011	3-May-2011		14	MHD		Mental Health Service		Policy/commercial decisions			Closed
FORMAL	543/0411	4-Apr-2011			19	MHD	Community	Learning Disability Services		Professional assessment of need			Closed
FORMAL	637/0511	3-May-2011	17-May-2011		10	MHD		Mental Health Service		Staff attitude/behaviour			CLOSED
FORMAL	560/0411	6-Apr-2011	4-May-2011		16	MHD	Community	Learning Disability Services		Professional assessment of need			Closed
FORMAL	552/0411	4-Apr-2011	5-May-2011		19	MHD	Community	Mental Health Service		Communication/information to patients			Closed
FORMAL	596/0411	14-Apr-2011	16-May-2011		18	MHD	Community	Mental Health Service	Inch 1, Lisnally Lane	Staff attitude/behaviour			CLOSED
FORMAL	602/0411	15-Apr-2011	4-May-2011		9	MHD	Craigavon Area Hospital	Mental Health Service		Staff attitude/behaviour			Closed

father, **Personal** has been accommodated in **Personal Information** Armagh, on a temporary basis, hope that, given time, father will adjust to his new environment. **Personal** Resettlement Officer for the Trust .

in relation to a staff member's attitude / behaviour I can confirm that the issues you raised are currently being addressed by an independent investigator.

FORMAL	OP10.11/12	12-May-2011	18-May-2011			4	OPPC	Community	Primary Care	Home of client	Patients' property/expenses/finance	Personal Information redacted by the USI		CLOSED
FORMAL	OPINF648	6-May-2011	9-May-2011			1	OPPC	Community	Primary Care	Home of client	Other contracted services		response letter sent , outlining history of intervention re proposed extension, advising architects plans approved and returned to Uldia 21.07.2011 Pers	CLOSED
FORMAL	OP04.11/12	14-Apr-2011	11-May-2011			15	OPPC	Community	Enhanced Services	Home of client	Treatment and care quantity			CLOSED
FORMAL	OP07.11/12	6-May-2011	11-May-2011			3	OPPC	Community	Older Peoples Services	Home of client	Treatment and care quantity			CLOSED
FORMAL	OP01.11/12	4-Apr-2011	5-May-2011			19	OPPC	Community	Primary Care	Physio Dept	Aids/adaptation s/appliances			CLOSED

79 New Complaints (by subject) received in May 11
6 complaints reopened in May 11 1 closed complaint reopened in May 11
8 items of correspondence from Ombudsmans Office

SHSCB Report on Closed Complaints - May 2011

Type	Ref	Received	Replied	Re-opened	Response time	Directorate	Site	Division	Loc (Exact)	Subjects	Description	Outcome	Action taken	Current Stage
FORMAL		21-Jan-2011	3-Jun-2011		89		Community			Professional assessment of need	Personal Information redacted by the USI			CLOSED
FORMAL	AS33.11/12	9-May-2011	6-Jun-2011		19	ACUTE	Daisy Hill Hospital	Functional Support Services	Car Park/Grounds	Access to premises			Action Plan - If assistance is required contact receptionist who will contact security to assist.	CLOSED
FORMAL	AS01.11/12	1-Apr-2011	9-Jun-2011		44	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Ramone Building	Aids/adaptations/appliances			No Action Plan - Appointments were offered to patient ASAP.	CLOSED
FORMAL	AS37.11/12	10-May-2011	8-Jun-2011		20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiology Clinic	Appointments, delay/cancellation (outpatients)			No Action Plan	CLOSED
FORMAL	AS03.11/12	4-Apr-2011	19-Apr-2011	7-Jun-2011	56	ACUTE	Lurgan Hospital	Cancer and Clinical Services	Breast Screening Unit (LH)	Patients' privacy/dignity			No Action Plan - Appropriate dress advise provided with appointment letter. Gown usage in line with Breast Screening policy throughout UK.	CLOSED
FORMAL	AS20.11/12	20-Apr-2011	2-Jun-2011		26	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Staff attitude/behaviour			Action Plan - Future discussions will be held in private so as not to disturb patient's during consultations.	CLOSED
FORMAL	AS17.11/12	18-Apr-2011	21-Jun-2011		41	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	ENT Clinic	Waiting times, out-patient departments			Action Plan - Receptionist to keep nurse in charge informed of relevant info. Keep patient informed of waiting times. Signage to keep patients informed.	CLOSED
FORMAL	AS17.11/12	18-Apr-2011	21-Jun-2011		41	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	ENT Clinic	Staff attitude/behaviour			Action Plan - Receptionist to keep nurse in charge informed of relevant info. Keep patient informed of waiting times. Signage to keep patients informed.	CLOSED
FORMAL	AS56.11/12	31-May-2011	20-Jun-2011		14	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Trauma Ward	Appointments, delay/cancellation (outpatients)			Action Plan - Recruitment process for a locum Consultant to cover maternity leave.	CLOSED
FORMAL	AS80.11/12	15-Jun-2011	20-Jun-2011		3	ACUTE	Craigavon Area Hospital	Functional Support Services	Booking Centre	Communication/information to patients				CLOSED
FORMAL	AS50.11/12	23-May-2011	16-Jun-2011		17	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Car Park/Grounds	Access to premises			Action Plan - Request for increase in parking in haemodialysis area. Create a drop off area.	CLOSED
FORMAL	AS79.11/12	14-Jun-2011	22-Jun-2011	8-Jul-2011	6	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Dermatology Clinic	Appointments, delay/cancellation (outpatients)			No Action Plan	CLOSED
FORMAL	AS11.11/12	8-Apr-2011	20-Jun-2011		46	ACUTE	Banbridge Polyclinic	Cancer and Clinical Services	Pain Management Clinic	Discharge/transfer arrangements			Action Plan - Funding required for a Consultant Clinical Psychologist to be present at outpatients clinics to assess new patients.	CLOSED
FORMAL	AS60.11/12	1-Jun-2011	16-Jun-2011		11	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	X-ray Dept (Radiology)	Waiting times, out-patient departments			No Action Plan - Appointment waiting time just outside the DHSS guidelines	CLOSED
FORMAL	AS66.11/12	6-Jun-2011			17	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Medical/Stroke	Communication/information to patients			Action Plan - Staff awareness of adherence to "Breaking Bad News" policy. Discussion with Associate Medical Director for Medical Education to explore inclusion of this in Trust Induction Program.	CLOSED
FORMAL	AS61.11/12	1-Jun-2011	15-Jun-2011		10	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Day Procedure/Day Surgery Unit	Appointments, delay/cancellation (outpatients)			No Action Plan	CLOSED
FORMAL	AS41.11/12	17-May-2011	13-Jun-2011		18	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Sleep Lab, 2 North	Aids/adaptations/appliances			No Action Plan	CLOSED

FORMAL	AS53.11/12	24-May-2011	16-Jun-2011			16	ACUTE	Daisy Hill Hospital	Functional Support Services	Car Park/Grounds	Access to premises	Personal Information redacted by the USI	Action Plan - Patient advised that in future to park at entrance for assistance by security staff.	CLOSED
FORMAL	AS29.11/12	4-May-2011	21-Jun-2011			33	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Professional assessment of need		No Action Plan	CLOSED
FORMAL	AS29.11/12	4-May-2011	21-Jun-2011			33	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Maternity Ward	Treatment and care quality		No Action Plan	CLOSED
FORMAL	AS65.11/12	3-Jun-2011	15-Jun-2011	27-Jun-2011		8	ACUTE	Craigavon Area Hospital	Functional Support Services	Booking Centre	Appointment s, delay/cancellation (outpatients)		Action Plan - Staff awareness	CLOSED
FORMAL	AS35.11/12	10-May-2011	8-Jun-2011			20	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Appointment s, delay/cancellation (outpatients)		No Action Plan	CLOSED
FORMAL	AS46.11/12	20-May-2011	16-Jun-2011			18	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Pre-operative Assessment Clinic	Communication/information to patients		Action Plan - Guidelines now in place to stop certain medications pre operation.	CLOSED
FORMAL	AS281.10/11	29-Mar-2011	6-Jun-2011			44	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Outpatients Reception/Waiting Area	Waiting times, out-patient departments		Action Plan - Staff Awareness to keep patients informed of waiting times.	
FORMAL	AS16.11/12	18-Apr-2011	16-Jun-2011			38	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	A&E	Professional assessment of need		No Action Plan - Patient already 2 weeks into healing an un-displaced fracture. No loss of function. The attending doctor did not intend to seem rude but has apologised.	CLOSED
FORMAL	AS76.11/12	13-Jun-2011	29-Jun-2011			12	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality		Action Plan - Staff reminded of importance of wound cleansing and dressings applications	CLOSED
FORMAL	AS76.11/12	13-Jun-2011	29-Jun-2011			12	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Staff attitude/behaviour		Action Plan - Staff reminded of importance of wound cleansing and dressings applications	CLOSED
FORMAL	AS54.11/12	25-May-2011	21-Jun-2011			18	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Waiting times, A&E department		No Action Plan - Complaint withdrawn	CLOSED
FORMAL	AS36.11/12	10-May-2011	8-Jun-2011			20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Staff attitude/behaviour		Action Plan - Nurse required to attend refresher course for cast application. Doctor made aware of attitude.	CLOSED
FORMAL	AS52.11/12	24-May-2011	16-Jun-2011			16	ACUTE	Craigavon Area Hospital	Functional Support Services	A&E	Staff attitude/behaviour		Action Plan - Continued monitoring of car parking	CLOSED
FORMAL	AS52.11/12	24-May-2011	16-Jun-2011			16	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park/Grounds	Access to premises		Action Plan - Continued monitoring of car parking	CLOSED
FORMAL	AS52.11/12	24-May-2011	16-Jun-2011			16	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park/Grounds	Other		Action Plan - Continued monitoring of car parking	CLOSED
FORMAL	AS39.11/12	16-May-2011	8-Jun-2011			16	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Dermatology Clinic	Staff attitude/behaviour		Action Plan - note on file that patient wishes to see another consultant in future.	CLOSED
FORMAL	AS24.11/12	22-Apr-2011	24-Aug-2011			30	ACUTE	South Tyrone Hospital	Cancer and Clinical Services	Day Procedure/Day Surgery Unit	Treatment and care quality		Action Plan - Offered another date is patient wished.	CLOSED
FORMAL	AS24.11/12	22-Apr-2011	10-Jun-2011	24-Jun-2011		30	ACUTE	South Tyrone Hospital	Cancer and Clinical Services	Day Procedure/Day Surgery Unit	Treatment and care quality		Action Plan - Offered another date is patient wished.	CLOSED

FORMAL	AS24.11/12	22-Apr-2011	16-Jun-2011	24-Jun-2011	30	ACUTE	South Tyrone Hospital	Cancer and Clinical Services	Day Procedure/ Day Surgery Unit	Waiting times, out-patient departments	Personal Information redacted by the USI		Action Plan - Offered another date is patient wished.	CLOSED
FORMAL	AS69.11/12	7-Jun-2011	7-Jun-2011		0	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality	MLA writing on behalf of client, who was unhappy with treatment received whilst in A&E, CAH. Also queries how long she will have to wait for surgery and has requested a meeting to discuss her care.	Meeting held with complainant. Followed by letter of response in relation to catheter care.	Action Plan - Meetings with Patient Support who has communicated with both Urology Team and Gynae Team to provide treatment. Social Worker contacted in relation to patient's personal care needs.	CLOSED
FORMAL	AS69.11/12	7-Jun-2011	7-Jun-2011		0	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointments, delay/cancellation (outpatients)	MLA writing on behalf of client, who was unhappy with treatment received whilst in A&E, CAH. Also queries how long she will have to wait for surgery and has requested a meeting to discuss her care.	Meeting held with complainant. Followed by letter of response in relation to catheter care.	Action Plan - Meetings with Patient Support who has communicated with both Urology Team and Gynae Team to provide treatment. Social Worker contacted in relation to patient's personal care needs.	CLOSED
FORMAL	AS34.11/12	9-May-2011	7-Jun-2011		20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medical	Confidentially	Personal Information redacted by the USI		No Action Plan - Report provided to both employer and employee	CLOSED
FORMAL	AS62.11/12	2-Jun-2011	22-Jun-2011		14	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Staff attitude/behaviour	Personal Information redacted by the USI		No Action Plan	CLOSED
FORMAL	AS49.11/12	23-May-2011	16-Jun-2011	28-Jun-2011	17	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Fracture Clinic	Staff attitude/behaviour	Personal Information redacted by the USI		Action Plan - If patient wishes to be transferred under the care of another consultant this can be arranged.	CLOSED
FORMAL	AS49.11/12	23-May-2011	16-Jun-2011	28-Jun-2011	17	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Fracture Clinic	Treatment and care quality	Personal Information redacted by the USI		Action Plan - If patient wishes to be transferred under the care of another consultant this can be arranged.	CLOSED
FORMAL	AS275.10/11	22-Mar-2011	16-Jun-2011		57	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Treatment and care quality	Personal Information redacted by the USI		Action Plan - Keep patient informed of delays	CLOSED
FORMAL	AS71.11/12	9-Jun-2011	24-Jun-2011		11	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Treatment and care quality	Personal Information redacted by the USI		No Action Plan	CLOSED
FORMAL	AS44.11/12	20-May-2011	7-Jun-2011		11	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Day Procedure/ Day Surgery Unit	Treatment and care quality	Personal Information redacted by the USI		No Action Plan provided	CLOSED
FORMAL	AS44.11/12	20-May-2011	7-Jun-2011		11	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	Day Procedure/ Day Surgery Unit	Discharge/transfer arrangements	Personal Information redacted by the USI		No Action Plan provided	CLOSED
FORMAL	AS27.11/12	4-May-2011	2-Jun-2011		20	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	General Male Medical, Level 5	Discharge/transfer arrangements	Personal Information redacted by the USI		No Action Plan available yet.	CLOSED
FORMAL	AS57.11/12	31-May-2011	21-Jun-2011		15	ACUTE	Independent/Voluntary Sector Locations	Surgery and Elective Care	352 Clinic	Appointments, delay/cancellation (outpatients)	Personal Information redacted by the USI		No Action Plan - Alternative appointment date to be offered within accepted waiting time.	CLOSED
FORMAL	AS51.11/12	23-May-2011	30-Jun-2011		20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Treatment and care quality	Personal Information redacted by the USI		Action Plan - Staff awareness re privacy and dignity	CLOSED
FORMAL	AS51.11/12	23-May-2011	30-Jun-2011		20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	1 East Maternity Antenatal	Staff attitude/behaviour	Personal Information redacted by the USI		Action Plan - Staff awareness re privacy and dignity	CLOSED
FORMAL	AS51.11/12	23-May-2011	30-Jun-2011		20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Staff attitude/behaviour	Personal Information redacted by the USI		Action Plan - Staff awareness re privacy and dignity	CLOSED
FORMAL	AS86.11/12	20-Jun-2011	29-Jun-2011		7	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality	Personal Information redacted by the USI		Action Plan - Doctor is doing further work on her communication skills, she is attending a 1 day communication course.	CLOSED

FORMAL	AS86.11/12	20-Jun-2011	29-Jun-2011		7	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Staff attitude/behaviour	
FORMAL	AS59.11/12	1-Jun-2011	16-Jun-2011		11	ACUTE	South Tyrone Hospital	Functional Support Services	Car Park/Grounds	Access to premises	
FORMAL	AS87.11/12	20-Jun-2011	30-Jun-2011		8	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Treatment and care quality	
FORMAL	AS83.11/12	16-Jun-2011	30-Jun-2011		10	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Dermatology Clinic	Waiting times, out-patient departments	
FORMAL	AS26.11/12	4-May-2011	2-Jun-2011		20	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services	Pain Management Clinic	Treatment and care quality	
FORMAL	AS48.11/12	23-May-2011	28-Jun-2011		20	ACUTE	South Tyrone Hospital	Cancer and Clinical Services	Day Procedure/Day Surgery Unit	Treatment and care quality	
FORMAL	AS13.11/12	11-Apr-2011	8-Jun-2011		37	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	A&E	Waiting times, A&E department	
FORMAL	AS25.11/12	4-May-2011	2-Jun-2011		20	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	Mandeville Unit	Communication/information to patients	
FORMAL	AS43.11/12	19-May-2011	9-Jun-2011		14	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	X-ray Dept (Radiology)	Communication/information to patients	
FORMAL	AS31.11/12	6-May-2011	6-Jun-2011		20	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	X-ray Dept (Radiology)	Records/recording keeping	
FORMAL	0711/0511	26-May-2011	17-Jun-2011		15	CYP	Community	Family Support and Safeguarding	Home of client	Staff attitude/behaviour	
FORMAL	0721/0611	2-Jun-2011	10-Jun-2011		6	CYP	Community	Specialist Child Health and Disability	Child Development Centre, Lurgan Hosp Site	Appointments, delay/cancellation (outpatients)	
FORMAL	0712/0511	27-May-2011	30-Jun-2011		23	CYP	Community	Corporate Parenting	Oaklands Residential Home, Armagh	Admission into hospital (delay cancellation) (inpatients)	
FORMAL	0702/0511	24-May-2011	6-Jun-2011		8	CYP	Community	Corporate Parenting	Oaklands Residential Home, Armagh	Treatment and care quality	
FORMAL	0725/0611	2-Jun-2011	15-Jun-2011		9	CYP	Craigavon Area Hospital	Specialist Child Health and Disability	Paediatric Outpatient Clinic	Waiting times, out-patient departments	
FORMAL	0679/0511	16-May-2011	15-Jun-2011		21	CYP	Community	Family Support and Safeguarding	Non Trust premises	Staff attitude/behaviour	

Personal Information redacted by the USI

Action Plan - Doctor is doing further work on her communication skills, she is attending a 1 day communication course.	CLOSED
Action Plan - Improve access to main entrance of STH for drop off	CLOSED
No Action Plan provided	CLOSED
Action Plan - Patient offered an appointment	CLOSED
No Action Plan - Appointments offered to patient appropriately	CLOSED
Action Plan - Procedures in the Trust now being agreed	CLOSED
No Action Plan - this patient was triaged and seen appropriately.	CLOSED
Action Plan - Staff awareness of importance of passing on messages.	CLOSED
Action Plan - All barium Meal requests are viewed by the Consultant Radiologist prior to the appointment to ensure that correct information is forwarded to patients.	CLOSED
Action Plan - Suggested that patient requests replacement reports and CAH will reimburse cost.	CLOSED
	LR1011
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	LR1011
	FURTH

FORMAL	0616/0311	22-Mar-2011	10-Jun-2011		53	CYP	Community	Family Support and Safeguarding	Edenderry House, Portadown	Complaints handling
FORMAL	0714/0511	31-May-2011	15-Jun-2011		11	CYP	Community	Corporate Parenting	Oaklands Residential Home, Armagh	Admission into hospital (delay cancellation) (inpatients)
FORMAL	510/0311	24-Mar-2011	18-Apr-2011	1-Jun-2011	63	MHD	Community	Learning Disability Services	Oakridge SEC, Dungannon	Policy/commercial decisions
FORMAL	696/0511	20-May-2011	29-Jun-2011		27	MHD	Craigavon Area Hospital	Mental Health Service	Silverwood Ward	Treatment and care quality
FORMAL	656/0511	9-May-2011	6-Jun-2011		19	MHD	Daisy Hill Hospital	Mental Health Service		Treatment and care quality
FORMAL	720/0611	1-Jun-2011	9-Jun-2011		6	MHD	Community	Physical and Sensory Disability Service		Aids/adaptations/appliances
FORMAL	642/0511	4-May-2011	3-Jun-2011		21	MHD		Mental Health Service		Staff attitude/behaviour
FORMAL	611/0411	20-Apr-2011	23-May-2011	27-May-2011	36	MHD	Craigavon Area Hospital	Mental Health Service	Silverwood Ward	Staff attitude/behaviour
FORMAL	681/0511	16-May-2011	9-Jun-2011		17	MHD		Mental Health Service		Treatment and care quality
FORMAL	575/0411	5-May-2011	2-Jun-2011	8-Jun-2011	20	MHD	Daisy Hill Hospital	Mental Health Service		Staff attitude/behaviour
FORMAL	760/0511	9-May-2011	17-Jun-2011		28	MHD		Mental Health Service		Policy/commercial decisions

Personal Information redacted by the USI

	FURTH
	LR1011
consent o/s emck letter to sister advising that day care cannot be provided when P is admitted to Personal Information which provides 24 hr care. letter advised that P had settled well in Perso and that this option best met his needs, at this time. Letter advises that should, in the future, sister which to care for Pe at her home, then day care could be looked at again	CLOSED
	CLOSED
	CLOSED
	CLOSED
	ENHAN
letter sent out apologising sincerely that this incident occurred on the Silverwood Ward. The Ward Manager Personal has spoken directly with the staff member involved and highlighted the Standards of Conduct, Performance and ethics for Nurse and Midwives, specifically point No 59 in the NMC code, 'you must not use your professional status to promote causes that are not related to health'. all staff on the Silverwood Ward shall be reminded of NMC guidelines regarding same at staff meetings and this will be kept as a standing agenda item.	ENHAN
	CLOSED
	Closed
	CLOSED

FORMAL	OP09.11/12	10-May-2011	9-Jun-2011		21	OPPC	Community	Primary Care	Banbridge HSSC	Staff attitude/behaviour	Personal Information redacted by the USI		CLOSED
FORMAL		12-May-2011	21-Jun-2011		27	OPPC	Lurgan Hospital	Enhanced Services	Ward 2, Female Stroke	Treatment and care quality			CLOSED
FORMAL		12-May-2011	21-Jun-2011		27	OPPC	Lurgan Hospital	Enhanced Services	Ward 2, Female Stroke	Clinical diagnosis			CLOSED
FORMAL	OP13.11/12	19-May-2011	17-Jun-2011		20	OPPC	Community	Primary Care	Podiatry Clinic	Appointments, delay/cancellation (outpatients)			CLOSED

FORMAL	OP12.11/12	17-May-2011	27-Jun-2011		28	OPPC	Community	Older Peoples Services	Home of client	Treatment and care quantity	Personal Information redacted by the USI			CLOSED
FORMAL	OP08.11/12	6-May-2011	8-Jun-2011	15-Jun-2011	21	OPPC	Community	Primary Care	Warrenpoint Health Centre	Staff attitude/behaviour				FURTH
FORMAL		19-May-2011	6-Jun-2011		11	OPPC	Daisy Hill Hospital	Enhanced Services		Aids/adaptations/appliances				CLOSED
FORMAL	760/0511	9-May-2011	17-Jun-2011		28	OPPC		Promoting Wellbeing		Other				CLOSED

SHSCT Report on Closed Complaints - July 2011

Type	Ref	First received	Replied done	Re-opened	Response time	Directorate	Site	Division	Loc (Exact)	Subjects	Description	Outcome	Action taken	Current Stage
FORMAL	AS21.11/12	20-Apr-2011	20-Jul-2011		59	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 South	Treatment and care quality	Personal Information redacted by the USI		Delay in getting discharge plan in place - no raiser recliner chair or Quick Turn (turning circle) available on hospital wards to enable mobility assessment of heavy dependent patients with the same equipment as careers are required to use. Physio to raise concerns of non stock requisition for assessment purposes on wards CAH.	CLOSED
FORMAL	AS21.11/12	20-Apr-2011	20-Jul-2011		59	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care		Discharge/transfer arrangements			Delay in getting discharge plan in place - no raiser recliner chair or Quick Turn (turning circle) available on hospital wards to enable mobility assessment of heavy dependent patients with the same equipment as careers are required to use. Physio to raise concerns of non stock requisition for assessment purposes on wards CAH.	CLOSED
FORMAL	AS28.11/12	4-May-2011	25-Jul-2011		56	ACUTE	South Tyrone Hospital	Medicine and Unscheduled Care	Rheumatology Clinic	Treatment and care quality			No action plan	CLOSED
FORMAL	AS30.11/12	6-May-2011	25-Jul-2011		54	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Medical/Stroke	Communication/information to patients			No Action Plan available yet	CLOSED
FORMAL	AS30.11/12	6-May-2011	25-Jul-2011		54	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Medical/Stroke	Treatment and care quality			No Action Plan available yet	CLOSED
FORMAL	AS40.11/12	17-May-2011	4-Jul-2011		33	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality			No Action Plan provided	CLOSED
FORMAL	AS40.11/12	17-May-2011	4-Jul-2011		33	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Mandeville Unit	Treatment and care quality			No Action Plan provided	CLOSED
FORMAL	AS45.11/12	20-May-2011			39	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services		Aids/adaptations/appliances				
FORMAL	AS47.11/12	20-May-2011	26-Jul-2011	3-Aug-2011	45	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Staff attitude/behaviour			Action plan - Improved communication skills. Talk to staff involved	
FORMAL	AS55.11/12	26-May-2011	19-Jul-2011		36	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care		Confidentiality			No action Plan	CLOSED
FORMAL	AS58.11/12	31-May-2011	5-Jul-2011	4-Aug-2011	25	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality				
FORMAL	AS58.11/12	31-May-2011	5-Jul-2011	4-Aug-2011	25	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Staff attitude/behaviour				
FORMAL	AS58.11/12	31-May-2011	5-Jul-2011	4-Aug-2011	25	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Treatment and care quality				

FORMAL	AS64.11/12	3-Jun-2011	21-Jul-2011		33	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	3 South	Treatment and care quality	Personal Information redacted by the USI	No Action Plan	CLOSED
FORMAL	AS64.11/12	3-Jun-2011	21-Jul-2011		33	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	3 South	Professional assessment of need		No Action Plan	CLOSED
FORMAL	AS67.11/12	6-Jun-2011	20-Jul-2011		31	ACUTE	South Tyrone Hospital	Surgery and Elective Care	Day Clinical Centre	Appointments, delay/cancellation (outpatients)		No action plan	CLOSED
FORMAL	AS74.11/12	10-Jun-2011			17	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	A&E	Staff attitude/behaviour		Action Plan - Feasibility of recording telephone calls to A&E in order to validate complaint made regarding staff attitude	CLOSED
FORMAL	AS73.11/12	10-Jun-2011	11-Jul-2011	4-Aug-2011	21	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality		Action plan - Assure attendees that staff are competent in plaster cas removal/splitting. continue with plaster competency training. Placement of nurses in fracture clinic for experience. completion of signing sheets.	
FORMAL	AS72.11/12	10-Jun-2011	19-Jul-2011		26	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Trauma Ward	Patients' property/expenses/finance		No action plan	CLOSED
FORMAL	AS75.11/12	13-Jun-2011	25-Jul-2011		29	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Fracture Clinic	Records/record keeping		No action plan Process put in place to prevent delay in receiving case notes for future patient appointments.	CLOSED
FORMAL	AS78.11/12	14-Jun-2011			20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	1 East Maternity Antenatal	Treatment and care quality		No Action Plan provided	CLOSED
FORMAL	AS81.11/12	15-Jun-2011	5-Jul-2011		14	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Staff attitude/behaviour		Action Plan - Clinical Lead has spoken to the doctor to reinforce his approach to patients.	CLOSED
FORMAL	AS82.11/12	16-Jun-2011			19	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Medical/Stroke	Treatment and care quality		Action Plan - Assurance that better communication to patient's has been reinforced with staff.	CLOSED
FORMAL	AS82.11/12	16-Jun-2011			19	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Medical/Stroke	Communication/inf oramation to patients		Action Plan - Assurance that better communication to patient's has been reinforced with staff.	CLOSED

FORMAL	AS84.11/12	16-Jun-2011	11-Jul-2011		17	ACUTE	Lurgan Hospital	Cancer and Clinical Services	Lurgan HSSC	Patients' privacy/dignity	Personal Information redacted by the USI	Action Plan Small supply of gowns to be made available in Lurgan Hospital Breast Screening Clinic.	CLOSED
FORMAL	AS85.11/12	20-Jun-2011	19-Jul-2011		20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Waiting times, A&E department		Action Plan - Lack of seating - Review current space. - Adequate seating for attendees - Find alternative space for vending machines. Non stock requisition for more seating. Waiting time for assessment - 95% of attendees will be assessed and discharged within 4 hours. - Prompt triage, prompt medical assessment. early tests good flow with patient flow and inpatient wards	CLOSED
FORMAL	AS85.11/12	20-Jun-2011	19-Jul-2011		20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Delayed admission from A&E		Action Plan - Lack of seating - Review current space. - Adequate seating for attendees - Find alternative space for vending machines. Non stock requisition for more seating. Waiting time for assessment - 95% of attendees will be assessed and discharged within 4 hours. - Prompt triage, prompt medical assessment. early tests good flow with patient flow and inpatient wards	CLOSED
FORMAL	AS85.11/12	20-Jun-2011	19-Jul-2011		20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Treatment and care quality		Action Plan - Lack of seating - Review current space. - Adequate seating for attendees - Find alternative space for vending machines. Non stock requisition for more seating. Waiting time for assessment - 95% of attendees will be assessed and discharged within 4 hours. - Prompt triage, prompt medical assessment. early tests good flow with patient flow and inpatient wards	CLOSED
FORMAL	AS85.11/12	20-Jun-2011	19-Jul-2011		20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Communication/Information to patients		Action Plan - Lack of seating - Review current space. - Adequate seating for attendees - Find alternative space for vending machines. Non stock requisition for more seating. Waiting time for assessment - 95% of attendees will be assessed and discharged within 4 hours. - Prompt triage, prompt medical assessment. early tests good flow with patient flow and inpatient wards	CLOSED
FORMAL	AS88.11/12	20-Jun-2011	13-Jul-2011		16	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Clinical diagnosis		No action plan.	CLOSED
FORMAL	AS90.11/12	21-Jun-2011	20-Jul-2011		20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Admissions/Assessment Unit	Treatment and care quality		Action plan - To alert all staff regarding attitude to patients when they come to Assessment Unit. To have more acceptable attitude towards patient when assess antenatally.	CLOSED
FORMAL	AS89.11/12	21-Jun-2011	11-Jul-2011	29-Jul-2011	14	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality			
FORMAL	AS89.11/12	21-Jun-2011	11-Jul-2011	29-Jul-2011	14	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Staff attitude/behaviour			
FORMAL	AS91.11/12	22-Jun-2011	18-Jul-2011		17	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Rheumatology Clinic	Appointments, delay/cancellation (outpatients)		No action plan	CLOSED

FORMAL	AS93.11/12	24-Jun-2011	19-Jul-2011		16	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointments, delay/cancellation (outpatients)	Personal Information redacted by the USI	No action plan	CLOSED
FORMAL	AS92.11/12	24-Jun-2011	11-Jul-2011		11	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Professional assessment of need		No action Plan.	CLOSED
FORMAL	AS98.11/12	27-Jun-2011	18-Jul-2011		14	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Clinical diagnosis		No action Plan	CLOSED
FORMAL	AS95.11/12	27-Jun-2011			13	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park/Grounds	Access to premises		Action Plan - Signage to make users aware that there is a 15 minute time frame for entering and leaving the car park for drop offs. So no need to validate the ticket.	CLOSED
FORMAL	AS99.11/12	27-Jun-2011	1-Jul-2011		4	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	General Male Medical, Level 5	Professional assessment of need		No Action Plan - Appropriate investigations carried out for this patient.	CLOSED
FORMAL	AS103.11/12	29-Jun-2011	14-Jul-2011		10	ACUTE	Craigavon Area Hospital	Functional Support Services	Entrance/Exit	Environmental		Action Plan - Promotion of compliance with the new smoke free zone. Improve signage.	CLOSED
FORMAL	AS101.11/12	29-Jun-2011	28-Jul-2011		20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Staff attitude/behaviour		Action plan - When scan shows something untoward's insist paediatrician to see baby	CLOSED
FORMAL	AS101.11/12	29-Jun-2011	28-Jul-2011		20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Treatment and care quality		Action plan - When scan shows something untoward's insist paediatrician to see baby	CLOSED
FORMAL	AS111.11/12	6-Jul-2011	20-Jul-2011		9	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care		Treatment and care quality		No action plan.	CLOSED
FORMAL	835/0711	6-Jul-2011			8	ACUTE	Community	Medicine and Unscheduled Care		Policy/commercial decisions			CLOSED
FORMAL	835/0711	6-Jul-2011			8	ACUTE	Community	Cancer and Clininal Services		Waiting times, out patient departments			CLOSED
FORMAL	AS115.11/12	11-Jul-2011	25-Jul-2011	5-Oct-2011	9	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care		Staff attitude/behaviour		No action Plan	
FORMAL	AS119.11/12	15-Jul-2011	18-Jul-2011	31-Aug-2011	1	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthodontic Clinic	Appointments, delay/cancellation (outpatients)		No action plan	

FORMAL	0731/0511	12-May-2011	6-Jul-2011		38	CYP	Community	Family Support and Safeguarding	Home of client	Communication/information to patients	Personal Information redacted by the USI			FURTH
FORMAL	0683/0511	17-May-2011	4-Jul-2011		33	CYP	Community	Family Support and Safeguarding	Foster home	Policy/commercial decisions				FURTH
FORMAL	0626/0411	23-May-2011	4-Jul-2011		29	CYP	Community	Family Support and Safeguarding	Portadown HSSC	Communication/information to patients				FURTH
FORMAL	0626/0411	23-May-2011	4-Jul-2011		29	CYP	Community	Family Support and Safeguarding	Portadown HSSC	Treatment and care quality				FURTH
FORMAL	0740/0511	31-May-2011	11-Jul-2011		29	CYP	Community	Family Support and Safeguarding	Non Trust premises	Complaints handling				FURTH
FORMAL	0801/0611	2-Jun-2011	4-Jul-2011		26	CYP	Community	Family Support and Safeguarding	Portadown HSSC	Complaints handling				LR1011
FORMAL	0771/0611	8-Jun-2011	5-Jul-2011		19	CYP	Community	Family Support and Safeguarding	Foster home	Treatment and care quality				LR1011
FORMAL	0755/0611	10-Jun-2011	11-Jul-2011		21	CYP	Community	Family Support and Safeguarding	Public place	Treatment and care quality				FURTH
FORMAL	0755/0611	10-Jun-2011	11-Jul-2011		21	CYP	Community	Family Support and Safeguarding	Portadown HSSC	Communication/information to patients				FURTH
FORMAL	0769/0611	10-Jun-2011	11-Jul-2011		21	CYP	Community	Family Support and Safeguarding	Foster home	Treatment and care quality				LR1011

FORMAL	E0783/0611	20-Jun-2011	11-Jul-2011		15	CYP	Community	Family Support and Safeguarding	Home of client	Treatment and care quality
FORMAL	0794/0611	22-Jun-2011	13-Jul-2011		14	CYP	South Tyrone Hospital	Family Support and Safeguarding	E Floor	Treatment and care quality
FORMAL	0822/0611	23-Jun-2011	4-Jul-2011		7	CYP	Community	Family Support and Safeguarding	Banbridge HSSC	Staff attitude/behaviour
FORMAL	0813/0611	27-Jun-2011	4-Jul-2011		5	CYP	Community	Family Support and Safeguarding	Dromalane House, Newry	Professional assessment of need
FORMAL	0831/0711	5-Jul-2011	27-Jul-2011		15	CYP	Community	Family Support and Safeguarding	Brownlow HSSC, Legahorry Centre	Communication/information to patients
FORMAL	0897/0711	26-Jul-2011	27-Jul-2011		1	CYP	South Tyrone Hospital	Family Support and Safeguarding	E Floor	Staff attitude/behaviour
FORMAL	739/0611	20-Jun-2011	19-Jul-2011		20	MHD	Community	Mental Health Service		Treatment and care quality
FORMAL	743/0611	27-Jun-2011	26-Jul-2011		20	MHD	Community	Mental Health Service		Staff attitude/behaviour
FORMAL	781/0611	29-Jun-2011	27-Jul-2011		19	MHD	Community	Physical and Sensory Disability Service		Treatment and care quality
FORMAL	826/0611	30-Jun-2011	27-Jul-2011		18	MHD	Community	Mental Health Service		Aids/adaptations/appliances

Personal Information redacted by the USI

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FORMAL	835/0711	6-Jul-2011			8	MHD	Community	Physical and Sensory Disability Service		Policy/commercial decisions
FORMAL		26-Nov-2010	20-Jul-2011		158	OPPC	Community	Primary Care	Home of client	Professional assessment of need
FORMAL		7-Jun-2011	5-Jul-2011		20	OPPC	Community	Primary Care	Home of client	Aids/adaptations/appliances
FORMAL		13-Jun-2011	11-Jul-2011		20	OPPC		Enhanced Services	ICATS Orthopaedic Clinic	Theatre/operation/procedure, delay/cancellation

Personal Information redacted by the USI

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FORMAL	TOF/1115/2011	23-Jun-2011	21-Jul-2011		19	OPPC		Primary Care		Treatment and care quality	Personal Information redacted by the USI		CLOSED	
FORMAL		28-Jun-2011	4-Jul-2011		4	OPPC	Community	Primary Care	Home of client	Treatment and care quantity			CLOSED	
FORMAL														
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FORMAL		29-Jun-2011	4-Jul-2011		3	OPPC	Community	Primary Care	Home of client	Aids/adaptations/appliances			CLOSED	
FORMAL		1-Jul-2011	13-Jul-2011		7	OPPC	Community	Primary Care	Home of client	Aids/adaptations/appliances		response confirmed that concerns noted joint visit estate services and supplier took place 2206 and lift in good working order, engineer to go out and deal with noise coming from lift. Pers	CLOSED	
FORMAL		29-Jul-2011			0	OPPC	Independent/Voluntary Sector Locations	Primary Care	ICATS Orthopaedic Clinic	Treatment and care quality			CLOSED	

63 New Complaints (by subject) received in July 11
12 complaints reopened in July 11
3 items of correspondence from Ombudsmans Office

SHSCT Report on Closed Complaints - August 2011

Type	Ref	First received	Replied done	Re-opened	Response time	Directorate	Site	Division	Loc (Exact)	Subjects	Description	Outcome	Action taken	Current Stage
FORMAL	AS70.11/12	8-Jun-2011	22-Jun-2011	22-Jun-2011	42	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Dermatology Clinic	Policy/commercial decisions	Personal Information redacted by the USI		No Action Plan provided	CLOSED
FORMAL	AS110.11/12	5-Jul-2011	19-Aug-2011		32	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Fracture Clinic	Clinical diagnosis				CLOSED
FORMAL	AS77.11/12	13-Jun-2011	16-Jun-2011	5-Aug-2011	43	ACUTE	Daisy Hill Hospital	Cancer and Clininal Services	X-ray Dept (Radiology)	Clinical diagnosis			No Action Plan provided	CLOSED
FORMAL	AS77.11/12	13-Jun-2011	16-Jun-2011	5-Aug-2011	43	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	A&E X-ray	Waiting times, out-patient departments			No Action Plan provided	CLOSED
FORMAL	AS77.11/12	13-Jun-2011	16-Jun-2011	5-Aug-2011	43	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality			No Action Plan provided	CLOSED
FORMAL	AS118.11/12	14-Jul-2011	12-Aug-2011		21	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Treatment and care quality				CLOSED
FORMAL		1-Jul-2011	1-Aug-2011		20	ACUTE	Community	Medicine and Unscheduled Care	A&E	Treatment and care quality				CLOSED
FORMAL	0935/0811	1-Aug-2011	30-Aug-2011		20	CYP	Community	Family Support and Safeguarding	Home of client	Treatment and care quality				LR1011

FORMAL	0914/0711	27-Jul-2011	30-Aug-2011		23	CYP	Community	Family Support and Safeguarding	Non Trust premises	Treatment and care quality	Personal Information redacted by the USI		LR1011
FORMAL	AS126.11/12	26-Jul-2011	12-Aug-2011		13	ACUTE	South Tyrone Hospital	Medicine and Unscheduled Care	Dietetic Clinic	Treatment and care quality		No action plan	CLOSED
FORMAL	AS04.11/12	4-Apr-2011	26-Aug-2011		98	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Treatment and care quality			
FORMAL	AS128.11/12	28-Jul-2011	8-Aug-2011	15-Aug-2011	7	ACUTE	Craigavon Area Hospital	Cancer and Clininal Services	Mandeville Unit	Aids/adaptations/a ppliances		No action plan	CLOSED
FORMAL	AS122.11/12	20-Jul-2011	30-Aug-2011		28	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Pre-operative Assessment Clinic	Environmental		Action plan - The whole area has been painted and chairs removed.	CLOSED
FORMAL	AS122.11/12	20-Jul-2011	30-Aug-2011		28	ACUTE	Daisy Hill Hospital	Functional Support Services	Pre-operative Assessment Clinic	Policy/commercial decisions		Action plan - The whole area has been painted and chairs removed.	CLOSED
FORMAL	784/0611	29-Jun-2011	2-Aug-2011		23	MHD	Community	Learning Disability Services		Treatment and care quality			CLOSED
FORMAL	0874/0711	15-Jul-2011	25-Aug-2011		29	CYP	Community	Family Support and Safeguarding	Home of client	Communication/inf ormation to patients			LR1011
FORMAL	AS94.11/12	24-Jun-2011	4-Aug-2011		28	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Ophthamology Clinic	Confidentiality		Action plan Letters to be printed single sided, clerical staff to double check all information prior to posting.	CLOSED

FORMAL		4-Jul-2011	2-Aug-2011		20	OPPC	Craigavon Area Hospital	Primary Care	Physio Dept	Professional assessment of need	Personal Information redacted by the USI		Outcome history of extensive intervention given, advised that since client found physio not to be beneficial then referred to Pain mgt clinic. appt scheduled for 30th Aug 2011 Pers	CLOSED
FORMAL	AS106.11/12	30-Jun-2011	18-Aug-2011		34	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Communication/information to patients				CLOSED
FORMAL	AS106.11/12	30-Jun-2011	18-Aug-2011		34	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Treatment and care quality				CLOSED
FORMAL	0901/0711	26-Jul-2011	8-Aug-2011		9	CYP	South Tyrone Hospital	Family Support and Safeguarding	E Floor	Professional assessment of need				LR1011
FORMAL	0852/0711	8-Jul-2011	8-Aug-2011		20	CYP	Community	Specialist Child Health and Disability	Home of client	Treatment and care quantity				LR1011
FORMAL	863/0711	11-Jul-2011	8-Aug-2011		19	MHD	St Lukes Hospital	Mental Health Service		Staff attitude/behaviour				CLOSED
FORMAL	AS121.11/12	18-Jul-2011	31-Aug-2011		31	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality			Communication breakdown and misunderstanding - Apology given.	CLOSED
FORMAL	AS121.11/12	18-Jul-2011	31-Aug-2011		31	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Fracture Clinic	Treatment and care quality			Communication breakdown and misunderstanding - Apology given.	CLOSED

FORMAL	OPINF521	8-Jul-2011	30-Mar-2011	19-Apr-2011	19	OPPC	Community	Enhanced Services	Personal Care Nursing Home	Treatment and care quality	Personal Information redacted by the USI		CLOSED
FORMAL	OPINF521	8-Jul-2011	5-Aug-2011		19	OPPC	Community	Enhanced Services	Personal Care Nursing Home	Treatment and care quality			CLOSED
FORMAL	0862/0711	8-Jul-2011	19-Aug-2011		29	CYP	Community	Family Support and Safeguarding	Portadown HSSC	Records/record keeping			LR1011
FORMAL	0538/0311	31-Mar-2011	18-Aug-2011		94	CYP	Community	Family Support and Safeguarding	Home of client	Treatment and care quality			LR1011

FORMAL	AS96.11/12	27-Jun-2011	24-Aug-2011		41	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Oral Surgery Clinic	Appointments, delay/cancellation (outpatients)	Personal Information redacted by the USI		CLOSED
FORMAL	AS96.11/12	27-Jun-2011	24-Aug-2011		41	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Oral Surgery Clinic	Staff attitude/behaviour			CLOSED
FORMAL	AS116.11/12	11-Jul-2011	4-Aug-2011		17	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Clinical diagnosis		No action Plan	CLOSED
FORMAL	AS116.11/12	11-Jul-2011	4-Aug-2011		17	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Staff attitude/behaviour		No action Plan	CLOSED
FORMAL	0916/0811	2-Aug-2011	19-Aug-2011		13	CYP	Community	Family Support and Safeguarding	Banbridge HSSC	Professional assessment of need			LR1011
FORMAL		25-Jul-2011	22-Aug-2011		20	OPPC	Community	Primary Care	Home of client	Staff attitude/behaviour			CLOSED

FORMAL	0624/0411	21-Apr-2011	4-Aug-2011		69	CYP	Community	Corporate Parenting	Foster home	Treatment and care quality	Personal Information redacted by the USI			LR1011
FORMAL	AS124.11/12	26-Jul-2011	12-Aug-2011		13	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality			No action plan	CLOSED
FORMAL	AS120.11/12	18-Jul-2011	12-Aug-2011		19	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Treatment and care quality	Patient is unhappy that she has been discharged from consultant without her knowledge and was told by consultant on 12 April 2011 that he would be arranging a further appointment and she would receive this within 4-6 weeks as the camera into her bladder didn't show anything.	Letter - explaining procedures performed and results were given which was normal, however it did show some evidence of constipation and patient given appropriate advice.		CLOSED
FORMAL		13-Jul-2011	24-Aug-2011		30	OPPC	Daisy Hill Hospital	Primary Care	Podiatry Clinic	Treatment and care quality	Personal Information redacted by the USI			CLOSED
FORMAL	AS130.11/12	29-Jul-2011	5-Aug-2011		5	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Ophthalmology Clinic	Appointments, delay/cancellation (outpatients)			No action plan	CLOSED
FORMAL	905/0711	28-Jul-2011	30-Aug-2011		22	MHD	Community	Learning Disability Services		Treatment and care quality				CLOSED

FORMAL		19-Jul-2011	5-Aug-2011		13	OPPC		Primary Care	Physio Dept	Treatment and care quantity	Personal Information redacted by the USI I am advised that you received a lengthy period of in-patient rehabilitation in the Royal Victoria Hospital, Craigavon Hospital and Lurgan Hospital after suffering a hypertensive right - sided haemorrhage on 7th August 2000. You were discharged home on the 16th March 2001 with arrangements made for further rehabilitation in the Royal Victoria Hospital in conjunction with physiotherapy provided by the Physical Disability team, which continued until April 2003. Our records confirm that you have been kept under review at the Royal Victoria Hospital and have had five further periods of reviews, which resulted in you subsequently receiving forty seven physiotherapy treatments. In January 2004 you were walking with a tripod stick and with the assistance of one person. In February 2008 you were walking with a stick with only supervision required. You were last treated in the	CLOSED
FORMAL	420/0211	25-Feb-2011			107	MHD	St Lukes Hospital	Mental Health Service		Discharge/transfer arrangements		FURTH
FORMAL	420/0211	25-Feb-2011	28-Mar-2011	15-Apr-2011	107	MHD	St Lukes Hospital	Mental Health Service		Discharge/transfer arrangements		FURTH

FORMAL	0882/0711	19-Jul-2011	25-Aug-2011		27	CYP	Community	Family Support and Safeguarding	Home of client	Staff attitude/behaviour	Personal Information redacted by the USI			CLOSED
FORMAL	AS68.11/12	6-Jun-2011	2-Aug-2011		40	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Rehabilitation, Level 4	Staff attitude/behaviour			No action plan	CLOSED
FORMAL	AS68.11/12	6-Jun-2011	2-Aug-2011		40	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Rehabilitation, Level 4	Discharge/transfer arrangements			No action plan	CLOSED
FORMAL		19-Jul-2011	15-Aug-2011		19	OPPC	Community	Primary Care	Home of client	Waiting times, community services			Final reopened response confirms the May date was only to deliver equipment and we can confirm that the first home ax was July - apologies if the original response letter did not make same clear Pers	CLOSED
FORMAL	0883/0711	19-Jul-2011	24-Aug-2011		26	CYP	Community	Family Support and Safeguarding	Home of client	Treatment and care quality				LR1011
FORMAL	AS12.11/12	8-Apr-2011	22-Aug-2011	19-Sep-2011	90	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medical	Treatment and care quality				
FORMAL	AS12.11/12	8-Apr-2011	22-Aug-2011	19-Sep-2011	90	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	ICU (HDU)	Treatment and care quality				
FORMAL	AS12.11/12	8-Apr-2011	22-Aug-2011	19-Sep-2011	90	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	1 West Gynae	Treatment and care quality				

FORMAL	AS38.11/12	10-May-2011	4-Aug-2011		60	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	1 Surgical	Clinical diagnosis	Personal Information redacted by the USI	No Action Plan available yet letter states Consultant to discuss with Clinical Director the need for senior doctor to be involved in care either directly or indirectly, of any patients who reattend the A&E department with the same condition within 24 - 48 hours.	CLOSED
FORMAL	AS38.11/12	10-May-2011	4-Aug-2011		60	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Clinical diagnosis		No Action Plan available yet letter states Consultant to discuss with Clinical Director the need for senior doctor to be involved in care either directly or indirectly, of any patients who reattend the A&E department with the same condition within 24 - 48 hours.	CLOSED
FORMAL	0838/0711	6-Jul-2011	9-Aug-2011		23	CYP	Community	Family Support and Safeguarding	Home of client	Professional assessment of need			LR1011
FORMAL	0894/0711	25-Jul-2011	4-Aug-2011		8	CYP	Community	Family Support and Safeguarding	Lisanally House, Armagh	Communication/Information to patients			LR1011
FORMAL	AS102.11/12	29-Jun-2011	12-Aug-2011		31	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Medical/Stroke	Treatment and care quality		No action plan	CLOSED
FORMAL	AS123.11/12	25-Jul-2011	3-Aug-2011		7	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Day Procedure/Day Surgery Unit	Treatment and care quality		No action plan letter states as learning points discussions have taken place on the importance of confirming sedation has taken effect before passing the endoscope, and the importance of clear, frequent communication with the patients before during and after procedure.	CLOSED
FORMAL	917/0811	2-Aug-2011	12-Aug-2011		8	MHD	St Lukes Hospital	Learning Disability Services	Cherry Villa	Professional assessment of need			CLOSED
FORMAL	AS105.11/12	30-Jun-2011	26-Jul-2011	5-Aug-2011	42	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Theatre	Treatment and care quality			CLOSED

FORMAL	AS105.11/12	30-Jun-2011	31-Aug-2011		42	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Theatre	Treatment and care quality	Personal Information redacted by the USI		CLOSED
FORMAL	AS129.11/12	29-Jul-2011	5-Aug-2011		5	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care		Policy/commercial decisions		No action plan	CLOSED
FORMAL	AS100.11/12	27-Jun-2011	2-Aug-2011		25	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 South	Staff attitude/behaviour		No Action Plan.	CLOSED
FORMAL	394/0211	18-Feb-2011	14-Mar-2011	5-Jul-2011	110	MHD	Community	Learning Disability Services		Professional assessment of need			CLOSED
FORMAL	394/0211	18-Feb-2011	2-Aug-2011		110	MHD	Community	Learning Disability Services		Professional assessment of need			CLOSED

FORMAL		19-Jul-2011	16-Aug-2011		20	OPPC	Community	Enhanced Services		Treatment and care quality	Personal Information redacted by the USI		CLOSED
FORMAL	AS63.11/12	2-Jun-2011	1-Aug-2011		41	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Outpatients Reception/Waiting Area	Staff attitude/behaviour			CLOSED
FORMAL	AS63.11/12	2-Jun-2011	1-Aug-2011		41	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Outpatients Reception/Waiting Area	Treatment and care quality			CLOSED
FORMAL	AS133.11/12	10-Aug-2011	12-Aug-2011	16-Sep-2011	2	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services		Communication/information to patients			

Type	ID	First received	Closed	Response time	Directorate s (Subjects)	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	1008	6-Sep-2011	3-Oct-2011	19	OPPC	Community	Primary Care	Home of client	Professional assessment of need	Personal Information redacted by the USI			CLOSED
FORMAL	991	6-Sep-2011	3-Oct-2011	19	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	General Surgery Clinic	Staff attitude/behaviour			No action plan	CLOSED
FORMAL	797	5-Jul-2011	3-Oct-2011	62	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Professional assessment of need			No action plan	CLOSED
FORMAL	797	5-Jul-2011	3-Oct-2011	62	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality			No action plan	CLOSED
FORMAL	797	5-Jul-2011	3-Oct-2011	62	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medical	Communication/information to patients			No action plan	CLOSED
FORMAL	797	5-Jul-2011	3-Oct-2011	62	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medical	Treatment and care quality			No action plan	CLOSED
FORMAL	1001	5-Sep-2011	3-Oct-2011	20	OPPC	Community	Older Peoples Services		Staff attitude/behaviour				CLOSED
FORMAL	998	7-Sep-2011	5-Oct-2011	20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Day Procedure/Day Surgery Unit	Treatment and care quality			Sedation will be discussed as matter of priority with all patients about th undergo upper GI endoscopies.	CLOSED
FORMAL	1047	19-Sep-2011	5-Oct-2011	12	ACUTE	South Tyrone Hospital	Cancer and Clininal Services	X-ray Dept (Radiology)	Treatment and care quality			No action plan Staff instructed to introduce themselves to patients even when it is extremely busy.	CLOSED
FORMAL	970	31-Aug-2011	10-Oct-2011	28	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Waiting times, A&E department			Comptenancy training in fracture clinic for staff involved in POP removal. Face to face meeting with nursing staff and nurse manager.	CLOSED
FORMAL	970	31-Aug-2011	10-Oct-2011	28	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality			Comptenancy training in fracture clinic for staff involved in POP removal. Face to face meeting with nursing staff and nurse manager.	CLOSED
FORMAL	1059	22-Sep-2011	10-Oct-2011	12	ACUTE	Daisy Hill Hospital	Functional Support Services	Reception/Waiting Area	Staff attitude/behaviour			No action plan	CLOSED
FORMAL	1059	22-Sep-2011	10-Oct-2011	12	FINANC	Daisy Hill Hospital	Financial Accounting, Control and Financial Services	Reception/Waiting Area	Patients' property/expenses/finance			No action plan	CLOSED
FORMAL	1058	29-Sep-2011	10-Oct-2011	7	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Female Medical, Level 5	Treatment and care quality			No action plan	CLOSED

FORMAL	984	31-Aug-2011	10-Oct-2011	28	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Heart Failure Clinic	Communication/information to patients	Personal Information redacted by the USI	Patient requires to be notified by post of next heart failure clinic appointment.	CLOSED
FORMAL	898	27-Jul-2011	10-Oct-2011	52	ACUTE	South Tyrone Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Appointments, delay/cancellation (outpatients)		Antenatal clinics to commence punctually with the appropriate number of staff present.	CLOSED
FORMAL	1011	7-Sep-2011	10-Oct-2011	23	CYP	Community	Family Support and Safeguarding	Home of client	Records/record keeping			LR1011
FORMAL	990	13-Sep-2011	11-Oct-2011	20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthodontic Clinic	Appointments, delay/cancellation (outpatients)		No action plan	CLOSED
FORMAL	928	10-Aug-2011	11-Oct-2011	43	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	General Male Medical, Level 5	Discharge/transfer arrangements		Consultants to reinforce the need for all discharge letters to be completed immediately after the morning ward round.	CLOSED
FORMAL	997	13-Sep-2011	11-Oct-2011	20	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	A&E	Staff attitude/behaviour		No action plan.	CLOSED
FORMAL	986	6-Sep-2011	11-Oct-2011	25	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Staff attitude/behaviour		Staff are aware of standards of acceptable communication. Agency also informed of complaint.	CLOSED
FORMAL	1039	22-Sep-2011	12-Oct-2011	14	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Professional assessment of need		Teaching sessions in the Emergency Departments highlighting the importance of checking x-rays in cases where small bits of glass were in the wound.	CLOSED
FORMAL	730	14-Jul-2011	12-Oct-2011	63	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality		No action Plan	CLOSED
FORMAL	1043	15-Sep-2011	12-Oct-2011	19	CYP	Community	Family Support and Safeguarding	Dromalane House, Newry	Treatment and care quantity			LR1011
FORMAL	1035	14-Sep-2011	12-Oct-2011	20	MHD	Craigavon Area Hospital	Mental Health Service		Staff attitude/behaviour			CLOSED
FORMAL	1044	15-Sep-2011	13-Oct-2011	20	CYP	Community	Specialist Child Health and Disability	Day Clinical Centre	Treatment and care quantity			LR1011
FORMAL	992	6-Sep-2011	13-Oct-2011	27	ACUTE	South Tyrone Hospital	Functional Support Services		Access to premises		Explanation of what had happened on the day in question	CLOSED

FORMAL	1049	16-Sep-2011	14-Oct-2011	20	CYP	Community	Specialist Child Health and Disability	Home of client	Treatment and care quantity	Personal Information redacted by the USI		CLOSED
FORMAL	1050	20-Sep-2011	14-Oct-2011	18	OPPC	Community	Enhanced Services	SAUCS (GPOOH) Armagh	Staff attitude/behaviour			CLOSED
FORMAL	1048	19-Sep-2011	17-Oct-2011	20	OPPC	Craigavon Area Hospital	Primary Care		Staff attitude/behaviour			CLOSED
FORMAL	1127	10-Oct-2011	18-Oct-2011	6	CYP	Community	Family Support and Safeguarding	Home of client	Staff attitude/behaviour			CLOSED
FORMAL	1036	21-Sep-2011	18-Oct-2011	19	OPPC	Community	Primary Care	Home of client	Aids/adaptations/appliances			CLOSED
FORMAL	1091	4-Oct-2011	18-Oct-2011	10	MHD	St Lukes Hospital	Mental Health Service	Ward 3, (PICU)	Clinical diagnosis			CLOSED
FORMAL	1068	4-Oct-2011	19-Oct-2011	11	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Aids/adaptations/appliances		No action plan	CLOSED
FORMAL	1056	21-Sep-2011	19-Oct-2011	20	MHD	Craigavon Area Hospital	Mental Health Service		Staff attitude/behaviour			CLOSED
FORMAL	794	22-Jun-2011	19-Oct-2011	83	CYP	South Tyrone Hospital	Family Support and Safeguarding	E Floor	Treatment and care quality			CLOSED
FORMAL	1031	22-Sep-2011	20-Oct-2011	20	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	General Male Medical, Level 5	Treatment and care quality		No action plan	CLOSED
FORMAL	1031	22-Sep-2011	20-Oct-2011	20	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	General Male Medical, Level 5	Discharge/transfer arrangements		No action plan	CLOSED
FORMAL	1089	4-Oct-2011	20-Oct-2011	12	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Waiting times, outpatient department		No action plan	CLOSED
FORMAL	1089	4-Oct-2011	20-Oct-2011	12	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Treatment and care quality		No action plan	CLOSED
FORMAL	1000	6-Sep-2011	21-Oct-2011	33	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Waiting times, outpatient department		No action plan	CLOSED
FORMAL	979	31-Aug-2011	21-Oct-2011	37	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiac Catheterisation Lab	Appointments, delay/cancellation (outpatients)		No action plan	CLOSED

FORMAL	1103	7-Oct-2011	21-Oct-2011	10	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	General Surgery Clinic	Treatment and care quality	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	1064	26-Sep-2011	21-Oct-2011	19	CYP	South Tyrone Hospital	Family Support and Safeguarding	Home of client	Treatment and care quality				CLOSED
FORMAL	1062	22-Sep-2011	24-Oct-2011	22	CYP	Community	Specialist Child Health and Disability	Home of client	Treatment and care quality				CLOSED
FORMAL	1054	29-Sep-2011	24-Oct-2011	17	OPPC	Community	Older Peoples Services	Home of client	Policy/commercial decisions				CLOSED
FORMAL	1160	25-Oct-2011	25-Oct-2011	0	OPPC	Community	Older Peoples Services	Portadown HSSC	Environmental				CLOSED
FORMAL	1006	7-Sep-2011	25-Oct-2011	34	ACUTE	Banbridge Polyclinic	Surgery and Elective Care	ENT Clinic	Staff attitude/behaviour			No action plan	CLOSED
FORMAL	1076	29-Sep-2011	25-Oct-2011	18	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointments, delay/cancellation (outpatients)	GP has written obo his pt to complain that his procedure (GA cystoscopy, removal of JJ tent and retrograde pyelogram) which was planned for August has again been postponed and he may have to wait for several more months.	Letter apologising for short delay in surgery but now understands patient has received surgery.	No action plan	CLOSED
FORMAL	1136	20-Oct-2011	25-Oct-2011	3	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	X-ray Dept (Radiology)	Records/record keeping	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	1123	12-Oct-2011	25-Oct-2011	9	MHD	Community	Mental Health Service		Professional assessment of need				CLOSED
FORMAL	1080	3-Oct-2011	25-Oct-2011	16	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	1 West Gynae	Staff attitude/behaviour			No action plan	CLOSED
FORMAL	1080	3-Oct-2011	25-Oct-2011	16	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	1 West Gynae	Treatment and care quality			No action plan	CLOSED
FORMAL	949	17-Aug-2011	25-Oct-2011	48	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Treatment and care quality			No action plan	CLOSED
FORMAL	1096	12-Oct-2011	25-Oct-2011	9	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Discharge/transfer arrangements			No action plan	CLOSED
FORMAL	1061	4-Oct-2011	25-Oct-2011	15	MHD	Community	Learning Disability Services		Staff attitude/behaviour				CLOSED

FORMAL	954	31-Aug-2011	26-Oct-2011	40	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Clinical diagnosis	Personal Information redacted by the USI	No action plan	CLOSED
FORMAL	954	31-Aug-2011	26-Oct-2011	40	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Staff attitude/behaviour		No action plan	CLOSED
FORMAL	1114	17-Oct-2011	26-Oct-2011	7	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	General Surgery Clinic	Professional assessment of need		No action plan	CLOSED
FORMAL	1119	26-Oct-2011	26-Oct-2011	0	OPPC	Community	Primary Care		Aids/adaptations/appliances			CLOSED
FORMAL	1120	11-Oct-2011	26-Oct-2011	11	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical/HDU	Staff attitude/behaviour		No action plan. Ward manager has spoken to staff involved and has reiterated the importance of courtesy, politeness and professionalism when speaking to family members.	CLOSED
FORMAL	1078	3-Oct-2011	26-Oct-2011	17	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	ENT Clinic	Staff attitude/behaviour		No action plan	CLOSED
FORMAL	1051	30-Sep-2011	28-Oct-2011	20	OPPC	Community	Primary Care		Staff attitude/behaviour			CLOSED
FORMAL	813	27-Jun-2011	28-Oct-2011	87	CYP	Community	Family Support and Safeguarding	Dromalane House, Newry	Professional assessment of need			LR1011
FORMAL	1038	23-Sep-2011	31-Oct-2011	26	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Waiting times, A&E department		No action plan	CLOSED
FORMAL	968	6-Sep-2011	31-Oct-2011	39	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medical	Discharge/transfer arrangements		No action plan. Nursing staff address about the practice of contacting the next of kin when discharging or transferring patient.	CLOSED
FORMAL	1063	23-Sep-2011	31-Oct-2011	26	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Staff attitude/behaviour		No action plan	CLOSED
FORMAL	1065	26-Sep-2011	31-Oct-2011	25	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Fracture Clinic	Clinical diagnosis		No action plan	CLOSED
FORMAL	1065	26-Sep-2011	31-Oct-2011	25	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	MRI Unit	Appointments, delay/cancellation (outpatients)		No action plan	CLOSED
FORMAL	1130	17-Oct-2011	31-Oct-2011	10	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Environmental		No action plan Trust recruiting additional consultants and nurses.	CLOSED
FORMAL	1055	23-Sep-2011	31-Oct-2011	26	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medical	Treatment and care quality		Highlighted in Medicines Incident Bulletins that despite its name Tazocin is a penicillin containing antibiotic. Nurses also attended an update on administration of medicines.	CLOSED

Type	ID	First received	Closed	Response time	Directorate s (Subjects)	Site	Division	Loc (Exact)	Subjects (Subjects)	Personal Information redacted by the USI	Action taken (Investigation)	Current Stage
FORMAL	1071	3-Oct-2011	2-Nov-2011	22	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	ICU (HDU)	Treatment and care quality		No action plan. to be included in the training, that trainees should not make unrealistic promises to patients.	CLOSED
FORMAL	1135	19-Oct-2011	7-Nov-2011	13	OPPC	Community	Primary Care	Occupational Therapy Dept	Staff attitude/behaviour			CLOSED
FORMAL	1104	26-Oct-2011	7-Nov-2011	8	CYP	Community	Specialist Child Health and Disability	Home of client	Treatment and care quality			LR1011
FORMAL	1082	3-Oct-2011	7-Nov-2011	25	CYP	Community	Family Support and Safeguarding	Non Trust premises	Treatment and care quality		Trust will seek to undertake work with the Nursery to look at how they can develop their policy in response to situations in the nursery.	LR1011
FORMAL	1109	7-Oct-2011	8-Nov-2011	22	OPPC	Community	Older Peoples Services	Portadown HSSC	Environmental			CLOSED
FORMAL	1005	9-Sep-2011	8-Nov-2011	42	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	1 East Maternity Antenatal	Records/recording keeping		No action plan.	CLOSED
FORMAL	1005	9-Sep-2011	8-Nov-2011	42	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	1 East Maternity Antenatal	Communication/information to patients		No action plan.	CLOSED
FORMAL	1116	6-Oct-2011	8-Nov-2011	23	CYP	Community	Family Support and Safeguarding	Home of client	Records/recording keeping		Trust have reviewed procedures in relation to emailing of documents for Court to DLS - email should be followed up with a phone call to ensure receipt and distribution has occurred.	LR1011
FORMAL	1153	25-Oct-2011	9-Nov-2011	11	OPPC	Community	Older Peoples Services	Portadown HSSC	Environmental			CLOSED
FORMAL	1060	26-Oct-2011	9-Nov-2011	10	OPPC	Community	Older Peoples Services	Portadown HSSC	Environmental			CLOSED
FORMAL	1133	18-Oct-2011	9-Nov-2011	16	MHD		Learning Disability Services		Other			CLOSED
FORMAL	1026	14-Oct-2011	9-Nov-2011	18	OPPC	Community	Older Peoples Services	Portadown HSSC	Environmental			CLOSED
FORMAL	1126	13-Oct-2011	9-Nov-2011	19	CYP	Lurgan Hospital	Specialist Child Health and Disability	Lurgan HSSC	Appointments, delay/cancellation (outpatients)			LR1011
FORMAL	1155	25-Oct-2011	10-Nov-2011	12	OPPC	Community	Older Peoples Services	Portadown HSSC	Environmental			CLOSED

FORMAL	1156	25-Oct-2011	10-Nov-2011	12	OPPC	Community	Older Peoples Services	Portadown HSSC	Environmental	Personal Information redacted by the USI			CLOSED
FORMAL	1159	25-Oct-2011	10-Nov-2011	12	OPPC	Community	Older Peoples Services	Portadown HSSC	Environmental				CLOSED
FORMAL	1129	1-Nov-2011	11-Nov-2011	8	MHD	Banbridge Polyclinic	Mental Health Service		Records/recording keeping				CLOSED
FORMAL	1106	24-Oct-2011	14-Nov-2011	15	OPPC	Community	Primary Care	Occupational Therapy Dept	Aids/adaptations/appliances				CLOSED
FORMAL	1099	6-Oct-2011	14-Nov-2011	27	OPPC	Independent/Voluntary Sector Locations	Primary Care		Staff attitude/behaviour				CLOSED
FORMAL	1207	10-Nov-2011	14-Nov-2011	2	CYP	Community	Family Support and Safeguarding	Home of client	Policy/commercial decisions				LR1011
FORMAL	931	10-Aug-2011	14-Nov-2011	67	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointment s, delay/cancellation (outpatients)	Patient is very unhappy at the length of time she has been waiting for an appointment at the Urology Clinic. States she is on antidepressants due to her condition and has tried to phone her Consultant several times. She was told in December she would be seen in February, in order to undergo a procedure, but to date she has received no correspondence at all from the Trust despite letters from her GP requesting an urgent appointment.	Urology waiting times explained and apology given.	no action plan.	CLOSED
FORMAL	1085	4-Oct-2011	15-Nov-2011	30	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiology Clinic	Communication/information to patients	Personal Information redacted by the USI			CLOSED
FORMAL	1067	26-Sep-2011	15-Nov-2011	36	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiology Clinic	Admission into hospital (delay cancellation) (inpatients)	Complainant is unhappy about the length of time he has been waiting for an operation (catheter ablation). He was placed on the list in February and has been waiting for over 7 months. He is also disappointed in the lack of correspondence about his progress and general health	Urology waiting times explained and the procedure was carried out on 24 October 2011.	No action plan	CLOSED
FORMAL	1107	11-Oct-2011	16-Nov-2011	28	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Coronary Care	Environmental	Personal Information redacted by the USI			CLOSED
FORMAL	1098	5-Oct-2011	16-Nov-2011	30	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Waiting times, A&E department				CLOSED
FORMAL	1098	5-Oct-2011	16-Nov-2011	30	ACUTE	Craigavon Area Hospital	Functional Support Services	A&E	Access to premises				CLOSED
FORMAL	899	2-Aug-2011	16-Nov-2011	75	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality				CLOSED
FORMAL	1088	11-Oct-2011	16-Nov-2011	26	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Neurology Clinic	Appointment s, delay/cancellation (outpatients)				CLOSED

FORMAL	1139	21-Oct-2011	17-Nov-2011	19	OPPC	Community	Older Peoples Services	Portadown HSSC	Environmental	
FORMAL	1145	24-Oct-2011	17-Nov-2011	18	ACUTE	Banbridge Polyclinic	Cancer and Clinical Services	X-ray Dept (Radiology)	Records/recording keeping	
FORMAL	1095	28-Oct-2011	18-Nov-2011	15	OPPC	Community	Older Peoples Services		Policy/commercial decisions	
FORMAL	1179	31-Oct-2011	18-Nov-2011	14	MHD	Community	Mental Health Service	Trasna House, Lurgan	Staff attitude/behaviour	
FORMAL	1178	31-Oct-2011	21-Nov-2011	15	MHD	Community	Learning Disability Services	Oakridge SEC, Dungannon	Treatment and care quality	
FORMAL	1147	24-Oct-2011	21-Nov-2011	20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	General Surgery Clinic	Waiting times, out-patient departments	
FORMAL	1176	31-Oct-2011	22-Nov-2011	16	MHD	Community	Physical and Sensory Disability Service		Other	
FORMAL	1165	25-Oct-2011	22-Nov-2011	20	OPPC	Community	Older Peoples Services	Home of client	Staff attitude/behaviour	
FORMAL	1177	31-Oct-2011	25-Nov-2011	19	MHD	Community	Learning Disability Services	Banbridge SEC	Treatment and care quality	
FORMAL	1185	1-Nov-2011	28-Nov-2011	19	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Staff attitude/behaviour	
FORMAL	1185	1-Nov-2011	28-Nov-2011	19	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Treatment and care quality	
FORMAL	1185	1-Nov-2011	28-Nov-2011	19	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Records/recording keeping	

Personal Information redacted by the USI

	CLOSED
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No action plan	CLOSED
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	CLOSED
ensure all staff request patients to complete satisfaction survey. ensure all staff are aware of Pin Management Pathway. ensure patients received all medications on time each night.	CLOSED
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FORMAL	1197	28-Nov-2011	28-Nov-2011	0	OPPC	Craigavon Area Hospital	Primary Care	Physio Dept	Waiting times, community services	Personal Information redacted by the USI		CLOSED
FORMAL	1094	5-Oct-2011	28-Nov-2011	38	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Clinical diagnosis		No action plan	CLOSED
FORMAL	1094	5-Oct-2011	28-Nov-2011	38	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Clinical diagnosis		No action plan	CLOSED
FORMAL	1137	21-Oct-2011	28-Nov-2011	26	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Rapid Access Chest Pain Clinic, 1 North	Communication/information to patients		approved extra clinic being run.	CLOSED
FORMAL	1174	3-Nov-2011	28-Nov-2011	17	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Appointments, delay/cancellation (outpatients)		No action plan	CLOSED
FORMAL	1045	26-Sep-2011	28-Nov-2011	45	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality		No action plan	CLOSED
FORMAL	1045	26-Sep-2011	28-Nov-2011	45	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	Pain Management Clinic	Appointments, delay/cancellation (outpatients)		No action plan	CLOSED
FORMAL	895	26-Jul-2011	28-Nov-2011	88	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	3 South	Treatment and care quality		No action plan	CLOSED
FORMAL	1233	18-Nov-2011	29-Nov-2011	7	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	Pain Management Clinic	Discharge/transfer arrangements		Complaint withdrawn.	CLOSED
FORMAL	1189	31-Oct-2011	30-Nov-2011	22	CYP	Community	Family Support and Safeguarding	Home of client	Confidentiality			LR1011
FORMAL	1009	7-Sep-2011	30-Nov-2011	60	CYP	Daisy Hill Hospital	Specialist Child Health and Disability	Paediatrics Ambulatory Ward	Communication/information to patients			LR1011

Type	ID	First received	Closed	Response time	Directorate s (Subjects)	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	1399	20-Jan-2012	3-Feb-2012	10	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Colposcopy Clinic	Patients' property/expenses/finance	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	1372	19-Jan-2012	7-Feb-2012	13	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Treatment and care quality			No action plan	CLOSED
FORMAL	1372	19-Jan-2012	7-Feb-2012	13	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Staff attitude/behaviour			No action plan	CLOSED
FORMAL	1389	23-Jan-2012	7-Feb-2012	11	ACUTE	Craigavon Area Hospital	Cancer and Clininal Services	CT Scanner	Infection control			Refresher course on Infection Control to be given to Radiography staff.	CLOSED
FORMAL	1343	22-Dec-2011	7-Feb-2012	30	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Staff attitude/behaviour			No action plan	CLOSED
FORMAL	1343	22-Dec-2011	7-Feb-2012	30	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Treatment and care quality			No action plan	CLOSED
FORMAL	1332	19-Dec-2011	7-Feb-2012	33	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	1 East Maternity Antenatal	Treatment and care quality			Meeting scheduled.	CLOSED
FORMAL	1332	19-Dec-2011	7-Feb-2012	33	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	1 East Maternity Antenatal	Communication/information to patients			Meeting scheduled.	CLOSED
FORMAL	1383	12-Jan-2012	9-Feb-2012	20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Non Trust GP premises	Treatment and care quality			Better communication to patients prior to procedure.	CLOSED
FORMAL	1422	30-Jan-2012	9-Feb-2012	8	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Staff attitude/behaviour				CLOSED
FORMAL	1335	20-Dec-2011	10-Feb-2012	35	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	A&E	Professional assessment of need			No action plan	CLOSED
FORMAL	1381	17-Jan-2012	10-Feb-2012	18	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	3 South	Environmental			Work commencing early February 2012 to improve facilities.	CLOSED
FORMAL	1357	3-Jan-2012	13-Feb-2012	29	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Treatment and care quality			No Action Plan	CLOSED
FORMAL	1362	5-Jan-2012	13-Feb-2012	27	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	A&E	Treatment and care quality			No action plan	CLOSED
FORMAL	1362	5-Jan-2012	13-Feb-2012	27	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	A&E	Patients' status/discrimination			No action plan	CLOSED
FORMAL	1356	18-Jan-2012	14-Feb-2012	19	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	MAU	Treatment and care quality			Medication administration to be taken to the forefront of staffs attention. Remind staff not to have personal discussions at nurses stations.	CLOSED
FORMAL	1356	18-Jan-2012	14-Feb-2012	19	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	MAU	Staff attitude/behaviour			Medication administration to be taken to the forefront of staffs attention. Remind staff not to have personal discussions at nurses stations.	CLOSED

FORMAL	1423	30-Jan-2012	14-Feb-2012		11	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Fertility Clinic	Appointments, delay/cancellation (outpatients)	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	1397	18-Jan-2012	15-Feb-2012		20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	General Surgery Clinic	Theatre/operation/procedure, delay/cancellation			No action plan	CLOSED
FORMAL	1404	23-Jan-2012	17-Feb-2012		19	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Communication/information to patients			Ward Clerk informed of the appropriate line managers.	CLOSED
FORMAL	1421	30-Jan-2012	17-Feb-2012		14	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	1 East Maternity Antenatal	Treatment and care quality			No action plan	CLOSED
FORMAL	1421	30-Jan-2012	17-Feb-2012		14	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Communication/information to patients			No action plan	CLOSED
FORMAL	1421	30-Jan-2012	17-Feb-2012		14	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Treatment and care quality			No action plan	CLOSED
FORMAL	1379	23-Jan-2012	20-Feb-2012		20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality			No action plan	CLOSED
FORMAL	1379	23-Jan-2012	20-Feb-2012		20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Discharge/transfer arrangements			No action plan	CLOSED
FORMAL	1405	23-Jan-2012	20-Feb-2012		20	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	General Surgery Clinic	Communication/information to patients			Brought to the doctors and nurse in charges attention of the complaint.	CLOSED
FORMAL	1393	17-Jan-2012	20-Feb-2012		24	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	A&E	Waiting times, A&E department			Action plan - patients presenting with chest pain be seen within the guidelines of 15 minutes. Plans are at an advanced stage to introduce a twilight shift pattern for nursing staff in the Emergency Department.	CLOSED
FORMAL	1319	14-Dec-2011	20-Feb-2012		45	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services	Breast Screening Unit (LH)	Treatment and care quality			No action plan	CLOSED
FORMAL	1319	14-Dec-2011	20-Feb-2012		45	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Communication/information to patients			No action plan	CLOSED
FORMAL	1319	14-Dec-2011	20-Feb-2012		45	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	3 South	Treatment and care quality			No action plan	CLOSED
FORMAL	1406	31-Jan-2012	25-Feb-2012		18	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointments, delay/cancellation (outpatients)	Complainant unhappy with delay in provision of an appointment for her father. Also unhappy that his hopes were raised for successful treatment by given false expectations.	Thanked the complainant for her positive experience of the Haematology Dept. Apology given for delay in patients treatment and the breakdown in communication between professions and patient. Consultant has now contacted with patient.	Trust is in the process of addressing the gap between the hospital and the community regarding catheters by appointing additional continence nurses in the community services.	CLOSED
FORMAL	1406	31-Jan-2012	25-Feb-2012		18	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Communication/information to patients	Complainant unhappy with delay in provision of an appointment for her father. Also unhappy that his hopes were raised for successful treatment by given false expectations.	Thanked the complainant for her positive experience of the Haematology Dept. Apology given for delay in patients treatment and the breakdown in communication between professions and patient. Consultant has now contacted with patient.	Trust is in the process of addressing the gap between the hospital and the community regarding catheters by appointing additional continence nurses in the community services.	CLOSED
FORMAL	1429	31-Jan-2012	27-Feb-2012		19	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Patients' property/expenses/finance	Personal Information redacted by the USI		Nursing staff have been advised that when they are made aware that patients have money on their persons, they need to check the amount, document it, and if the patient refuses to disclose the amount or let them see the money, this should be documented.	CLOSED
FORMAL	1364	5-Jan-2012	27-Feb-2012		37	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Delivery Suite, DHH	Professional assessment of need			No action plan	CLOSED
FORMAL	1364	5-Jan-2012	27-Feb-2012		37	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Delivery Suite, DHH	Staff attitude/behaviour			No action plan	CLOSED

FORMAL	1411	25-Jan-2012	27-Feb-2012		23	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Patients' property/expenses/finance	Personal Information redacted by the USI	no action plan	CLOSED
FORMAL	1430	1-Feb-2012	28-Feb-2012		19	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality		no action plan	CLOSED
FORMAL	1496	22-Feb-2012	28-Feb-2012		4	ACUTE	Craigavon Area Hospital	Functional Support Services	Booking Centre	Communication/information to patients		no action plan	CLOSED

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										Personal Information redacted by the USI				
FORMAL	1567	27-Mar-2012	2-Apr-2012		4	ACUTE	Craigavon Area Hospital	Cancer and Clininal Services	X-ray Dept (Radiology)	Treatment and care quality		25.05.12 Complete	CLOSED	
FORMAL	1524	6-Mar-2012	2-Apr-2012		18	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Haematology	Policy/commercial decisions		No action plan	CLOSED	
FORMAL	1523	2-Mar-2012	2-Apr-2012		20	ACUTE	Daisy Hill Hospital	Cancer and Clininal Services	Day Procedure/Day Surgery Unit	Appointments, delay/cancellation (outpatients)		25.05.12 - No Action required from ATICS	CLOSED	
FORMAL	1521	6-Mar-2012	2-Apr-2012		18	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointments, delay/cancellation (outpatients)	Complainant unhappy that after initial Private consultation she has not received an NHS appointment and is seeking to know when she will be called for same.	Apology given for patients treatment not given as timely as wished. An appointment arranged.	No action plan	CLOSED
										Personal Information redacted by the USI				
FORMAL	1554	15-Mar-2012	2-Apr-2012		11	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Staff attitude/behaviour		No Action plan	CLOSED	
FORMAL	1568	15-Mar-2012	2-Apr-2012		11	ACUTE	Craigavon Area Hospital	Functional Support Services	4 North	Environmental			CLOSED	
FORMAL	1568	15-Mar-2012	2-Apr-2012		11	ACUTE	Craigavon Area Hospital	Functional Support Services	4 South	Environmental			CLOSED	
FORMAL	1497	22-Feb-2012	3-Apr-2012		28	ACUTE	Independent/Voluntary Sector Locations	Surgery and Elective Care	Non Trust premises	Treatment and care quality		No Action plan Private Hospital has how opened a day procedure ward where patients will be admitted.	CLOSED	
FORMAL	1534	9-Mar-2012	4-Apr-2012		17	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Early Pregnancy Problem Clinic	Treatment and care quality		No Action plan	CLOSED	
FORMAL	1458	13-Feb-2012	5-Apr-2012		37	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Staff attitude/behaviour		Memo to be sent out to all staff that it is good practice to have knowledge of patients' previous attendance.	CLOSED	
FORMAL	1458	13-Feb-2012	5-Apr-2012		37	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Professional assessment of need		Memo to be sent out to all staff that it is good practice to have knowledge of patients' previous attendance.	CLOSED	
FORMAL	1569	16-Mar-2012	5-Apr-2012		13	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Records/recording keeping		Request for notes actioned in line with Trust policy and made available within specified time frame.	CLOSED	
FORMAL	1522	2-Mar-2012	5-Apr-2012		23	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Waiting times, A&E department		No action plan	CLOSED	
FORMAL	1522	2-Mar-2012	5-Apr-2012		23	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Staff attitude/behaviour		No action plan	CLOSED	
FORMAL	1540	12-Mar-2012	6-Apr-2012		18	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Coronary Care	Treatment and care quality		no action plan	CLOSED	
FORMAL	1564	14-Mar-2012	6-Apr-2012		16	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Dermatology Clinic	Appointments, delay/cancellation (outpatients)		No action plan	CLOSED	
FORMAL	1560	14-Mar-2012	6-Apr-2012		16	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 South	Treatment and care quality		No action plan	CLOSED	
FORMAL	1560	14-Mar-2012	6-Apr-2012		16	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 South	Communication/information to patients		No action plan	CLOSED	

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FORMAL	1528	15-Mar-2012	6-Apr-2012	15	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	General Male Medical, Level 5	Treatment and care quality	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	1528	15-Mar-2012	6-Apr-2012	15	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	General Male Medical, Level 5	Communication/information to patients			No action plan	CLOSED
FORMAL	1532	8-Mar-2012	6-Apr-2012	20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Waiting times, A&E department			Arrangements made for this member of staff to attend customer care awareness training.	CLOSED
FORMAL	1532	8-Mar-2012	6-Apr-2012	20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Staff attitude/behaviour			Arrangements made for this member of staff to attend customer care awareness training.	CLOSED
FORMAL	1582	22-Mar-2012	6-Apr-2012	11	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality			No action plan	CLOSED
FORMAL	446	12-Apr-2012	16-Apr-2012	2	Acute Services	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Treatment and care quality				CLOSED
FORMAL	1478	24-Feb-2012	17-Apr-2012	34	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Waiting times, A&E department			No action plan	CLOSED
FORMAL	1492	22-Mar-2012	23-Apr-2012	20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	General Surgery Clinic	Theatre/operation/procedure, delay/cancellation			No Action Plan	CLOSED
FORMAL	1492	22-Mar-2012	23-Apr-2012	20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Booking Centre	Communication/information to patients			No Action Plan	CLOSED
FORMAL	532	2-Apr-2012	23-Apr-2012	13	Acute Services	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Treatment and care quality				CLOSED
FORMAL	1594	23-Mar-2012	24-Apr-2012	20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Policy/commercial decisions				CLOSED
FORMAL	1562	15-Mar-2012	24-Apr-2012	25	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 East Midwifery Led Unit	Treatment and care quality			No action plan	CLOSED
FORMAL	1562	15-Mar-2012	24-Apr-2012	25	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 East Midwifery Led Unit	Staff attitude/behaviour			No action plan	CLOSED
FORMAL	1593	28-Mar-2012	25-Apr-2012	18	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health		Treatment and care quality			No action plan	CLOSED
FORMAL	1515	28-Feb-2012	25-Apr-2012	38	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	A&E	Treatment and care quality				CLOSED
FORMAL	1515	28-Feb-2012	25-Apr-2012	38	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Trauma Ward	Communication/information to patients				CLOSED
FORMAL	1600	27-Mar-2012	25-Apr-2012	19	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Non Trust premises	Admission into hospital (delay cancellation) (inpatients)			No action plan	CLOSED

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FORMAL	1573	21-Mar-2012	26-Apr-2012	24	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Treatment and care quality	Personal Information redacted by the USI		Ensure that adequate explanation is given to patient re surgery / treatment during consultation at the Gynae Outpatient Department. Literature to be downloaded as required, if not available on site.	CLOSED
FORMAL	1573	21-Mar-2012	26-Apr-2012	24	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Communication/information to patients			Ensure that adequate explanation is given to patient re surgery / treatment during consultation at the Gynae Outpatient Department. Literature to be downloaded as required, if not available on site.	CLOSED

Type	ID	First received	Closed	Response time	Directorate s (Subjects)	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	565	23-May-2012	2-Jul-2012	26	Acute Services	CAH	MUC	Emergency Department	Patients' property/expenses/finances	Personal Information redacted by the USI		No action plan.	Closed
FORMAL	653	12-Jun-2012	2-Jul-2012	14	Acute Services	CAH	FSS		Communication/information to patients			No action plan required.	Closed
FORMAL	644	22-Jun-2012	2-Jul-2012	6	Acute Services	CAH	MUC	Emergency Department	Waiting times, A&E department			No action plan.	Closed
FORMAL	684	21-Jun-2012	3-Jul-2012	8	Acute Services	CAH	MUC	Dermatology Clinic	Treatment and care quality			Trust is presently waiting on funding from HSCB to treat Dermatology patients with psoriasis using anti TNF.	Closed
FORMAL	628	30-May-2012	5-Jul-2012	24	Acute Services	CAH	SEC	Orthodontic Clinic	Appointments, delay/cancellation (outpatients)			Appropriate action will be taken regarding staff providing accurate information.	Closed
FORMAL	639	7-Jun-2012	5-Jul-2012	20	Acute Services	DHH	SEC	Orthodontic Clinic	Appointments, delay/cancellation (outpatients)			The Trust is working with both Commissioners and the Oral Surgery Clinicals to reduce waiting times. As well as clinicians running additional clinics, an Independent Sector provider is also being used.	Closed
FORMAL	548	25-May-2012	6-Jul-2012	28	Acute Services	CAH	SEC	4 North	Treatment and care quality			No action plan.	Closed
FORMAL	548	25-May-2012	6-Jul-2012	28	Acute Services	CAH	SEC	4 North	Discharge/transfer arrangements			No action plan.	Closed
FORMAL	548	25-May-2012	6-Jul-2012	28	Acute Services	CAH	SEC	4 North	Communication/information to patients			No action plan.	Closed
FORMAL	552	17-May-2012	9-Jul-2012	35	Acute Services	CAH	SEC	Urology Clinic	Appointments, delay/cancellation (outpatients)	Complainant unhappy with the length of time his wife has had to wait for a urology procedure. Also dissatisfied that each time he telephones the consultants secretary there is no reply.	Confirmation that patient has been transferred to independent sector for treatment. Apology given for the inability to get speaking with consultant's secretary.	No action plan.	Closed
FORMAL	498	27-Apr-2012	9-Jul-2012	48	Acute Services	CAH	SEC	Urology Clinic	Treatment and care quality	Complainant is unhappy with treatment he received from the urologist in CAH and has a number of issues he is unhappy with.	Full explanation of treatment and care provided to patient given. Assurances provided that contact with the patient was of an appropriate standard.	No action plan.	Closed
FORMAL	498	27-Apr-2012	9-Jul-2012	48	Acute Services	CAH	SEC	Urology Clinic	Appointments, delay/cancellation (outpatients)	Complainant is unhappy with treatment he received from the urologist in CAH and has a number of issues he is unhappy with.	Full explanation of treatment and care provided to patient given. Assurances provided that contact with the patient was of an appropriate standard.	No action plan.	Closed
FORMAL	470	24-Apr-2012	10-Jul-2012	52	Acute Services	CAH	CCS	ICU (HDU)	Treatment and care quality	Personal Information redacted by the USI		No Action Plan.	Closed
FORMAL	470	24-Apr-2012	10-Jul-2012	52	Acute Services	CAH	MUC	1 North Cardiology	Treatment and care quality			No Action Plan.	Closed
FORMAL	674	18-Jun-2012	10-Jul-2012	16	Acute Services	CAH	SEC	4 North	Treatment and care quality			Nursing staff are working closely with the Pharmacy Department to ensure that critical medications are administered from admission. Additional educational material has been distributed to staff.	Closed
FORMAL	622	30-May-2012	10-Jul-2012	27	Acute Services	CAH	SEC	4 North	Environmental			No action plan.	Closed
FORMAL	679	18-Jun-2012	10-Jul-2012	16	Acute Services	DHH	MUC	Emergency Department	Waiting times, A&E department			In relation to seating when refurbishing to the ED is completed there will be extra seating outside waiting area.	Closed
FORMAL	627	30-May-2012	10-Jul-2012	27	Acute Services	DHH	SEC	Oral Surgery Clinic	Appointments, delay/cancellation (outpatients)			Trust working with clinicians to put processes in place to increase day case capacity.	Closed
FORMAL	578	16-May-2012	11-Jul-2012	38	Acute Services	CAH	CCS	Pain Management Clinic	Treatment and care quality			No Action Plan - Discussions regarding Pain Management ongoing.	Closed

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FORMAL	710	26-Jun-2012	13-Jul-2012	12	Acute Services	CAH	IMWH	1 West Gynae	Appointments, delay/cancellation (outpatients)	Personal Information redacted by the USI		Action Plan - Better communication, to ensure follow up where necessary	Closed
FORMAL	710	26-Jun-2012	13-Jul-2012	12	Acute Services	CAH	IMWH	1 West Gynae	Communication/information to patients			Action Plan - Better communication, to ensure follow up where necessary	Closed
FORMAL	709	21-Jun-2012	13-Jul-2012	15	Acute Services	COMM	IMWH	Kilkeel Health Centre	Staff attitude/behaviour			Action Plan - Agreement that the Midwife involved would honour patient request to be seen by someone else unless in the case of an emergency.	Closed
FORMAL	690	21-Jun-2012	20-Jul-2012	20	Acute Services	CAH	MUC	Cardiology Clinic	Records/recording keeping			No action plan.	Closed
FORMAL	450	9-May-2012	25-Jul-2012	52	Acute Services	CAH	MUC	2 South Medical/Stroke	Treatment and care quality			No action plan.	Closed
FORMAL	765	16-Jul-2012	25-Jul-2012	7	Acute Services	CAH	MUC	2 South Medical	Patients' property/expenses/finance			No action plan	Closed
FORMAL	603	22-May-2012	25-Jul-2012	43	Acute Services	CAH	MUC	MAU	Treatment and care quality			No action plan required.	Closed
FORMAL	603	22-May-2012	25-Jul-2012	43	Acute Services	CAH	MUC	MAU	Staff attitude/behaviour			No action plan required.	Closed
FORMAL	731	5-Jul-2012	25-Jul-2012	13	Acute Services	CAH	MUC	Emergency Department	Staff attitude/behaviour			No action plan required.	Closed
FORMAL	735	20-Jul-2012	27-Jul-2012	5	Acute Services	CAH	MUC	Emergency Department	Waiting times, A&E department			No Action Plan.	Closed
FORMAL	738	4-Jul-2012	27-Jul-2012	16	Acute Services	CAH	MUC	Emergency Department	Staff attitude/behaviour			No Action Plan	Closed
FORMAL	728	3-Jul-2012	27-Jul-2012	17	Acute Services	CAH	MUC	Emergency Department	Treatment and care quality			No Action Plan	Closed
FORMAL	728	3-Jul-2012	27-Jul-2012	17	Acute Services	CAH	SEC	4 North	Admission into hospital (delay cancellation) (inpatients)			No Action Plan	Closed
FORMAL	695	22-Jun-2012	29-Jul-2012	24	Acute Services	CAH	SEC	Orthopaedic Clinic	Treatment and care quality			No action plan.	Closed
FORMAL	736	4-Jul-2012	30-Jul-2012	17	Acute Services	CAH	SEC	4 North	Staff attitude/behaviour			No action plan required.	Closed
FORMAL	752	11-Jul-2012	31-Jul-2012	13	Acute Services	DHH	MUC	General Male Medical, Level 5	Treatment and care quality			No action plan.	Closed
FORMAL	752	11-Jul-2012	31-Jul-2012	13	Acute Services	DHH	MUC	General Male Medical, Level 5	Discharge/transfer arrangements			No action plan.	Closed
FORMAL	619	31-May-2012	31-Jul-2012	40	Acute Services	CAH	MUC	1 South Medical	Treatment and care quality			More staff to be trained as Disability linked nurses. Ward manager to raise the issue of communication with family, sharing information, prioritising patient care and hand hygiene. Medical staff to identify themselves to patient and relatives and the importance of involving relatives in discussing DNR status.	Closed
FORMAL	619	31-May-2012	31-Jul-2012	40	Acute Services	CAH	MUC	1 South Medical	Professional assessment of need			More staff to be trained as Disability linked nurses. Ward manager to raise the issue of communication with family, sharing information, prioritising patient care and hand hygiene. Medical staff to identify themselves to patient and relatives and the importance of involving relatives in discussing DNR status.	Closed

Type	ID	First received	Closed	Response time	Directorate s (Subjects)	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	619	31-May-2012	31-Jul-2012	40	Acute Services	CAH	MUC	1 South Medical	Communication/information to patients	Personal Information redacted by the USI		More staff to be trained as Disability linked nurses. Ward manager to raise the issue of communication with family, sharing information, prioritising patient care and hand hygiene. Medical staff to identify themselves to patient and relatives and the importance of involving relatives in discussing DNR status.	Closed
FORMAL	636	18-Jun-2012	31-Jul-2012	30	Acute Services	CAH	MUC	2 North Resp/Medical	Discharge/transfer arrangements			No action plan.	Closed

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FORMAL	670	15-Jun-2012	1-Aug-2012	32	Acute Services	CAH	CCS	Audiology Clinic	Waiting times, out-patient departments	Personal Information redacted by the USI		Staff to ensure curtains are checked and put into the correct pile during clinics.	Closed
FORMAL	721	28-Jun-2012	7-Aug-2012	27	Acute Services	CAH	MUC	Emergency Department	Communication/information to patients			No action plan	Closed
FORMAL	652	18-Jun-2012	7-Aug-2012	35	Acute Services	DHH	MUC	Male Surgical/HDU	Patients' property/expenses/finance			No action plan.	Closed
FORMAL	652	18-Jun-2012	7-Aug-2012	35	Acute Services	DHH	MUC	Stroke / Rehab	Patients' property/expenses/finance			No action plan.	Closed
FORMAL	699	22-Jun-2012	7-Aug-2012	31	Acute Services	DHH	IMWH	Antenatal Clinic	Staff attitude/behaviour			Patient should be offered to attend the EPPC if she phones to say she has concerns or ask if she is happy to continue to attend the booking appointment given she will get a scan first anyway - Decision to be left with patient as spotting does not always indicate the worst case scenario and the patient will always be scanned first. Where possible, ensure doctor is available on site or available before doing USS - Antenatal bookings start at 08.45 and the Doctor is generally at the Antenatal clinic to start at 09.00hrs. Ensure all patients who receive diagnosis of a miscarriage are offered leaflet entitled "Early pregnancy loss".	Closed
FORMAL	699	22-Jun-2012	7-Aug-2012	31	Acute Services	DHH	IMWH	Maternity Ward	Communication/information to patients			Patient should be offered to attend the EPPC if she phones to say she has concerns or ask if she is happy to continue to attend the booking appointment given she will get a scan first anyway - Decision to be left with patient as spotting does not always indicate the worst case scenario and the patient will always be scanned first. Where possible, ensure doctor is available on site or available before doing USS - Antenatal bookings start at 08.45 and the Doctor is generally at the Antenatal clinic to start at 09.00hrs. Ensure all patients who receive diagnosis of a miscarriage are offered leaflet entitled "Early pregnancy loss".	Closed
FORMAL	767	17-Jul-2012	7-Aug-2012	15	Acute Services	CAH	MUC	Dermatology Clinic	Staff attitude/behaviour			No action plan	Closed
FORMAL	694	21-Jun-2012	7-Aug-2012	32	Acute Services	CAH	IMWH	2 West Maternity Post Natal	Treatment and care quality			No action plan	Closed
FORMAL	754	10-Jul-2012	7-Aug-2012	19	Acute Services	DHH	IMWH	Antenatal Clinic	Staff attitude/behaviour			No action plan provided as Medical Staff followed guidelines appropriately	Closed
FORMAL	734	4-Jul-2012	8-Aug-2012	24	Acute Services	CAH	IMWH	Antenatal Clinic	Staff attitude/behaviour			No action plan	Closed
FORMAL	770	20-Jul-2012	8-Aug-2012	13	Acute Services	CAH	IMWH	Gynae Clinic	Staff attitude/behaviour			Action Plan - Improve communication. More involvement of patient in decision making.	Closed
FORMAL	723	16-Jul-2012	8-Aug-2012	17	Acute Services	CAH	IMWH	Delivery Suite, CAH	Treatment and care quality			No action plan	Closed
FORMAL	802	3-Aug-2012	8-Aug-2012	3	Acute Services	DHH	SEC	Oral Surgery Clinic	Appointments, delay/cancellation (outpatients)			No action plan	Closed
FORMAL	675	20-Jun-2012	8-Aug-2012	34	Acute Services	CAH	MUC	MAU	Treatment and care quality			Immediate review of triage processes for patients who are at a palliative stage of illness. Curtains in Majors' area to remain open when possible to ensure patients can be observed visually at all times. A review of all Departmental guidelines in place which apply to observation and monitoring of patients while in the Majors' area of the Emergency Department.	Closed

Type	ID	First received	Closed	Response time	Directorates (Subjects)	Site	Division	Loc (Exact)	Subjects (Subjects)	Action taken (Investigation)	Current Stage
FORMAL	675	20-Jun-2012	8-Aug-2012	34	Acute Services	CAH	MUC	MAU	Treatment and care quality	Personal Information redacted by the USI WIT-72693 Immediate review of stage processes for patients who are at a palliative stage of illness. Curtains in Majors' area to remain open when possible to ensure patients can be observed visually at all times. A review of all Departmental guidelines in place which apply to observation and monitoring of patients while in the Majors' area of the Emergency Department.	Closed
FORMAL	757	11-Jul-2012	10-Aug-2012	21	Acute Services	CAH	IMWH		Clinical diagnosis		Closed
FORMAL	763	13-Jul-2012	10-Aug-2012	20	Acute Services	DHH	MUC	Cardiology Clinic	Staff attitude/behaviour		Closed
FORMAL	739	4-Jul-2012	10-Aug-2012	26	Acute Services	CAH	MUC	Emergency Department	Professional assessment of need		Closed
FORMAL	739	4-Jul-2012	10-Aug-2012	26	Acute Services	CAH	SEC	Fracture Clinic	Appointments, delay/cancellation (outpatients)		Closed
FORMAL	783	25-Jul-2012	10-Aug-2012	12	Acute Services	CAH	FSS	Switchboard	Communication/information to patients		Closed
FORMAL	793	31-Jul-2012	14-Aug-2012	10	Acute Services	DHH	PHARM	Pharmacy Dispensary	Discharge/transfer arrangements		Closed
FORMAL	773	7-Aug-2012	14-Aug-2012	5	Acute Services	CAH	MUC	2 North Resp/Medical	Treatment and care quality		Closed
FORMAL	773	7-Aug-2012	14-Aug-2012	5	Acute Services	CAH	MUC	2 North Resp/Medical	Clinical diagnosis		Closed
FORMAL	714	26-Jun-2012	15-Aug-2012	35	Acute Services	CAH	SEC	Urology Clinic	Appointments, delay/cancellation (outpatients)		Closed
								Complainant unhappy with the length of time her son has had to wait for an Urology appointment and feels this has been delayed by a Consultant leaving.	Consultant in charge of patients care left Trust. Patients concerns were raised with consultant. Due to the increase for Urology further theatre sessions have been operating, patients have been sent for treatment to Independent sector. Patient has now received treatment.	No action plan	Closed
FORMAL	742	5-Jul-2012	20-Aug-2012	31	Acute Services	DHH	MUC	Cardiology Clinic	Staff attitude/behaviour	Personal Information redacted by the USI	Closed
FORMAL	662	20-Jul-2012	23-Aug-2012	24	Acute Services	CAH	SEC		Professional assessment of need		Closed
FORMAL	662	20-Jul-2012	23-Aug-2012	24	Acute Services	CAH	MUC	Neurology Clinic	Professional assessment of need		Closed
FORMAL	698	26-Jun-2012	24-Aug-2012	42	Acute Services	CAH	SEC	4 South	Addmission into hospital (delay cancellation) (inpatients)		Closed
FORMAL	786	26-Jul-2012	24-Aug-2012	21	Acute Services	CAH	CCS	Orthotic Clinic	Aids/adaptations/appliances		Further resolution (re-opened)
FORMAL	715	27-Jun-2012	31-Aug-2012	45	Acute Services	CAH	SEC	General Surgery Clinic	Appointments, delay/cancellation (outpatients)		Closed
											Closed

WIT-72694

Action taken (Investigation)

Current Stage

Type	ID	First received	Closed	Response time	Directorate s (Subjects)	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	788	3-Aug-2012	3-Sep-2012	20		CAH				Personal Information redacted by the USI		No action plan	Closed
FORMAL	788	3-Aug-2012	3-Sep-2012	20	Acute Services	CAH	IMWH	Antenatal Clinic	Staff attitude/behaviour			No action plan	Closed
FORMAL	594	21-May-2012	6-Sep-2012	74	Acute Services	CAH	SEC	Urology Clinic	Treatment and care quality	Complainant unhappy with treatment given for kidney stones whilst he was a patient on ward. Also unhappy with the delays experience in getting an appointment for follow up care.	Apology given for delay in responding to complaint. Apology given for conflicting information in the ED and for any misunderstanding which has arisen. Doctor give patient information to keep him updated. Patient has been treated and will be reviewed in 1 year.	No Action plan.	Closed
FORMAL	594	21-May-2012	6-Sep-2012	74	Acute Services	CAH	SEC	Urology Clinic	Appointments, delay/cancellation (outpatients)	Complainant unhappy with treatment given for kidney stones whilst he was a patient on ward. Also unhappy with the delays experience in getting an appointment for follow up care.	Apology given for delay in responding to complaint. Apology given for conflicting information in the ED and for any misunderstanding which has arisen. Doctor give patient information to keep him updated. Patient has been treated and will be reviewed in 1 year.	No Action plan.	Closed
FORMAL	815	9-Aug-2012	7-Sep-2012	20	Acute Services	DHH	MUC	Female Medical, Level 5	Treatment and care quality	Personal Information redacted by the USI		No action plan	Closed
FORMAL	815	9-Aug-2012	7-Sep-2012	20	Acute Services	DHH	MUC	Female Medical, Level 5	Staff attitude/behaviour			No action plan	Closed
FORMAL	616	29-May-2012	7-Sep-2012	69	Acute Services	CAH	MUC	1 North Cardiology	Clinical diagnosis			No Action Plan	Closed
FORMAL	761	11-Jul-2012	10-Sep-2012	41	Acute Services	CAH	MUC	Cardiology Clinic	Treatment and care quality			No action plan	Closed
FORMAL	823	10-Aug-2012	10-Sep-2012	20	Acute Services	DHH	MUC	Emergency Department	Communication/information to patients			No action plan.	Closed
FORMAL	823	10-Aug-2012	10-Sep-2012	20	Acute Services	DHH	MUC	Emergency Department	Staff attitude/behaviour			No action plan.	Closed
FORMAL	822	10-Aug-2012	10-Sep-2012	20	Acute Services	DHH	MUC	Emergency Department	Treatment and care quality			No action plan	Closed
FORMAL	641	26-Jul-2012	10-Sep-2012	31	Acute Services	DHH	MUC	Rehabilitation, Level 4	Treatment and care quality			No action plan	Closed
FORMAL	846	15-Aug-2012	10-Sep-2012	17	Acute Services	CAH	MUC	Emergency Department	Staff attitude/behaviour			No Action Plan	Closed
FORMAL	840	15-Aug-2012	13-Sep-2012	20	Acute Services	CAH	MUC	2 South Stroke	Patients' property/expenses/finance			No Action Plan	Closed
FORMAL	842	15-Aug-2012	13-Sep-2012	20	Acute Services	DHH	MUC	Dermatology Clinic	Staff attitude/behaviour			Doctor being monitored.	Closed
FORMAL	732	20-Jul-2012	13-Sep-2012	38	Acute Services	STH	SEC	General Surgery Clinic	Appointments, delay/cancellation (outpatients)			Scheduling processes and systems have reviewed and new processes have been put in place to ensure this issue does not happen again.	Closed
FORMAL	794	13-Aug-2012	14-Sep-2012	23	Acute Services	STH	CCS	X-ray Dept (Radiology)	Communication/information to patients			No Action Plan	Further resolution (re-opened)
FORMAL	794	13-Aug-2012	14-Sep-2012	23	Acute Services	STH	SEC	General Surgery Clinic	Appointments, delay/cancellation (outpatients)			No Action Plan	Further resolution (re-opened)
FORMAL	611	6-Jun-2012	18-Sep-2012	72	Acute Services	DHH	SEC	Female Surgical/Gynaecology	Clinical diagnosis			No action plan	Further resolution (re-opened)
FORMAL	886	10-Sep-2012	18-Sep-2012	6	Acute Services	CAH	MUC	2 South Medical	Treatment and care quality			No action plan	Closed
FORMAL	795	1-Aug-2012	18-Sep-2012	33	Acute Services	CAH	MUC	Dermatology Clinic	Communication/information to patients			No action plan	Closed

Type	ID	First received	Closed	Response time	Directorate s (Subjects)	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	854	22-Aug-2012	18-Sep-2012	18	Acute Services	CAH	MUC	ED Clinical Decisions Unit	Treatment and care quality	Personal Information redacted by the USI		No action plan	Closed
FORMAL	827	14-Aug-2012	18-Sep-2012	24	Acute Services	CAH	IMWH	Delivery Suite, CAH	Treatment and care quality			No action plan	Closed
FORMAL	827	14-Aug-2012	18-Sep-2012	24	Acute Services	CAH	IMWH	2 West Maternity Post Natal	Staff attitude/behaviour			No action plan	Closed
FORMAL	873	5-Sep-2012	18-Sep-2012	9	Acute Services	CAH	MUC	2 South Stroke	Patients' property/expenses/finance			No action plan	Local resolution
FORMAL	892	4-Sep-2012	20-Sep-2012	12	Acute Services	CAH	IMWH	2 West Maternity Post Natal	Treatment and care quality			The importance of a good attitude reinforced to Midwife.	Closed
FORMAL	892	4-Sep-2012	20-Sep-2012	12	Acute Services	CAH	IMWH	2 West Maternity Post Natal	Staff attitude/behaviour			The importance of a good attitude reinforced to Midwife.	Closed
FORMAL	869	24-Aug-2012	21-Sep-2012	19	Acute Services	STH	FSS	Car Park/Grounds	Access to premises			Estates Department are looking at the feasibility of creating additional car parking spaces to try to alleviate the problem at peak times. Could take 16 weeks for the procurement process to take place.	Closed
FORMAL	935	19-Sep-2012	21-Sep-2012	2	Acute Services	CAH	IMWH	Antenatal Clinic	Waiting times, out-patient department			No action plan	Closed
FORMAL	839	15-Aug-2012	24-Sep-2012	27	Acute Services	DHH	SEC	Ophthalmology Clinic	Treatment and care quality			No Action plan	Closed
FORMAL	871	24-Aug-2012	24-Sep-2012	20	Acute Services	CAH	MUC	Dermatology Clinic	Staff attitude/behaviour			Arrangements put in place to monitor doctors communication skills.	Closed
FORMAL	779	30-Jul-2012	24-Sep-2012	39	Acute Services	DHH	SEC	Male Surgical/HDU	Professional assessment of need			No action plan	Closed
FORMAL	784	30-Jul-2012	25-Sep-2012	40	Acute Services	CAH	MUC	Emergency Department	Staff attitude/behaviour			No action plan	Closed
FORMAL	784	30-Jul-2012	25-Sep-2012	40	Acute Services	CAH	MUC	Emergency Department	Professional assessment of need			No action plan	Closed
FORMAL	784	30-Jul-2012	25-Sep-2012	40	Acute Services	CAH	SEC	4 North	Staff attitude/behaviour			No action plan	Closed
FORMAL	880	3-Sep-2012	25-Sep-2012	16	Acute Services	CAH	MUC	Dermatology Clinic	Staff attitude/behaviour			Arrangement put in place to monitor doctors communication skills.	Closed
FORMAL	829	13-Aug-2012	26-Sep-2012	31	Acute Services	CAH	MUC	Emergency Department	Treatment and care quality			No action plan	Closed
FORMAL	876	29-Aug-2012	26-Sep-2012	20	Acute Services	CAH	IMWH	2 West Maternity Post Natal	Staff attitude/behaviour			No action plan	Closed
FORMAL	863	22-Aug-2012	27-Sep-2012	25	Acute Services	DHH	MUC	Emergency Department	Policy/commercial decisions			No action plan	Closed
FORMAL	916	13-Sep-2012	27-Sep-2012	10	Acute Services	CAH	SEC	Orthopaedic Clinic	Theatre/operation/procedure, delay/cancellation			No action plan.	Closed
FORMAL	919	14-Sep-2012	28-Sep-2012	10	Acute Services	CAH	CCS	X-ray Dept (Radiology)	Communication/information to patients			Action Plan - The Receptionist has been spoken to regarding this over sight and the importance of attention to detail when booking patients in when they arrive reinforced. The Radiology Department also has notices erected in the waiting areas advising 'if a member of staff has not attended to you within 20 minutes of your arrival please inform reception'.	Closed

Type	ID	First received	Closed	Response time	Directorates (Subjects)	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	1105	15/11/2012	02/01/2013	32	Acute Services	CAH	SEC	3 South	Treatment and care quality	Personal Information redacted by the USI		No action plan	Closed
FORMAL	1105	15/11/2012	02/01/2013	32	Acute Services	CAH	SEC	3 South	Staff attitude/behaviour			No action plan	Closed
FORMAL	1174	21/11/2012	02/01/2013	28	Acute Services	CAH	FSS	Booking Centre	Staff attitude/behaviour			Telephone system is being upgraded to increase the number of lines available to the Booking Centre.	Closed
FORMAL	1174	21/11/2012	02/01/2013	28	Acute Services	CAH	CCS	Pain Management Clinic	Professional assessment of need			Telephone system is being upgraded to increase the number of lines available to the Booking Centre.	Closed
FORMAL	1174	21/11/2012	02/01/2013	28	Acute Services	CAH	CCS	Pain Management Clinic	Communication/Information to patients			Telephone system is being upgraded to increase the number of lines available to the Booking Centre.	Closed
FORMAL	1206	29/11/2012	02/01/2013	22	Acute Services	CAH	CCS	Pain Management Clinic	Treatment and care quality			No action plan	Closed
FORMAL	1206	29/11/2012	02/01/2013	22	Acute Services	CAH	CCS	X-ray Dept (Radiology)	Appointments, delay/cancellation (outpatients)			No action plan	Closed
FORMAL	1119	03/12/2012	02/01/2013	20	Acute Services	CAH	MUC	Emergency Department	Professional assessment of need			No action plan.	Closed
FORMAL	1119	03/12/2012	02/01/2013	20	Acute Services	CAH	IMWH	Gynae Clinic	Treatment and care quality			No action plan.	Closed
FORMAL	1119	03/12/2012	02/01/2013	20	Acute Services	CAH	SEC	4 North	Records/record keeping			No action plan.	Closed
FORMAL	1119	03/12/2012	02/01/2013	20	Acute Services	CAH	SEC	4 North	Treatment and care quality			No action plan.	Closed
FORMAL	1217	04/12/2012	02/01/2013	19	Acute Services	LURGAN	CCS	Breast Screening Unit	Staff attitude/behaviour			Staff reminded to be mindful that that a mammogram can be difficult and sensitive procedure.	Closed
FORMAL	1261	12/12/2012	02/01/2013	13	Acute Services	CAH	FSS	Entrance/Exit	Hotel/support/security services			No action plan	Closed
FORMAL	1104	01/11/2012	07/01/2013	45	Acute Services	CAH	MUC	Diabetology Clinic	Communication/Information to patients			No action plan.	Closed
FORMAL	1089	14/11/2012	07/01/2013	36	Acute Services	DHH	MUC	Emergency Department	Staff attitude/behaviour			No action plan.	Closed
FORMAL	1239	07/12/2012	07/01/2013	19	Acute Services	CAH	MUC	Dermatology Clinic	Staff attitude/behaviour			No action plan	Closed
FORMAL	1177	23/11/2012	15/01/2013	35	Acute Services	CAH	MUC	Emergency Department	Policy/commercial decisions			No action plan	Closed

Type	ID	First received	Closed	Response time	Directorates (Subjects)	Site	Division	Loc (Exact)	Subjects (Subjects)	Personal Information redacted by the USI		Action taken (Investigation)	Current Stage
FORMAL	1177	23/11/2012	15/01/2013	35	Acute Services	CAH	CCS	Thorndale Unit	Treatment and care quality	Personal Information redacted by the USI		No action plan	Closed
FORMAL	1204	30/11/2012	15/01/2013	30	Acute Services	CAH	CCS	Day Procedure/Day Surgery Unit	Treatment and care quality			In any future rare cases of this type: Anaesthetist to follow up by contacting patient at home to assess how they are doing after discharge. Appropriate advice to be given regarding analgesia and observing the site.	Closed
FORMAL	1247	10/12/2012	15/01/2013	24	Acute Services	CAH	IMWH	Antenatal Clinic	Waiting times, out-patient departments			Staff reminded of the importance of checking the lists and waiting areas at the end of each clinic session.	Closed
FORMAL	1287	19/12/2012	15/01/2013	17	Acute Services	LURGAN	CCS	Breast Screening Unit	Patients' privacy/dignity			Staff reminded to remain sensitive and professional at all times.	Closed
FORMAL	1287	19/12/2012	15/01/2013	17	Acute Services	LURGAN	CCS	Breast Screening Unit	Staff attitude/behaviour			Staff reminded to remain sensitive and professional at all times.	Closed
FORMAL	1288	20/12/2012	15/01/2013	16	Acute Services	CAH	MUC	Emergency Department	Waiting times, A&E department			No action plan	Closed
FORMAL	1283	18/12/2012	18/01/2013	21	Acute Services	CAH	IMWH	2 West Maternity Post Natal	Staff attitude/behaviour			S/M reminded of need to be considerate when dealing with patients requiring assistance.	Closed
FORMAL	1188	26/11/2012	22/01/2013	39	Acute Services	CAH	MUC	Emergency Department	Waiting times, A&E department			No action plan	Closed
FORMAL	1325	04/01/2013	22/01/2013	12	Acute Services	CAH	MUC	Emergency Department	Treatment and care quality			Patients experience to be shared with staff within the Emergency Department.	Closed
FORMAL	1345	14/01/2013	23/01/2013	7	Acute Services	DHH	MUC	Emergency Department	Treatment and care quality			Issues raised will be looked at and appropriate changes implemented.	Closed
FORMAL	1201	30/11/2012	28/01/2013	39	Acute Services	CAH	MUC	Cardiology Clinic	Communication/information to patients			No action plan	Closed
FORMAL	1201	30/11/2012	28/01/2013	39	Older People and Primary Care	CAH	PRIMAR	Physio Treatment Area	Communication/information to patients			No action plan	
FORMAL	1173	21/11/2012	30/01/2013	48	Acute Services	CAH	SEC	General Surgery Clinic	Admission into hospital (delay cancellation) (inpatients)			No action plan.	Closed
FORMAL	1319	03/01/2013	30/01/2013	19	Acute Services	CAH	MUC	Emergency Department	Discharge/transfer arrangements			Staff in the ED to be briefed on what action they should take if a patient telephones after discharge to report they have gone home without their medication.	Closed
FORMAL	1314	15/01/2013	30/01/2013	11	Acute Services	DHH	MUC	General Male Medical, Level 5	Discharge/transfer arrangements			Ward sister to address with staff issues raised in complaint. 1. Attitude of staff towards patients. 2. Ward manger put into place measures to avoid misunderstanding as to transport arrangements.	Closed
FORMAL	1378	24/01/2013	30/01/2013	4	Acute Services	CAH	SEC	Urology Clinic	Admission into hospital (delay cancellation) (inpatients)	Complainant unhappy with the length of time it has taken for him to get an appointment for surgery.	Complainant advised his constituent's surgery took place in Jan 13.	No action plan.	Closed
FORMAL	1070	06/11/2012	31/01/2013	60	Acute Services	CAH	MUC		Policy/commercial decisions	Personal Information redacted by the USI		No action plan.	Closed
FORMAL	1070	06/11/2012	31/01/2013	60	Acute Services	CAH	MUC	Emergency Department	Waiting times, A&E department	Personal Information redacted by the USI		No action plan.	Closed

Type	ID	First received	Closed	Resp time	Dir	Site	Div	Loc	Subjects	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	1384	25/01/2013	01/03/2013	25	Acute Services	CAH	MUC	Emergency Department	Treatment and care quality	Personal Information redacted by the USI		Patient advised of complaint being shared with staff at weekly safety briefings.	Closed
FORMAL	1384	25/01/2013	01/03/2013	25	Acute Services	CAH	SEC	4 South	Treatment and care quality			Patient advised of complaint being shared with staff at weekly safety briefings.	Closed
FORMAL	1384	25/01/2013	01/03/2013	25	Acute Services	CAH	SEC	4 South	Staff attitude/behaviour			Patient advised of complaint being shared with staff at weekly safety briefings.	Closed
FORMAL	1469	13/02/2013	01/03/2013	12	Acute Services		SEC	Oral Surgery Clinic	Communication/information to patients			No action plan	Closed
FORMAL	1494	18/02/2013	05/03/2013	11	Acute Services	CAH	CCS	2 North Resp/Medical	Patients' privacy/dignity			Ensure staff are trained to avoid causing patients concern when dealing with toileting etc.	Closed
FORMAL	1389	28/01/2013	05/03/2013	26	Acute Services	CAH	IMWH	1 East Maternity Antenatal	Communication/information to patients			Staff told to ensure they discuss handover of sensitive information to Community Midwives with the mother. Review of current arrangements of clinical information handover from hospital to community midwives.	Closed
FORMAL	1431	05/02/2013	05/03/2013	20	Acute Services	CAH	IMWH	Admissions/Assessment Unit	Communication/information to patients			CTG variability revised and more explanations given to patient.	Closed
FORMAL	1431	05/02/2013	05/03/2013	20	Acute Services	CAH	IMWH	Admissions/Assessment Unit	Treatment and care quality			CTG variability revised and more explanations given to patient.	Closed
FORMAL	1431	05/02/2013	05/03/2013	20	Acute Services	CAH	IMWH	Delivery Suite, CAH	Clinical diagnosis			CTG variability revised and more explanations given to patient.	Closed
FORMAL	1431	05/02/2013	05/03/2013	20	Acute Services	CAH	IMWH	2 West Maternity Post Natal	Treatment and care quality			CTG variability revised and more explanations given to patient.	Closed
FORMAL	1347	14/01/2013	08/03/2013	39	Acute Services	DHH	MUC	Diabetology Clinic	Professional assessment of need			No action plan.	Closed
FORMAL	1528	08/02/2013	08/03/2013	20	Acute Services	CAH	SEC	Urology Clinic	Appointments, delay/cancellation (outpatients)	DHSPSS enquiry regarding which treatment patient is receiving from Trust and urgency of treatment.	Patient advised due to previous surgery, procedure to be carried out in main theatres. Explanation of treatment given.	no action plan	Closed
FORMAL	1528	08/02/2013	08/03/2013	20	Acute Services	CAH	CCS	Pain Management Clinic	Treatment and care quality	Personal Information redacted by the USI		no action plan	Closed
FORMAL	1386	25/01/2013	08/03/2013	30	Acute Services	DHH	CCS	Day Procedure/Day Surgery Unit	Treatment and care quality			Staff to properly introduce themselves in order to form a rapport with the patient before a procedure. To take time with consent matters and explain the procedure in more detail including the possibility of pain or discomfort.	Closed
FORMAL	1386	25/01/2013	08/03/2013	30	Acute Services	DHH	CCS	Day Procedure/Day Surgery Unit	Communication/information to patients			Staff to properly introduce themselves in order to form a rapport with the patient before a procedure. To take time with consent matters and explain the procedure in more detail including the possibility of pain or discomfort.	Closed
FORMAL	1386	25/01/2013	08/03/2013	30	Acute Services	DHH	CCS	Day Procedure/Day Surgery Unit	Communication/information to patients			Staff to properly introduce themselves in order to form a rapport with the patient before a procedure. To take time with consent matters and explain the procedure in more detail including the possibility of pain or discomfort.	Closed
FORMAL	1394	29/01/2013	08/03/2013	28	Acute Services	CAH	IMWH	Delivery Suite, CAH	Communication/information to patients			No action plan	Closed

Type	ID	First received	Closed	Resp time	Dir	Site	Div	Loc	Subjects	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	1422	04/02/2013	11/03/2013	25	Acute Services	CAH	SEC	ENT Clinic	Communication/information to patients	Personal Information redacted by the USI		no action plan	Closed
FORMAL	1422	04/02/2013	11/03/2013	25	Acute Services	CAH	MUC	1 North Cardiology	Treatment and care quality			no action plan	Closed
FORMAL	1593	11/03/2013	13/03/2013	2	Acute Services	CAH	SEC	4 South	Environmental			No action plan.	Closed
FORMAL	1349	21/01/2013	14/03/2013	38	Acute Services	CAH	MUC	1 North Cardiology	Discharge/transfer arrangements			No action plan	Closed
FORMAL	1349	21/01/2013	14/03/2013	38	Acute Services	CAH	MUC	1 North Cardiology	Communication/information to patients			No action plan	Closed
FORMAL	1600	11/03/2013	21/03/2013	7	Acute Services	CAH	SEC	4 North	Environmental			No action plan.	Closed
FORMAL	1600	11/03/2013	21/03/2013	7	Acute Services	CAH	SEC	4 South	Environmental			No action plan.	Closed
FORMAL	1623	15/03/2013	22/03/2013	4	Acute Services	DHH	SEC	Oral Surgery Clinic	Admission into hospital (delay cancellation) (inpatients)			Head of Services to take issues raised by complainant to the attention of those reviewing the processes in the clinic.	Closed
FORMAL	1454	19/02/2013	25/03/2013	23	Acute Services	CAH	SEC	4 South	Treatment and care quality			To highlight to all staff the need for effective, appropriate & continuous communication. That all staff are conscious of their attitude & behaviour to ensure a good patient client experience. Patients' nutritional needs are paramount & should be of optimal standard. All staff informed of complaint and will further be discussed at ward meeting.	Closed
FORMAL	1592	08/03/2013	25/03/2013	10	Acute Services	CAH	SEC	4 South	Environmental			no action plan	Closed
FORMAL	1580	08/03/2013	25/03/2013	10	Acute Services	CAH	SEC	4 South	Environmental			no action plan.	Closed
FORMAL	1557	05/03/2013	25/03/2013	13	Acute Services	INDSEC	SEC	Non Trust premises	Professional assessment of need			No action plan	Closed
FORMAL	1575	08/03/2013	25/03/2013	10	Acute Services	DHH	FSS	Car Park	Access to premises			Penalty system considered for misuse of disabled parking bays. It would be good to actively police these spaces. Consideration should be given to the area in front of the hospital for additional space.	Closed
FORMAL	1310	22/01/2013	25/03/2013	43	Acute Services	DHH	MUC	Emergency Department	Professional assessment of need			No action plan	Closed
FORMAL	1483	06/03/2013	26/03/2013	13	Acute Services	CAH	MUC	1 South Medical	Clinical diagnosis			No action plan	Closed
FORMAL	1483	06/03/2013	26/03/2013	13	Acute Services	CAH	MUC	1 South Medical	Communication/information to patients			No action plan	Closed
FORMAL	1587	08/03/2013	27/03/2013	12	Acute Services	CAH	FSS	Booking Centre	Communication/information to patients			Matter reported to telephone company.	Closed
FORMAL	1474	01/03/2013	27/03/2013	17	Acute Services	CAH	SEC	General Surgery Clinic	Appointments, delay/cancellation (outpatients)			No action plan.	Closed
FORMAL	1516	22/02/2013	27/03/2013	22	Acute Services	CAH	IMWH	2 East Midwifery Led Unit	Treatment and care quality			No Action Plan	Closed
FORMAL	1362	21/01/2013	28/03/2013	47	Acute Services	CAH	SEC	Orthopaedic Clinic	Treatment and care quality			No Action Plan.	Closed

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FORMAL	1531	27/02/2013	29/03/2013	21	Acute Services	CAH	MUC	Emergency Department	Staff attitude/behaviour	Personal Information redacted by the USI		No action plan	Closed
FORMAL	1388	28/01/2013	29/03/2013	43	Acute Services	CAH	MUC	Emergency Department	Professional assessment of need				Closed
FORMAL	1598	11/03/2013	29/03/2013	13	Acute Services	CAH	MUC	Emergency Department	Waiting times, A&E department			No action plan	Closed
FORMAL	1492	18/02/2013	29/03/2013	28	Acute Services	CAH	MUC	Emergency Department	Staff attitude/behaviour			No action plan	Closed

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Type	ID	First received	Closed	Response time	Directorate (Subjects)	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	1692	05/04/2013	10/05/2013	24	Acute Services	CAH	MUC	Dermatology Clinic	Appointments, delay/cancellation (outpatients)	Complaint unhappy with the length of time it has taken for him to have been allocated an outpatients appointment.	Complainant advised consultants triage referral letters based on information received, nothing in letter indicated patient to be urgent.	No action plan	Closed
FORMAL	1692	05/04/2013	10/05/2013	24	Acute Services	CAH	SEC	Urology Clinic	Appointments, delay/cancellation (outpatients)	Complaint unhappy with the length of time it has taken for him to have been allocated an outpatients appointment.	Complainant advised consultants triage referral letters based on information received, nothing in letter indicated patient to be urgent.	No action plan	
FORMAL	1749	17/04/2013	29/04/2013	8	Acute Services	DHH	SEC	General Surgery Clinic	Communication/information to patients	Personal Information redacted by the USI		No action plan	Closed
FORMAL	1704	11/04/2013	13/05/2013	21	Acute Services	CAH	CCS	Trauma/Orthopaedic Theatre	Staff attitude/behaviour			No action plan	Closed
FORMAL	1656	08/04/2013	29/04/2013	15	Acute Services	CAH	MUC	Emergency Department	Treatment and care quality				Closed
FORMAL	1709	17/04/2013	07/05/2013	13	Acute Services	INDSEC	SEC	Non Trust premises	Treatment and care quality			No action plan	Closed
FORMAL	1691	05/04/2013	29/04/2013	16	Acute Services	CAH	MUC	1 North Cardiology	Communication/information to patients			No action plan	Closed
FORMAL	1728	12/04/2013	13/05/2013	20		CAH	MUC	Emergency Department					Closed
FORMAL	1809	26/04/2013	13/05/2013	10	Acute Services	CAH	SEC	CEAW	Treatment and care quality			No action plan	Closed
FORMAL	1641	08/04/2013	29/04/2013	15	Acute Services	CAH	SEC	Orthopaedic Clinic	Admission into hospital (delay cancellation) (inpatients)			No action plan.	
FORMAL	1707	09/04/2013	07/05/2013	19	Acute Services	CAH	SEC	3 South	Environmental			No action plan	Closed
FORMAL	1707	09/04/2013	07/05/2013	19	Acute Services	CAH	CCS	Recovery Unit	Environmental			No action plan	
FORMAL	1765	22/04/2013	07/05/2013	10	Acute Services	DHH	MUC	Cardiology Clinic	Appointments, delay/cancellation (outpatients)			No action plan.	Closed
FORMAL	1655	08/04/2013	07/05/2013	20	Acute Services	CAH	SEC	Urology Clinic	Appointments, delay/cancellation (outpatients)	MLA requesting that his constituent receives an appointment as soon as possible to rectify previous surgery.	Patient received appointment on 26.03.13 and an appointment with another consultant on 25.04.13 with a CT scan booked for August 2013.	No action plan.	Closed
FORMAL	1745	05/04/2013	17/04/2013	8		CAH	IMWH	1 West	Communication/information to patients	Personal Information redacted by the USI		CCO passed to Head of Midwifery and Gynaecology. The pathologist was contacted and has sent through the Post Mortem report. The Head of Midwifery and Gynaecology spoke with complainant and she was happy to wait for the report. An appointment was offered to meet with complainant this Friday but she has advised that she is happy to wait until next week when the Consultant will have more time to talk to her at length. CCO advised DHSPSS of same.	Local resolution
FORMAL	1761	19/04/2013	29/04/2013	6	Acute Services	CAH	CCS	Audiology Clinic	Communication/information to patients			No action plan	Further resolution (re-opened)
FORMAL	1780	24/04/2013	13/05/2013	12	Acute Services	DHH	SEC	Female Surgical/Gynaecology	Communication/information to patients			Patients gowns to be replaced. Ward manager to address issues addressed and acted on.	Closed
FORMAL	1780	24/04/2013	13/05/2013	12	Acute Services	DHH	SEC	Female Surgical/Gynaecology	Treatment and care quality			Patients gowns to be replaced. Ward manager to address issues addressed and acted on.	
FORMAL	1780	24/04/2013	13/05/2013	12	Acute Services	DHH	FSS	Female Surgical/Gynaecology	Hotel/support/security services			Patients gowns to be replaced. Ward manager to address issues addressed and acted on.	

Type	ID	First received	Closed	Response time	Directorate s (Subjects)	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	1490	30/04/2013	13/05/2013	8	Acute Services	DHH	SEC	Female Surgical/Gynaecology	Treatment and care quality	Personal Information redacted by the USI		No action plan	Closed
FORMAL	1716	22/04/2013	07/05/2013	10	Acute Services	CAH	MUC	Rheumatology Clinic	Appointments, delay/cancellation (outpatients)			Outpatient manager to remind staff of the importance of acting on clinic outcome sheets.	Closed
FORMAL	1665	16/04/2013	07/05/2013	14	Acute Services	CAH	MUC	Cardiology Clinic	Records/record keeping			System to be implemented so medical staff can access results on line.	Closed
FORMAL	1658	10/04/2013	09/05/2013	20	Acute Services	CAH	MUC	Emergency Department	Waiting times, A&E department			No action plan	Closed
FORMAL	1741	16/04/2013	13/05/2013	18	Acute Services	DHH	SEC	Female Surgical/Gynaecology	Discharge/transfer arrangements			No action plan	Closed
FORMAL	1741	16/04/2013	13/05/2013	18	Acute Services	DHH	MUC	Emergency Department	Treatment and care quality			No action plan	
FORMAL	1717	23/04/2013	13/05/2013	13	Acute Services	CAH	IMWH	Antenatal Clinic	Environmental			No action plan	Closed
FORMAL	1696	09/04/2013	23/04/2013	10	Acute Services	CAH	SEC	Ophthalmology Clinic	Waiting times, out-patient departments			Scheduling Team / Booking Centre staff reminded of importance of providing patients with accurate information.	Closed
FORMAL	1694	05/04/2013	29/04/2013	16	Acute Services	CAH	MUC	Emergency Department	Patients' property/expenses/finance			No action plan.	Closed
FORMAL	1653	10/04/2013	07/05/2013	18	Acute Services	CAH	SEC	Orthopaedic Clinic	Treatment and care quality			No action plan	Closed

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Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	1903	#####	#####	8	ACUTE	Daisy Hill Hospital	Functional Support Services	Reception/ Waiting Area	Environmental	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	1783	23/04/2013	03/06/2013	27	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Communication /information to patients			Midwives to take direction from Consultants re estimated time expected to wait for results.	CLOSED
FORMAL	1783	23/04/2013	03/06/2013	27	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Staff attitude/behaviour			Midwives to take direction from Consultants re estimated time expected to wait for results.	CLOSED
FORMAL	1522	#####	#####	64	ACUTE	Daisy Hill Hospital	Medicine and Unschedule d Care	Emergency Department	Staff attitude/behaviour			Staff made aware of the checking procedure with armbands.	CLOSED
FORMAL	1522	#####	#####	64	ACUTE	Daisy Hill Hospital	Medicine and Unschedule d Care	Emergency Department	Treatment and care quality			Staff made aware of the checking procedure with armbands.	CLOSED
FORMAL	1625	#####	#####	51	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	CEAW	Communication /information to patients			Trust to examine practices with regards bed management.	CLOSED
FORMAL	1848	#####	#####	15	ACUTE	Daisy Hill Hospital	Medicine and Unschedule d Care	Emergency Department	Confidentiality			No action plan.	CLOSED
FORMAL	1597	11/03/2013	03/06/2013	55	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	Emergency Department	Communication /information to patients			No action plan	CLOSED
FORMAL	1286	#####	#####	77	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Female Surgical/Gynaee	Staff attitude/behaviour			No action plan	CLOSED
FORMAL	1845	#####	#####	17	ACUTE	Daisy Hill Hospital	Functional Support Services	Day Clinical Centre	Waiting times, out-patient departments			Matter addressed with Receptionist concerned re error.	CLOSED
FORMAL	1817	02/05/2013	10/06/2013	25	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Urology Clinic	Communication /information to patients	Complainant unhappy that she has suffered a UTI following a urological procedure and is distressed that she was not told this was a possible side effect.	Advised that patients should be told that this procedure carries a risk of infection and to drink plenty of fluids to flush out the bladder. Apology offered for failing to relay this to patient beforehand.	Warn all patients attending for urodynamics that infection, especially UTI, is a possibility. Advise all patients to drink plenty of fluids after the test to flush out the bladder. Sister in Charge to inform specialist nurses in nurse-led clinics and Consultant to inform doctor-led clinics.	CLOSED
FORMAL	1813	#####	#####	20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 South	Discharge/transfer arrangements	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	1144	#####	#####	137	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Communication /information to patients	Complainant unhappy that her father was transferred to Independent Sector without consultation and unhappy with treatment provided thereafter.	Complainant advise an investigation into the circumstances of the patients case will be carried out and the outcome of this investigation will be shared with family.	Thorough investigation to be carried out.	CLOSED
FORMAL	1750	08/05/2013	10/06/2013	22	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	General Surgery Clinic	Professional assessment of need	Personal Information redacted by the USI		No action plan	CLOSED

Type	ID	First received	Closed	Time Response	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
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FORMAL	1940	30/05/2013	17/06/2013	12	ACUTE	Banbridge Polyclinic	Surgery and Elective Care	General Outpatients Reception/Waiting Area	Waiting times, out-patient departments	Personal Information redacted by the USI		no action plan	CLOSED
FORMAL	1796	#####	#####	32	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	Neurology Clinic	Access to premises			No action plan	CLOSED
FORMAL	1871	#####	#####	18	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	General Surgery Clinic	Theatre/operation/procedure, delay/cancellation			No ActionPlan	CLOSED
FORMAL	1801	#####	17/06/2013	23	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	Emergency Department	Communication /information to patients			No Action Plan	CLOSED
FORMAL	1801	#####	17/06/2013	23	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	OOH SW Service	Treatment and care quality			No Action Plan	CLOSED
FORMAL	1778	30/04/2013	17/06/2013	32	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetic s, Theatres & ICS	Recovery Unit	Staff attitude/behavior			No action plan	CLOSED
FORMAL	1778	30/04/2013	17/06/2013	32	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetic s, Theatres & ICS	3 South	Staff attitude/behavior			No action plan	CLOSED
FORMAL	1778	30/04/2013	17/06/2013	32	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetic s, Theatres & ICS	3 South	Staff attitude/behavior			No action plan	CLOSED
FORMAL	1874	15/05/2013	17/06/2013	22	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetic s, Theatres & ICS	Laboratory	Records/record keeping			Interpretation of Requests All appropriately requested tests should be reported in a timely fashion Updated guidance on how to arrange a T3 test should be available for users on the laboratory handbook 30th May 2013	CLOSED
FORMAL	1504	#####	#####	79	ACUTE	Independent /Voluntary Sector Locations	Surgery and Elective Care	Non Trust premises	Treatment and care quality			No action plan	CLOSED
FORMAL	1504	#####	#####	79	ACUTE	Independent /Voluntary Sector Locations	Surgery and Elective Care	Non Trust premises	Theatre/operation/procedure, delay/cancellation			No action plan	CLOSED
FORMAL	1504	#####	#####	79	ACUTE	Independent /Voluntary Sector Locations	Surgery and Elective Care	X-ray Dept (Radiology)	Records/record keeping			No action plan	CLOSED

Type		ID	First received	Closed	Time Response	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL		1850	#####	#####	25	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Staff attitude/behaviour	Personal Information redacted by the USI		Nurse sent for communication training.	CLOSED
FORMAL		1458	12/02/2013	13/06/2013	85	ACUTE	South Tyrone Hospital	Medicine and Unscheduled Care	Emergency Department	Professional assessment of need			Emergency Nurse practitioner made aware of this instance to ensure that she learns from this case.	CLOSED
FORMAL		1884	16/05/2013	18/06/2013	22	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Staff attitude/behaviour			To enhance and improve the staff midwives interaction and communication with patients. Midwife to attend Better Health through Better Communication study day.	CLOSED
FORMAL		1713	#####	#####	38	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Waiting times, A&E department			No action plan	CLOSED
FORMAL		1895	21/05/2013	19/06/2013	20	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Staff attitude/behaviour			no action plan	CLOSED
FORMAL		1957	#####	#####	12	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Treatment and care quality			Not applicable as complaint withdrawn	CLOSED
FORMAL		1860	#####	#####	27	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Waiting times, out-patient departments			No Action plan	CLOSED
FORMAL		1843	#####	#####	31	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Cardiology Clinic	Appointments, delay/cancellation (outpatients)			Extra resource are being provided to reduce waiting times for angiograph.	CLOSED
FORMAL		1787	#####	#####	33	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional assessment of need			No action plan	CLOSED
FORMAL		1787	#####	#####	33	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiology Clinic	Professional assessment of need			No action plan	CLOSED
FORMAL		1933	#####	#####	18	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical/HD U	Treatment and care quality			No action plan	CLOSED
FORMAL		1722	#####	#####	51	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Staff attitude/behaviour			No action plan	CLOSED
FORMAL		1751	#####	#####	46	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Professional assessment of need			no action plan	CLOSED
FORMAL		1842	08/05/2013	24/06/2013	32	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Waiting times, A&E department			No action plan	CLOSED
FORMAL		1892	20/05/2013	24/06/2013	24	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Staff attitude/behaviour			No action plan	CLOSED

WIT-72706										Action taken (Investigation)		Current Stage
Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	
FORMAL	1901	#####	#####	25	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Emergency Department	Treatment and care quality	Personal Information redacted by the USI	No action plan	CLOSED
FORMAL	1901	#####	#####	25	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Trauma Ward	Treatment and care quality		No action plan	CLOSED
FORMAL	1901	#####	#####	25	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Trauma Ward	Theatre/operation/procedure, delay/cancellation		No action plan	CLOSED
FORMAL	1830	#####	#####	35	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiology Clinic	Appointments, delay/cancellation (outpatients)		All staff from department spoken to regarding the learning from this incident.	CLOSED
FORMAL	1929	#####	#####	21	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Stroke	Patients' property/expenses/finance		No action plan.	CLOSED

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Type	ID	First received	Closed	Response time	Directorates (Subjects)	Site	Division	Loc (Exact)	Subjects (Subjects)	Personal Information redacted by the USI	Action taken (Investigation)	Current Stage
FORMAL	2406	23/09/2013	05/11/2013	31	Acute Services	CAH	MUC	MAU	Communication/information to patients	Personal Information redacted by the USI	Care to be taken re communication issues, that matters which have been agreed are accurately actioned.	Closed
FORMAL	2406	23/09/2013	05/11/2013	31	Acute Services	CAH	MUC	2 South Medical	Communication/information to patients		Staff to attend training re RNID services / interpreting services.	Closed
FORMAL	2406	23/09/2013	05/11/2013	31	Acute Services	CAH	MUC	2 South Medical	Discharge/transfer arrangements		Care to be taken re communication issues, that matters which have been agreed are accurately actioned.	Closed
FORMAL	2445	07/10/2013	11/11/2013	25	Acute Services	CAH	IMWH	Gynae Clinic	Professional assessment of need		Staff to attend training re RNID services / interpreting services.	Closed
FORMAL	2473	04/10/2013	11/11/2013	26	Acute Services	CAH	MUC	Emergency Department	Professional assessment of need		Care to be taken re communication issues, that matters which have been agreed are accurately actioned.	Closed
FORMAL	2486	09/10/2013	11/11/2013	23	Acute Services	STH	SEC	Day Procedure/Day Surgery Unit	Waiting times, out-patient departments		Staff to attend training re RNID services / interpreting services.	Closed
FORMAL	2486	09/10/2013	11/11/2013	23	Acute Services	STH	CCS	Day Procedure/Day Surgery Unit	Staff attitude/behaviour		No action plan	Closed
FORMAL	2427	04/10/2013	11/11/2013	26	Acute Services	CAH	MUC	1 North Cardiology	Discharge/transfer arrangements		No action plan	Closed
FORMAL	2556	25/10/2013	11/11/2013	11	Acute Services	CAH	FSS	1 North Cardiology	Staff attitude/behaviour		No action plan	Closed
FORMAL	2604	07/11/2013	11/11/2013	2	Acute Services	DHH	MUC	Female Medical, Level 5	Staff attitude/behaviour		No action plan	Closed
FORMAL	2440	04/10/2013	13/11/2013	28	Acute Services	CAH	IMWH	Antenatal Clinic	Staff attitude/behaviour		No action plan	Closed
FORMAL	2367	05/09/2013	13/11/2013	49	Acute Services	CAH	MUC	Emergency Department	Discharge/transfer arrangements		Case to be used as a study re clot diagnosis.	Closed
FORMAL	2546	18/10/2013	13/11/2013	18	Acute Services	CAH	FSS	Antenatal Clinic	Hotel/support/security services		Cleaning schedule put in place and Department Manager to check area on a regular basis.	Closed
FORMAL	2255	02/08/2013	14/11/2013	73	Acute Services	CAH	SEC	Urology Clinic	Addmission into hospital (delay cancellation) (inpatients)	Delays in getting procedure carried out. Poor staff attitude and query if correct procedure was carried out. Continued delays in getting anything done.	No action plan	Closed
FORMAL	2255	02/08/2013	14/11/2013	73	Acute Services	CAH	SEC	3 South	Staff attitude/behaviour	Personal Information redacted by the USI	Apology offered for communication failures regarding discharge planning. Admitted for surgery on 16 September 2013.	Closed
FORMAL	2544	21/10/2013	18/11/2013	20	Acute Services	CAH	MUC	Emergency Department	Professional assessment of need		No action plan	Closed
FORMAL	2449	01/10/2013	19/11/2013	35	Acute Services	CAH	MUC	Emergency Department	Waiting times, A&E department		No action plan	Closed
FORMAL	2449	01/10/2013	19/11/2013	35	Acute Services	CAH	MUC	Emergency Department	Professional assessment of need		No action plan	Closed
FORMAL	2502	10/10/2013	19/11/2013	28	Acute Services	CAH	IMWH	Delivery Suite, CAH	Staff attitude/behaviour		No action plan	Further resolution (re-opened)
FORMAL	2502	10/10/2013	19/11/2013	28	Acute Services	CAH	IMWH	Delivery Suite, CAH	Treatment and care quality		No action plan	Further resolution (re-opened)
FORMAL	2543	21/10/2013	19/11/2013	21	Acute Services	CAH	MUC	Emergency Department	Waiting times, A&E department		No action plan	Closed

Type	ID	First received	Closed	Response time	Directorates (Subjects)	Site	Division	Loc (Exact)	Subjects (Subjects)	Personal Information redacted by the USI		Action taken (Investigation)	Current Stage
FORMAL	2498	11/10/2013	19/11/2013	27	Acute Services	CAH	SEC	4 South	Treatment and care quality			Meeting to take place on 27.11.13 to discuss the handling of future admissions.	Closed
FORMAL	2498	11/10/2013	19/11/2013	27	Acute Services	CAH	SEC	4 South	Treatment and care quality			Meeting to take place on 27.11.13 to discuss the handling of future admissions.	Closed
FORMAL	2314	19/08/2013	19/11/2013	65	Acute Services	DHH	MUC	General Medicine Clinic	Professional assessment of need			no action plan	Closed
FORMAL	2378	11/09/2013	19/11/2013	49	Acute Services	STH	CCS	Day Procedure/Day Surgery Unit	Staff attitude/behaviour			Request for a general anaesthetic to be discussed with Consultant in charge of patient.	Closed
FORMAL	2395	20/09/2013	19/11/2013	42	Acute Services	CAH	MUC	Emergency Department	Treatment and care quality				Closed
FORMAL	2395	20/09/2013	19/11/2013	42	Acute Services	CAH	MUC	Emergency Department	Communication/information to patients				Closed
FORMAL	2548	22/10/2013	19/11/2013	20	Acute Services	CAH	MUC	Emergency Department	Treatment and care quality			Steps have been put in place to prevent any other child leaving emergency department distressed.	Closed
FORMAL	2313	20/08/2013	22/11/2013	67	Acute Services	CAH	SEC	4 North	Discharge/transfer arrangements			AS part of the learning the Pain Nurse Specialist is to undertake specific training in the management of pain in a person with dementia.	Closed
FORMAL	2542	29/10/2013	25/11/2013	19	Acute Services	DHH	MUC	General Male Medical, Level 5	Patients' property/expenses/finance				Closed
FORMAL	2393	01/10/2013	25/11/2013	39	Acute Services	DHH	MUC	Emergency Department	Waiting times, A&E department				Closed
FORMAL	2554	25/10/2013	25/11/2013	21	Acute Services	DHH	IMWH	Delivery Suite, DHH	Treatment and care quality			No action plan	Closed
FORMAL	2554	25/10/2013	25/11/2013	21	Acute Services	DHH	IMWH	Maternity Ward	Staff attitude/behaviour			No action plan	Closed
FORMAL	2478	07/10/2013	25/11/2013	35	Acute Services	CAH	MUC	Cardiology Clinic	Treatment and care quality			HOS and administrative staff have met and developed a checking procedure for all patients whose names are being added to and removed from the waiting list. EG on a daily basis the names of the patients who have had procedures carried out in the Cath Lab are checked and removed from waiting list.	Closed
FORMAL	2425	15/10/2013	27/11/2013	31	Acute Services	CAH	IMWH	Gynae Clinic	Treatment and care quality			no action plan	Closed
FORMAL	2648	22/11/2013	28/11/2013	4	Acute Services	CAH	FSS	Urology Clinic	Records/record keeping	Patient concerned at delay in typing of referral letter which means his treatment is being compromised.	HOS called to explain breakdown in communication between hospital and GP. Complainant happy that this has now been sorted.		Closed

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	2781	10/01/2014	03/02/2014	16	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Dermatology Ward	Treatment and care quality	Personal Information redacted by the USI		no action plan	CLOSED
FORMAL	2744	30/12/2013	03/02/2014	24	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Waiting times, A&E department			Complaint shared with staff for learning.	CLOSED
FORMAL	2744	30/12/2013	03/02/2014	24	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Treatment and care quality			Complaint shared with staff for learning.	CLOSED
FORMAL	2825	20/01/2014	03/02/2014	10	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care		Discharge/transfer arrangements			No action plan	CLOSED
FORMAL	2812	16/01/2014	03/02/2014	12	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park	Access to premises			No action plan	CLOSED
FORMAL	2743	31/12/2013	03/02/2014	23	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiology Clinic	Staff attitude/behaviour			no action plan	CLOSED
FORMAL	2814	16/01/2014	04/02/2014	13	ACUTE	Craigavon Area Hospital	Functional Support Services		Records/record keeping			No action plan	CLOSED
FORMAL	2737	23/12/2013	10/02/2014	32	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Admissions/Assessment Unit	Staff attitude/behaviour			Community Midwives have been told that hospital assessments need to be considered on an individual basis and the midwives need to make a clinical decision regarding the need for a scan.	CLOSED
FORMAL	2737	23/12/2013	10/02/2014	32	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Admissions/Assessment Unit	Treatment and care quality			Community Midwives have been told that hospital assessments need to be considered on an individual basis and the midwives need to make a clinical decision regarding the need for a scan.	CLOSED
FORMAL	2836	28/01/2014	11/02/2014	10	ACUTE	Daisy Hill Hospital	Functional Support Services	Car Park	Access to premises			Trust is considering a penalty system for misuse of disabled parking bays.	CLOSED
FORMAL	2549	06/11/2013	14/02/2014	69	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Medical	Professional assessment of need			Review of documentation on advising staff regarding the transfer of patients who have passed away.	CLOSED
FORMAL	2549	06/11/2013	14/02/2014	69	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Medical	Communication/information to patients			Review of documentation on advising staff regarding the transfer of patients who have passed away.	CLOSED
FORMAL	2549	06/11/2013	14/02/2014	69	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Medical	Treatment and care quality			Review of documentation on advising staff regarding the transfer of patients who have passed away.	CLOSED
FORMAL	2875	29/01/2014	18/02/2014	14	ACUTE	Community	Integrated Maternity and Womens Health	Home of client	Confidentiality			No action plan	CLOSED
FORMAL	2671	29/11/2013	19/02/2014	55	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Haematology	Treatment and care quality			No action plan	CLOSED
FORMAL	2671	29/11/2013	19/02/2014	55	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Haematology	Communication/information to patients			No action plan	CLOSED
FORMAL	2671	29/11/2013	19/02/2014	55	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Haematology	Discharge/transfer arrangements			No action plan	CLOSED
FORMAL	2761	15/01/2014	19/02/2014	25	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Treatment and care quality			No action plan	CLOSED
FORMAL	2898	14/02/2014	19/02/2014	3	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 South	Admission into hospital (delay cancellation (inpatients))			No action plan	CLOSED

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	2889	11/02/2014	19/02/2014	6	ACUTE	South Tyrone Hospital	Surgery and Elective Care	Rheumatology Clinic	Staff attitude/behaviour	Personal Information redacted by the USI		No action plan.	CLOSED
FORMAL	2520	22/10/2013	19/02/2014	83	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medical	Treatment and care quality			No action plan	CLOSED
FORMAL	2525	18/11/2013	19/02/2014	64	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Professional assessment of need			No action plan	CLOSED
FORMAL	2525	18/11/2013	19/02/2014	64	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Treatment and care quality			No action plan	CLOSED
FORMAL	2788	27/01/2014	19/02/2014	17	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	General Male Medical, Level 5	Staff attitude/behaviour			Staff to be sent on training sessions regarding communication to patients and family.	CLOSED
FORMAL	2788	27/01/2014	19/02/2014	17	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	General Male Medical, Level 5	Discharge/transfer arrangements			Staff to be sent on training sessions regarding communication to patients and family.	CLOSED
FORMAL	2706	12/12/2013	19/02/2014	46	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Staff attitude/behaviour			No action plan	FURTH
FORMAL	2748	31/12/2013	19/02/2014	35	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Treatment and care quality				CLOSED
FORMAL	2757	03/01/2014	19/02/2014	33	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Waiting times, out-patient departments			No action plan	CLOSED
FORMAL	2815	17/01/2014	19/02/2014	23	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Environmental			No action plan	CLOSED
FORMAL	2841	29/01/2014	19/02/2014	15	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Patients' property/expenses/finance			No action plan.	CLOSED
FORMAL	2826	20/01/2014	19/02/2014	22	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	General Surgery Clinic	Waiting times, out-patient departments			No action plan	CLOSED
FORMAL	1955	11/06/2013	19/02/2014	176	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Treatment and care quality			No action plan.	CLOSED
FORMAL	1955	11/06/2013	19/02/2014	176	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Communication/information to patients			No action plan.	CLOSED
FORMAL	2859	03/02/2014	24/02/2014	15	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care		Discharge/transfer arrangements			No action plan	CLOSED
FORMAL	2798	15/01/2014	24/02/2014	28	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Waiting times, A&E department			No action plan	CLOSED
FORMAL	2798	15/01/2014	24/02/2014	28	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional assessment of need			No action plan	CLOSED
FORMAL	2884	07/02/2014	24/02/2014	11	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Day Procedure/Day Surgery Unit	Communication/information to patients			Staff to take care when offering pre-operative advice.	CLOSED
FORMAL	2884	07/02/2014	24/02/2014	11	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Breast Clinic	Communication/information to patients			Staff to take care when offering pre-operative advice.	CLOSED

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Personal Information redacted by the USI		Action taken (Investigation)	Current Stage
FORMAL	2884	07/02/2014	24/02/2014	11	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Day Procedure/Day Surgery Unit	Theatre/operation/procedure, delay/cancellation			Staff to take care when offering pre-operative advice.	CLOSED
FORMAL	2819	20/01/2014	24/02/2014	25	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Rheumatology Clinic	Appointments, delay/cancellation (outpatients)			No action plan	CLOSED
FORMAL	2935	20/02/2014	25/02/2014	3	ACUTE	Craigavon Area Hospital	Functional Support Services	Booking Centre	Communication/information to patients			No action plan	CLOSED
FORMAL	2789	13/01/2014	25/02/2014	31	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Delivery Suite, DHH	Treatment and care quality			No action plan	CLOSED
FORMAL	2789	13/01/2014	25/02/2014	31	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Delivery Suite, DHH	Staff attitude/behaviour			No action plan	CLOSED
FORMAL	2877	10/02/2014	26/02/2014	12	ACUTE	Craigavon Area Hospital	Clinical and Social Care Governance	The Maples	Complaints handling				CLOSED
FORMAL	2769	07/01/2014	28/02/2014	38	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Professional assessment of need	Complainant unhappy that her husbands condition was not diagnosed sooner.	Complainant advised her husband has non-obstructive stones which clinically are not considered urgent. Waiting time for non urgent treatment is 90 days. Treatment and care explained to complainant.	No action plan	CLOSED
FORMAL	2769	07/01/2014	28/02/2014	38	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Addmission into hospital (delay cancellation) (inpatients)	Complainant unhappy that her husbands condition was not diagnosed sooner.	Complainant advised her husband has non-obstructive stones which clinically are not considered urgent. Waiting time for non urgent treatment is 90 days. Treatment and care explained to complainant.	No action plan	CLOSED

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	2756	03/01/2014	03/03/2014	41	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Treatment and care quality	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	2783	10/01/2014	05/03/2014	38	ACUTE	St Lukes Hospital	Medicine and Unscheduled Care	Minor Injuries Unit	Treatment and care quality			No action plan	CLOSED
FORMAL	2721	18/12/2013	05/03/2014	52	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Waiting times, A&E department			no action plan	CLOSED
FORMAL	2878	19/02/2014	05/03/2014	10	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics , Theatres & ICS	Oncology Clinic, Mandeville Unit	Communication/information to patients			The current standard operating procedure for "allocating patients to reporting lists" has been amended to include "any specific requests on referrals should be emailed by the Radiographer to the Admin staff to ensure immediate action". Staff reminded to be vigilant with every referral.	CLOSED
FORMAL	2863	05/02/2014	05/03/2014	20	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Dermatology Clinic	Communication/information to patients			No action plan	FURTH
FORMAL	2719	16/12/2013	05/03/2014	54	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional assessment of need			No action plan	CLOSED
FORMAL	2719	16/12/2013	05/03/2014	54	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Staff attitude/behaviour			No action plan	CLOSED
FORMAL	2916	11/02/2014	06/03/2014	17	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	1 West Gynae	Environmental			no action plan	CLOSED
FORMAL	2960	27/02/2014	07/03/2014	6	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Ophthalmology Clinic	Appointments, delay/cancellation (outpatients)			Email to all Ophthalmology secretaries and reception staff to be extra vigilant regarding glaucoma patients.	CLOSED
FORMAL	2701	10/12/2013	07/03/2014	60	ACUTE	Independent/Voluntary Sector Locations	Surgery and Elective Care	Non Trust premises	Treatment and care quality			Meeting held to discuss treatment and care given to SHSCT patients.	CLOSED
FORMAL	2701	10/12/2013	07/03/2014	60	ACUTE	Independent/Voluntary Sector Locations	Surgery and Elective Care	Non Trust premises	Records/record keeping			Meeting held to discuss treatment and care given to SHSCT patients.	CLOSED
FORMAL	2731	27/01/2014	10/03/2014	30	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional assessment of need			no action plan	CLOSED
FORMAL	2948	25/02/2014	10/03/2014	9	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics , Theatres & ICS	Breast Screening Unit	Appointments, delay/cancellation (outpatients)			Trust is liaising with Commissioner in order to reduce current waiting times for breast clinic appointments.	CLOSED
FORMAL	2918	17/02/2014	10/03/2014	15	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Waiting times, out-patient departments			New self check-in system in place including an automated call to patients who are waiting.	CLOSED
FORMAL	2918	17/02/2014	10/03/2014	15	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Environmental			New self check-in system in place including an automated call to patients who are waiting.	CLOSED
FORMAL	2714	16/12/2013	11/03/2014	58	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Treatment and care quality			No action plan	CLOSED

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Personal Information redacted by the USI		Action taken (Investigation)	Current Stage
FORMAL	2714	16/12/2013	11/03/2014	58	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Treatment and care quality			No action plan	CLOSED
FORMAL	2714	16/12/2013	11/03/2014	58	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care		Treatment and care quality			No action plan	CLOSED
FORMAL	2858	30/01/2014	11/03/2014	28	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointments, delay/cancellation (outpatients)	Complainant unhappy with the length of time it has taken for him to be given review appointment.	Apology given for time patient has to wait for procedure, patient was referred appropriately to an urologist who performs this type of surgery.	no action plan	CLOSED
FORMAL	2483	27/01/2014	11/03/2014	31	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Pre-operative Assessment Clinic	Theatre/operation/procedure, delay/cancellation	Personal Information redacted by the USI		Process put in place to replace staff of on leave.	CLOSED
FORMAL	2200	17/01/2014	13/03/2014	39	ACUTE	Craigavon Area Hospital	Surgery and Elective Care		Treatment and care quality			No action plan	CLOSED
FORMAL	2937	19/02/2014	19/03/2014	19	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Female Surgical/Gynaecology	Treatment and care quality			No action plan	CLOSED
FORMAL	2870	06/02/2014	19/03/2014	28	ACUTE	Craigavon Area Hospital	Surgery and Elective Care		Discharge/transfer arrangements			No action plan	CLOSED
FORMAL	2870	06/02/2014	19/03/2014	28	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Emergency Department	Treatment and care quality			No action plan	CLOSED
FORMAL	2870	06/02/2014	19/03/2014	28	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	General Surgery Clinic	Treatment and care quality			No action plan	CLOSED
FORMAL	2893	11/02/2014	19/03/2014	25	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Staff attitude/behaviour			No action plan.	CLOSED
FORMAL	2893	11/02/2014	19/03/2014	25	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Abbey Court Surgery, Armagh	Waiting times, A&E department			No action plan.	CLOSED
FORMAL	2618	13/11/2013	19/03/2014	86	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	General Medicine Clinic	Staff attitude/behaviour			No action plan	CLOSED
FORMAL	2796	15/01/2014	20/03/2014	45	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Female Medical, Level 5	Communication/information to patients			no action plan	CLOSED
FORMAL	2796	15/01/2014	20/03/2014	45	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	ICU (HDU)	Communication/information to patients			no action plan	CLOSED
FORMAL	3005	13/03/2014	21/03/2014	5	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Treatment and care quality				CLOSED
FORMAL	2998	11/03/2014	25/03/2014	9	ACUTE	Daisy Hill Hospital	Functional Support Services	Car Park/Grounds	Access to premises			Penalty system being considered for misuse of disabled and emergency parking bays.	CLOSED
FORMAL	2869	06/02/2014	31/03/2014	36	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	ECG Clinic	Treatment and care quality			no action plan.	CLOSED

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	2793	15/01/2014	31/03/2014	52	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Maternity Ward	Treatment and care quality	Personal Information redacted by the USI		A supply of Early Pregnancy Loss booklets have been placed in the treatment room where scans are carried out and are to be given out as appropriate.	CLOSED
FORMAL	2793	15/01/2014	31/03/2014	52	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Maternity Ward	Treatment and care quality			A supply of Early Pregnancy Loss booklets have been placed in the treatment room where scans are carried out and are to be given out as appropriate.	CLOSED
FORMAL	2955	26/02/2014	31/03/2014	22	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Treatment and care quality			no action plan	CLOSED
FORMAL	2919	19/02/2014	31/03/2014	27	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park	Access to premises			Review of arrangements in place when a fault occurs with the car park entry machine.	CLOSED
FORMAL	2804	15/01/2014	31/03/2014	52	ACUTE	Craigavon Area Hospital	Functional Support Services	Booking Centre	Communication/information to patients			Training to be arranged by Head of Diagnostics for staff in relation to Customer Care.	CLOSED
FORMAL	2804	15/01/2014	31/03/2014	52	ACUTE	Craigavon Area Hospital	Functional Support Services	X-ray Dept (Radiology)	Staff attitude/behaviour			Training to be arranged by Head of Diagnostics for staff in relation to Customer Care.	CLOSED
FORMAL	2804	15/01/2014	31/03/2014	52	ACUTE	Craigavon Area Hospital	Functional Support Services	X-ray Dept (Radiology)	Confidentiality			Training to be arranged by Head of Diagnostics for staff in relation to Customer Care.	CLOSED
FORMAL	2804	15/01/2014	31/03/2014	52	ACUTE	Craigavon Area Hospital	Functional Support Services	Gynae Clinic	Communication/information to patients			Training to be arranged by Head of Diagnostics for staff in relation to Customer Care.	CLOSED
FORMAL	2668	29/11/2013	31/03/2014	82	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional assessment of need			no action plan	CLOSED
FORMAL	2956	26/02/2014	31/03/2014	22	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Professional assessment of need			A system has been put in place to monitor x-rays taken in department.	CLOSED
FORMAL	2927	19/02/2014	31/03/2014	27	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	X-ray Dept (Radiology)	Communication/information to patients			Radiography staff have been reminded to check that the correct "request category" is entered when scanning patients.	CLOSED

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	3008	14/03/2014	30/06/2014	71	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics , Theatres & ICS	X-ray Dept (Radiology)	Treatment and care quality	Personal Information redacted by the USI		Staff to be more compassionate to patients. Staff to undergo refresher training re manual handling. Process of transferring patients onto x-ray bed: 2 trolleys to be procured and located in: 1. Orthopaedic Clinic 2. Wards An SOP to be written up for the transfer of bed patients to trolley before going to X-ray.	CLOSED
FORMAL	3249	09/05/2014	09/06/2014	20	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Treatment and care quality			No action plan	CLOSED
FORMAL	3344	05/06/2014	10/06/2014	3	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Ophthalmology Clinic	Waiting List, Delay/Cancellation Outpatient Appointments			No action plan	CLOSED
FORMAL	3299	21/05/2014	24/06/2014	23	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Ophthalmology Clinic	Waiting times, out-patient departments			No action plan	CLOSED
FORMAL	3280	19/05/2014	23/06/2014	24	ACUTE	Craigavon Area Hospital	Functional Support Services	Booking Centre	Waiting times, out-patient departments			Podiatry appointment system under review - query possibility of employing more Podiatrists.	CLOSED
FORMAL	3305	27/05/2014	09/06/2014	9	ACUTE	Daisy Hill Hospital	Functional Support Services	Car Park	Access to premises			Penalty system being considered for misuse of disabled parking bays.	CLOSED
FORMAL	3291	04/06/2014	30/06/2014	18	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Female Medical, Level 5	Quality of Treatment & Care			no action plan	CLOSED
FORMAL	3291	04/06/2014	30/06/2014	18	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Female Medical, Level 5	Staff Attitude/Behaviour			no action plan	CLOSED
FORMAL	3146	16/04/2014	11/06/2014	36	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Treatment and care quality			No action plan	CLOSED
FORMAL	3146	16/04/2014	11/06/2014	36	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Staff attitude/behaviour			No action plan	CLOSED
FORMAL	3044	19/03/2014	21/06/2014	63	ACUTE	South Tyrone Hospital	Surgery and Elective Care	General Surgery Clinic	Staff attitude/behaviour			no action plan	CLOSED
FORMAL	3203	06/05/2014	27/06/2014	37	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Treatment and care quality			no action plan	CLOSED
FORMAL	3203	06/05/2014	27/06/2014	37	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Theatre	Theatre/operation/procedure, delay/cancellation			no action plan	CLOSED
FORMAL	3264	13/06/2014	27/06/2014	10	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Ophthalmology Clinic	Waiting times, out-patient departments			No action plan	CLOSED
FORMAL	2741	06/12/2013	06/06/2014	122	ACUTE	South Tyrone Hospital	Surgery and Elective Care	General Surgery Clinic	Appointments, delay/cancellation (outpatients)			No action plan	CLOSED

FORMAL	2741	06/12/2013	06/06/2014	122	ACUTE	South Tyrone Hospital	Surgery and Elective Care	General Surgery Clinic	Treatment and care quality	Personal Information redacted by the USI	No action plan	CLOSED
FORMAL	3356	06/06/2014	20/06/2014	10	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	CEAW	Waiting List, Delay/Cancellation Planned Admission to Hospital		no action plan	LR1011
FORMAL	3341	05/06/2014	23/06/2014	12	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Professional Assessment of Need		No action plan.	CLOSED
FORMAL	3382	12/06/2014	24/06/2014	8	ACUTE	Craigavon Area Hospital	Functional Support Services	Cardiology Clinic	Records/Record Keeping		No action plan	CLOSED
FORMAL	3205	01/05/2014	27/06/2014	39	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Treatment and care quality		No action plan	CLOSED
FORMAL	3205	01/05/2014	27/06/2014	39	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Staff attitude/behaviour		No action plan	CLOSED
FORMAL	3067	26/03/2014	23/06/2014	59	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Haematology	Treatment and care quality		No action plan	CLOSED
FORMAL	3067	26/03/2014	23/06/2014	59	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Haematology	Clinical diagnosis		No action plan	CLOSED
FORMAL	3067	26/03/2014	23/06/2014	59	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Haematology	Patients' property/expenses/finance		No action plan	CLOSED
FORMAL	2934	18/02/2014	02/06/2014	69	ACUTE	South Tyrone Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	Day Procedure/Day Surgery Unit	Treatment and care quality		No action plan	CLOSED
FORMAL	3157	18/04/2014	09/06/2014	32	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Staff attitude/behaviour		no action plan.	CLOSED
FORMAL	3157	18/04/2014	09/06/2014	32	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Treatment and care quality		no action plan.	CLOSED
FORMAL	3115	09/04/2014	10/06/2014	40	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Discharge/transfer arrangements		No action plan.	FURTH
FORMAL	3115	09/04/2014	10/06/2014	40	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Communication/information to patients		No action plan.	FURTH
FORMAL	3273	28/05/2014	30/06/2014	23	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Clinical diagnosis		Staff reminded to ensure patient's privacy and dignity is maintained at all times. Nursing staff reminded to never silence a buzzer. Additional training to be provided re breastfeeding support. Review of process in referral to Neonatal Ophthalmology. Good communication with patient reiterated to staff.	CLOSED
FORMAL	3273	28/05/2014	30/06/2014	23	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Patients' privacy/dignity		Staff reminded to ensure patient's privacy and dignity is maintained at all times. Nursing staff reminded to never silence a buzzer. Additional training to be provided re breastfeeding support. Review of process in referral to Neonatal Ophthalmology. Good communication with patient reiterated to staff.	CLOSED

FORMAL	3273	28/05/2014	30/06/2014	23	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Environmental	Personal Information redacted by the USI	Staff reminded to ensure patient's privacy and dignity is maintained at all times. Nursing staff reminded to never silence a buzzer. Additional training to be provided re breastfeeding support. Review of process in referral to Neonatal Ophthalmology. Good communication with patient reiterated to staff.	CLOSED
FORMAL	3273	28/05/2014	30/06/2014	23	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Staff attitude/behaviour	Personal Information redacted by the USI	Staff reminded to ensure patient's privacy and dignity is maintained at all times. Nursing staff reminded to never silence a buzzer. Additional training to be provided re breastfeeding support. Review of process in referral to Neonatal Ophthalmology. Good communication with patient reiterated to staff.	CLOSED
FORMAL	3308	28/05/2014	25/06/2014	20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 East Midwifery Led Unit	Staff Attitude/Behaviour	Personal Information redacted by the USI	No action plan	CLOSED
FORMAL	2904	14/02/2014	11/06/2014	78	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Waiting times, A&E department	Personal Information redacted by the USI	No Action Plan	CLOSED
FORMAL	2904	14/02/2014	11/06/2014	78	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Medical	Discharge/transfer arrangements	Personal Information redacted by the USI	No Action Plan	CLOSED
FORMAL	3208	02/06/2014	12/06/2014	8	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Treatment and care quality	Personal Information redacted by the USI	Sr to reinforce importance of arranging meetings for family/next of kin to speak with consultant.	CLOSED
FORMAL	3208	02/06/2014	12/06/2014	8	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medical	Staff attitude/behaviour	Personal Information redacted by the USI	Sr to reinforce importance of arranging meetings for family/next of kin to speak with consultant.	CLOSED
FORMAL	3208	02/06/2014	12/06/2014	8	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medical	Discharge/transfer arrangements	Personal Information redacted by the USI	Sr to reinforce importance of arranging meetings for family/next of kin to speak with consultant.	CLOSED
FORMAL	3282	19/05/2014	02/06/2014	9	ACUTE	Craigavon Area Hospital	Functional Support Services	Cardiology Clinic	Staff attitude/behaviour	Personal Information redacted by the USI	No action plan	CLOSED
FORMAL	2759	06/01/2014	12/06/2014	108	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Waiting times, A&E department	Personal Information redacted by the USI	no action plan.	CLOSED
FORMAL	3185	29/04/2014	13/06/2014	31	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	1 West Gynae	Waiting times, out-patient departments	Personal Information redacted by the USI	HOS to liaise with nursing staff in order to improve the patient experience in respect of privacy and dignity, communication and support during such times as a miscarriage.	CLOSED
FORMAL	3185	29/04/2014	13/06/2014	31	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Emergency Department	Staff attitude/behaviour	Personal Information redacted by the USI	HOS to liaise with nursing staff in order to improve the patient experience in respect of privacy and dignity, communication and support during such times as a miscarriage.	CLOSED
FORMAL	3185	29/04/2014	13/06/2014	31	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	1 West Gynae	Treatment and care quality	Personal Information redacted by the USI	HOS to liaise with nursing staff in order to improve the patient experience in respect of privacy and dignity, communication and support during such times as a miscarriage.	CLOSED
FORMAL	3185	29/04/2014	13/06/2014	31	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Emergency Department	Waiting times, A&E department	Personal Information redacted by the USI	HOS to liaise with nursing staff in order to improve the patient experience in respect of privacy and dignity, communication and support during such times as a miscarriage.	CLOSED
FORMAL	3167	09/05/2014	09/06/2014	20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Trauma Ward	Treatment and care quality	Personal Information redacted by the USI	General nursing care to be monitored for a period.	CLOSED
FORMAL	3261	15/05/2014	06/06/2014	15	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Ward	Staff attitude/behaviour	Personal Information redacted by the USI	Staff reminded of the importance of ensuring patients have time to prepare calmly for transfer to theatre.	CLOSED
FORMAL	2942	24/02/2014	23/06/2014	80	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Ward	Patients' property/expenses/finance	Personal Information redacted by the USI	no action plan	CLOSED
FORMAL	2946	25/02/2014	23/06/2014	79	ACUTE	Craigavon Area Hospital	Surgery and Elective Care		Treatment and care quality	Personal Information redacted by the USI	no action plan	CLOSED

FORMAL	2991	07/03/2014	11/06/2014	63	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Staff attitude/behaviour	Personal Information redacted by the USI	No action plan	CLOSED
FORMAL	2991	07/03/2014	11/06/2014	63	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Professional assessment of need		No action plan	CLOSED
FORMAL	3234	09/05/2014	09/06/2014	20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Waiting times, out-patient departments		Ongoing review of the Antenatal Diabetic Clinic with regards to numbers attending, staffing and accommodation.	CLOSED
FORMAL	2840	29/01/2014	03/06/2014	84	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Female Medical, Level 5	Patients' property/expenses/finance		No action plan	FURTH
FORMAL	2840	29/01/2014	03/06/2014	84	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Female Medical, Level 5	Quality of Treatment & Care		No action plan	FURTH
FORMAL	3278	19/05/2014	12/06/2014	17	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Clinical diagnosis		No action plan	CLOSED
FORMAL	3113	09/04/2014	23/06/2014	49	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Trauma Ward	Treatment and care quality		no action plan	CLOSED
FORMAL	3105	23/04/2014	03/06/2014	27	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Diabetology Clinic	Clinical diagnosis		no action plan	CLOSED
FORMAL	3105	23/04/2014	03/06/2014	27	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Treatment and care quality		no action plan	CLOSED
FORMAL	3105	23/04/2014	03/06/2014	27	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	SAUCS (GPOOH) Craigavon	Communication/information to patients		no action plan	CLOSED
FORMAL	2961	13/05/2014	13/06/2014	22	ACUTE	Armagh Community Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Discharge/Transfer Arrangements		No action plan	CLOSED
FORMAL	2961	13/05/2014	13/06/2014	22	ACUTE	Armagh Community Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Professional Assessment of Need		No action plan	CLOSED
FORMAL	3172	28/04/2014	02/06/2014	23	ACUTE	Daisy Hill Hospital	Functional Support Services	Fracture Clinic	Staff attitude/behaviour		No action plan	CLOSED
FORMAL	3172	28/04/2014	02/06/2014	23	ACUTE	Daisy Hill Hospital	Functional Support Services	Fracture Clinic	Waiting times, out-patient departments		No action plan	CLOSED
FORMAL	2936	11/03/2014	09/06/2014	59	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional assessment of need		No action plan	CLOSED
FORMAL	2936	11/03/2014	09/06/2014	59	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Discharge/transfer arrangements		No action plan	CLOSED
FORMAL	2797	23/01/2014	10/06/2014	93	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Waiting times, A&E department		No action plan	CLOSED

FORMAL	2797	23/01/2014	10/06/2014	93	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	4 North	Discharge/transfer arrangements	Personal Information redacted by the USI	No action plan	CLOSED	
FORMAL	3246	12/05/2014	23/06/2014	29	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health		Treatment and care quality		No action plan	CLOSED	
FORMAL	2857	03/02/2014	09/06/2014	85	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Professional assessment of need		no action plan	CLOSED	
FORMAL	3189	30/04/2014	30/06/2014	41	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Male Surgical/HDU	Staff attitude/behaviour		no action plan	CLOSED	
FORMAL	3400	18/06/2014	24/06/2014	4	ACUTE	Craigavon Area Hospital	Functional Support Services	Health Records	Records/Record Keeping		Staff reminded to check all areas when trying to locate a missing chart.	CLOSED	
FORMAL	3393	16/06/2014	16/06/2014	0	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park/Grounds	Access to Premises		No Action Plan	CLOSED	
FORMAL	3087	09/04/2014	13/06/2014	43	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics , Theatres & ICS	ICU (HDU)	Clinical diagnosis		No action plan	CLOSED	
FORMAL	3087	09/04/2014	13/06/2014	43	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics , Theatres & ICS	ICU (HDU)	Treatment and care quality		No action plan	CLOSED	
FORMAL	3128	24/03/2014	09/06/2014	51	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointments, delay/cancellation (outpatients)	Complainant unhappy at length of time he has had to wait for an appointment, he is constant pain.	Complainant advised the consultant is aware of his need for an appointment and is endeavouring to get him scheduled. Consultant contacted patient directly to reassure him.	No Action Plan	CLOSED

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Personal Information redacted by the USI		Action taken (Investigation)	Current Stage
FORMAL	3436	27/06/2014	24/07/2014	18	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	MAU	Professional Assessment of Need				CLOSED
FORMAL	2983	05/03/2014	01/07/2014	79	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Staff attitude/behaviour			Staff reminded to listen to the patient	CLOSED
FORMAL	3462	01/07/2014	28/07/2014	18	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetic s, Theatres & ICS	Oncology Clinic, Mandeville Unit	Clinical Diagnosis				FURTH
FORMAL	3391	16/06/2014	28/07/2014	29	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Admissions/ Assessment Unit	Quality of Treatment & Care			Midwife to be monitored with regards to practice and communication with women.	CLOSED
FORMAL	2764	07/01/2014	09/07/2014	126	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Treatment and care quality				CLOSED
FORMAL	3252	12/05/2014	21/07/2014	48	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	Emergency Department	Treatment and care quality			Staff in question to be monitored.	CLOSED
FORMAL	3207	02/05/2014	28/07/2014	58	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Day Procedure/ Day Surgery Unit	Treatment and care quality			No action plan	CLOSED
FORMAL	3506	09/07/2014	21/07/2014	7	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park	Access to Premises			Ongoing monitoring of disabled parking spaces	CLOSED
FORMAL	3311	28/05/2014	11/07/2014	32	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	1 South Medical	Property/Ex penses/Fina nces			no action plan	CLOSED
FORMAL	3365	11/06/2014	16/07/2014	24	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Quality of Treatment & Care			No action plan	CLOSED
FORMAL	3394	16/06/2014	25/07/2014	28	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	Emergency Department	Professional Assessment of Need			no action plan	CLOSED
FORMAL	3363	10/06/2014	21/07/2014	28	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	ED X-ray	Professional Assessment of Need			Staff to provide a fuller explanation of possible injuries to patients.	CLOSED
FORMAL	3363	10/06/2014	21/07/2014	28	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	ED X-ray	Quality of Treatment & Care			Staff to provide a fuller explanation of possible injuries to patients.	CLOSED
FORMAL	3074	18/06/2014	21/07/2014	22	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	Emergency Department	Clinical diagnosis			no action plan	CLOSED
FORMAL	3331	04/06/2014	07/07/2014	23	ACUTE	Community	Cancer and Clinical Services / Anaesthetic s, Theatres & ICS	X-ray Dept (Radiology)	Waiting Times, Outpatient Department s			No action plan	CLOSED
FORMAL	3194	30/04/2014	21/07/2014	55	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Appointmen ts, delay/cancel lation (outpatients)	Complainant unhappy with the delay in a referral being sent from Craigavon Area Hospital to Belfast City Hospital leading to a further delay in receiving treatment for Prostrate Cancer.	Apology for delay in referral which was due to increased clinical commitments.	no action plan	CLOSED
FORMAL	3192	15/05/2014	11/07/2014	40	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	CEAW	Theatre/ope ration/proce dure, delay/cancel lation	Personal Information redacted by the USI		Staff in ward and clinicians advised of the importance of clear communications.	CLOSED

FORMAL	3202	30/04/2014	25/07/2014	59	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Treatment and care quality	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	3285	19/05/2014	11/07/2014	38	ACUTE	Independent/Voluntary Sector Locations	Surgery and Elective Care	Non Trust premises	Treatment and care quality			No action plan	CLOSED
FORMAL	3235	08/05/2014	21/07/2014	50	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Communication/information to patients			Actions implemented. The importance of communicating an agreed plan of care closely with family member ensuring all potential risks are highlighted. "Buzz mats" to alert staff that patients are at risk of falling/wandering have been purchased. Ward sister and lead nurse will be leading a program at ward level in relation to Dementia awareness and management of confused elderly patients.	CLOSED
FORMAL	3235	08/05/2014	21/07/2014	50	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Treatment and care quality			Actions implemented. The importance of communicating an agreed plan of care closely with family member ensuring all potential risks are highlighted. "Buzz mats" to alert staff that patients are at risk of falling/wandering have been purchased. Ward sister and lead nurse will be leading a program at ward level in relation to Dementia awareness and management of confused elderly patients.	CLOSED
FORMAL	3298	21/05/2014	21/07/2014	41	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Waiting times, outpatient departments	Complainant concerned about how long his constituent has had to wait for an outpatient appointment.	Complainant advised his constituent has been given an appointment for 21 July 2014.	no action plan	CLOSED
FORMAL	3399	17/06/2014	21/07/2014	23	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS		Aids/Adaptations/Appiances	Personal Information redacted by the USI			CLOSED
FORMAL	3188	30/04/2014	17/07/2014	53	ACUTE	South Tyrone Hospital	Surgery and Elective Care	ENT Clinic	Treatment and care quality				CLOSED
FORMAL	3247	12/05/2014	11/07/2014	43	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthodontic Clinic	Staff attitude/behaviour			no action plan	CLOSED
FORMAL	3108	14/04/2014	30/07/2014	72	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Appointments, delay/cancellation (outpatients)			no action plan	CLOSED
FORMAL	3108	14/04/2014	30/07/2014	72	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional assessment of need			no action plan	CLOSED
FORMAL	3108	14/04/2014	30/07/2014	72	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Treatment and care quality			no action plan	CLOSED
FORMAL	3108	14/04/2014	30/07/2014	72	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	SAUCS (GPOOH) Craigavon	Admission into hospital (delay cancellation (inpatients))			no action plan	CLOSED
FORMAL	3450	08/07/2014	28/07/2014	13	ACUTE	Independent/Voluntary Sector Locations	Cancer and Clinical Services / Anaesthetics, Theatres & ICS		Quality of Treatment & Care				CLOSED
FORMAL	3262	15/05/2014	21/07/2014	45	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional assessment of need			No action plan	FURTH
FORMAL	3248	09/05/2014	17/07/2014	47	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Treatment and care quality			Trust is working in partnership with the commissioner to ensure adequate beds are available in a more timely way.	CLOSED
FORMAL	3117	09/04/2014	10/07/2014	62	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Staff attitude/behaviour			no action plan.	CLOSED
FORMAL	3284	19/05/2014	25/07/2014	47	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional assessment of need			Patients experience will be used as a case study across ED and MIU to support learning and help improve learning.	FURTH

FORMAL	3321	13/06/2014	21/07/2014	25	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medical	Professional Assessment of Need	Personal Information redacted by the USI		Staff to attend awareness sessions with regards to patients wearing yellow armbands.	CLOSED
FORMAL	3347	05/06/2014	21/07/2014	31	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Dermatology Clinic	Waiting List, Delay/Cancellation Outpatient Appointments			no action plan	CLOSED
FORMAL	3123	10/04/2014	21/07/2014	67	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Treatment and care quality			No action plan	CLOSED
FORMAL	3165	18/04/2014	11/07/2014	56	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Treatment and care quality			no action plan	CLOSED
FORMAL	3424	25/06/2014	28/07/2014	22	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Day Procedure/Day Surgery Unit	Staff Attitude/Behaviour				CLOSED
FORMAL	3424	25/06/2014	28/07/2014	22	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Day Procedure/Day Surgery Unit	Communication/Information				CLOSED
FORMAL	3357	09/06/2014	15/07/2014	25	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 East Midwifery Led Unit	Quality of Treatment & Care			No action plan	CLOSED
FORMAL	3467	02/07/2014	21/07/2014	12	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	Oncology Clinic, Mandeville Unit	Records/Record Keeping				CLOSED
FORMAL	3512	10/07/2014	28/07/2014	11	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Waiting List, Delay/Cancellation Outpatient Appointments	Complainant unhappy to have to wait so long for a review appointment.	Complainant given a date for 6 August 2014. Apology given for delay.	No action plan	CLOSED
FORMAL	3366	10/06/2014	24/07/2014	31	ACUTE	South Tyrone Hospital	Medicine and Unscheduled Care	Dermatology Clinic	Professional Assessment of Need	Personal Information redacted by the USI			CLOSED
FORMAL	2925	19/02/2014	21/07/2014	102	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	3 South	Treatment and care quality			no action plan	CLOSED
FORMAL	2745	16/06/2014	10/07/2014	18	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Waiting times, A&E department			no action plan	CLOSED
FORMAL	2745	16/06/2014	10/07/2014	18	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Treatment and care quality			no action plan	CLOSED
FORMAL	3437	24/06/2014	28/07/2014	23	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Waiting List, Delay/Cancellation Planned Admission to Hospital			Protocol put in place so that notes and scans are available prior surgery.	CLOSED
FORMAL	3050	03/04/2014	21/07/2014	72	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Female Surgical/Gynaecology	Treatment and care quality				FURTH
FORMAL	3050	03/04/2014	21/07/2014	72	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Female Surgical/Gynaecology	Clinical diagnosis				FURTH
FORMAL	3368	18/06/2014	28/07/2014	27	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	Armagh Community Clinic	Records/Record Keeping			Follow-up chest x-rays to be reported as urgent, to guarantee a 48 hour reporting time.	CLOSED

FORMAL	3369	10/06/2014	21/07/2014	28	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Neurology Clinic	Professional Assessment of Need	Personal Information redacted by the USI	No action plan	CLOSED
FORMAL	3369	10/06/2014	21/07/2014	28	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Neurology Clinic	Waiting List, Delay/Cancellation Outpatient Appointments		No action plan	CLOSED
FORMAL	3292	21/05/2014	28/07/2014	46	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Female Medical, Level 5	Treatment and care quality		no action plan.	CLOSED
FORMAL	3292	21/05/2014	28/07/2014	46	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Female Medical, Level 5	Discharge/transfer arrangements		no action plan.	CLOSED
FORMAL	3186	02/06/2014	17/07/2014	32	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Waiting times, A&E department		New rota being rolled out in August to increase both the number and seniority of doctors working late in the evening and overnight to try and overcome the long waiting times in the ED.	CLOSED
FORMAL	3439	24/06/2014	21/07/2014	18	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Trauma/Orthopaedic Theatre	Waiting List, Delay/Cancellation Planned Admission to Hospital		no action plan	CLOSED
FORMAL	3531	16/06/2014	31/07/2014	32	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Admissions/Assessment Unit	Quality of Treatment & Care			CLOSED
FORMAL	3254	28/05/2014	21/07/2014	37	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Orthopaedic Ward	Admission into hospital (delay cancellation (inpatients))		No action plan	CLOSED
FORMAL	3254	28/05/2014	21/07/2014	37	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiology Clinic	Records/record keeping		No action plan	CLOSED
FORMAL	3422	25/06/2014	21/07/2014	17	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	Pain Management Clinic	Staff Attitude/Behaviour			CLOSED
FORMAL	3065	02/04/2014	28/07/2014	78	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Waiting times, A&E department		No action plan	CLOSED
FORMAL	3065	02/04/2014	28/07/2014	78	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Staff attitude/behaviour		No action plan	CLOSED
FORMAL	3065	02/04/2014	28/07/2014	78	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Appointments, delay/cancellation (outpatients)		No action plan	CLOSED
FORMAL	3478	18/07/2014	28/07/2014	6	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Fracture Clinic	Waiting List, Delay/Cancellation Planned Admission to Hospital		No action plan	CLOSED
FORMAL	3505	09/07/2014	28/07/2014	12	ACUTE	Daisy Hill Hospital	Functional Support Services	Reception/Waiting Area	Staff Attitude/Behaviour		No action plan	CLOSED
FORMAL	3307	27/06/2014	28/07/2014	20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Staff Attitude/Behaviour		Funding sought to enable clinic to be streamlined.	CLOSED
FORMAL	3307	27/06/2014	28/07/2014	20	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Quality of Treatment & Care		Funding sought to enable clinic to be streamlined.	CLOSED

FORMAL	3500	07/07/2014	21/07/2014	9	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Fracture Clinic	Waiting Times, Outpatient Departments	Personal Information redacted by the USI	no action plan	CLOSED
FORMAL	3381	12/06/2014	24/07/2014	29	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Dermatology Clinic	Professional Assessment of Need		no action plan	CLOSED
FORMAL	3452	30/06/2014	28/07/2014	19	ACUTE	South Tyrone Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Communication/Information		No action plan	CLOSED
FORMAL	3392	16/06/2014	21/07/2014	24	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Rheumatology Clinic	Waiting List, Delay/Cancellation Outpatient Appointments		no action plan	CLOSED
FORMAL	3370	10/06/2014	17/07/2014	26	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Staff Attitude/Behaviour		Issues to be discussed at ward and team meetings.	CLOSED
FORMAL	3536	21/07/2014	30/07/2014	7	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetic s, Theatres & ICS	X-ray Dept (Radiology)	Delay/Cancellation for Inpatients			CLOSED
FORMAL	3536	21/07/2014	30/07/2014	7	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetic s, Theatres & ICS	2 North Resp/Medical	Privacy/Dignity			CLOSED
FORMAL	3536	21/07/2014	30/07/2014	7	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetic s, Theatres & ICS	Rehabilitation, Level 4	Privacy/Dignity			CLOSED

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Personal Information redacted by the USI		Action taken (Investigation)	Current Stage
FORMAL	3827	03/10/2014	03/11/2014	21	ACUTE	Independent/Voluntary Sector Locations	Surgery and Elective Care		Waiting List, Delay/Cancellation Outpatient Appointments	Personal Information redacted by the USI		no action plan	CLOSED
FORMAL	3824	02/10/2014	03/11/2014	22	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Haematology	Staff Attitude/Behaviour			no action plan	CLOSED
FORMAL	3622	10/08/2014	03/11/2014	60	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiology Clinic	Discharge/Transfer Arrangements				INVEST
FORMAL	3622	10/08/2014	03/11/2014	60	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care		Waiting List, Delay/Cancellation Outpatient Appointments				INVEST
FORMAL	3622	10/08/2014	03/11/2014	60	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care		Communication/Information				INVEST
FORMAL	3760	16/09/2014	03/11/2014	34	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Neurology Clinic	Professional Assessment of Need			no action plan	CLOSED
FORMAL	3814	30/09/2014	08/11/2014	28	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Waiting List, Delay/Cancellation Outpatient Appointments	Patient seen by Consultant in January 2014 and diagnosed with renal cysts which she was advised were harmless however one was extremely large and had to be drained in May 2014. Patient continued to be in pain and attended her GP. Patient concerned that there has been no follow up since May and is complaining about the length of time it is taking to provide her with a review appointment.	Patient offered and accepted an appointment for 10.11.14. Apology given for delay. Patient advised that the trust has now appointed two new consultants.	no action plan	CLOSED
FORMAL	3830	03/10/2014	10/11/2014	26	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Waiting List, Delay/Cancellation Outpatient Appointments	Patient with a history of bladder cancer concerned at the long delay there has been in providing her with a procedure. Patient spoke to Consultant personally about the delay however felt the information given about the number of people who also needed seen unhelpful. Patient believes her condition is not being taken seriously.	HOS has organised an appointment for 15.10.14 for patient to have her procedure done. Apology given for delay in receiving a date.	no action plan	CLOSED
FORMAL	3752	16/09/2014	10/11/2014	39	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Quality of Treatment & Care	Personal Information redacted by the USI		no action plan	FURTH
FORMAL	3780	22/09/2014	10/11/2014	35	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthodontic Clinic	Communication/Information	Personal Information redacted by the USI		no action plan	CLOSED
FORMAL	3923	29/10/2014	10/11/2014	8	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Delay/Cancellation for Inpatients	Patient is unhappy with the time he has been waiting for an Urology procedure.	Patient advised due to the current demand for the service cancer patients are being given priority. Patient advised consultant is aware of his case and will offer an appointment of a cancellation arises.	No action plan	CLOSED
FORMAL	3812	13/10/2014	10/11/2014	20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Ward	Waiting List, Delay/Cancellation Planned Admission to Hospital	Personal Information redacted by the USI		no action plan	CLOSED
FORMAL	3818	30/09/2014	10/11/2014	29	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Staff Attitude/Behaviour	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	3818	30/09/2014	10/11/2014	29	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Professional Assessment of Need	Personal Information redacted by the USI		No action plan	CLOSED

FORMAL	3844	16/10/2014	10/11/2014	17	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Waiting List, Delay/Cancellation Planned Admission to Hospital	Patient had stent inserted in January 2014 to allow a kidney stone to pass. Was advised that it would be removed in 4 - 6 weeks. Family concerned that this has not still happened. Stent is causing patient irritation causing patient to bleed when passing urine. In addition patient has enlarged prostate which has not been investigated for 9 months. Family feel patient is being discriminated against.	Patient offered an appointment for 22.10.14. Apology given for delay and hopes procedure was successful and that it will resolve patients anxiety and discomfort.	No action plan	CLOSED
FORMAL	3804	29/09/2014	10/11/2014	30	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 East Midwifery Led Unit	Staff Attitude/Behaviour	Personal Information redacted by the USI		Memo sent to all midwifery staff reminding them that the use of personal mobile phones is not permitted during working hours.	INVEST
FORMAL	3804	29/09/2014	10/11/2014	30	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 East Midwifery Led Unit	Quality of Treatment & Care	Personal Information redacted by the USI		Memo sent to all midwifery staff reminding them that the use of personal mobile phones is not permitted during working hours.	INVEST
FORMAL	3723	10/09/2014	10/11/2014	43	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Waiting List, Delay/Cancellation Outpatient Appointments	Complainant unhappy with the length of time it has taken for him to get an urgent appointment following result of PSA has been reported as above normal and there is a history of cancer in his family.	Complainant advised that there has been an increase in the demand for urology services. Patient offered 17.9.14, 24.9.14 or 1.10.14 but agreed to attend on 8.10.14. Patient has since been in touch to advise he has decided to go private for biopsy. Complainant advised the trust has changed the process for booking appointments, patients graded as a red flag seen within 2 weeks of receipt of referral and patients graded as urgent seen within 8 weeks.	no action plan	CLOSED
FORMAL	3720	18/09/2014	12/11/2014	39	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Female Medical, Level 5	Communication/Information	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	3720	18/09/2014	12/11/2014	39	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Female Medical, Level 5	Quality of Treatment & Care			No action plan	CLOSED
FORMAL	3898	17/10/2014	13/11/2014	19	ACUTE	Craigavon Area Hospital	Functional Support Services	Antenatal Clinic	Staff Attitude/Behaviour			Learning shared with midwifery, nursing and support staff in order that patients presenting with similar symptoms will be treated in a sensitive and dignified way.	CLOSED
FORMAL	3964	07/11/2014	14/11/2014	5	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Neurology Clinic	Waiting List, Delay/Cancellation Outpatient Appointments	Personal Information redacted by the USI			CLOSED
FORMAL	3893	15/10/2014	17/11/2014	23	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	MRI Unit	Waiting List, Delay/Cancellation Outpatient Appointments			No action plan	CLOSED
FORMAL	3910	24/10/2014	17/11/2014	16	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Ward	Waiting List, Delay/Cancellation Planned Admission to Hospital			no action plan	CLOSED
FORMAL	3960	06/11/2014	21/11/2014	11	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Waiting List, Delay/Cancellation Planned Admission to Hospital	Patient suffers from chronic pain from a diseased ureter tube. Has had to attend ED 5 times in one year, has had two MRI scans and is awaiting admission for a further procedure. Complainant unhappy with the length of time his constituent has had to wait.	Constituent waiting 20 weeks for surgery but trust giving priority to cancer patients. As constituent not a cancer patient waiting time is 65 weeks but has been offered a short notice cancellation.	No action plan	CLOSED
FORMAL	3859	13/10/2014	21/11/2014	29	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Quality of Treatment & Care	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	3900	20/10/2014	21/11/2014	24	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	3 South	Quality of Treatment & Care			no action plan	CLOSED

FORMAL	3900	20/10/2014	21/11/2014	24	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	3 South	Professional Assessment of Need	Personal Information redacted by the USI		no action plan	CLOSED
FORMAL	3900	20/10/2014	21/11/2014	24	ACUTE	Craigavon Area Hospital	Surgery and Elective Care		Staff Attitude/Behaviour			no action plan	CLOSED
FORMAL	3967	07/11/2014	24/11/2014	11	ACUTE	Banbridge Polyclinic	Functional Support Services	General Medicine Clinic	Waiting List, Delay/Cancellation Outpatient Appointments	Personal Information redacted by the USI		System monitored to ensure no future delays for test results.	CLOSED
FORMAL	3829	06/10/2014	24/11/2014	35	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Quality of Treatment & Care			No action plan	CLOSED
FORMAL	3829	06/10/2014	24/11/2014	35	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Quality of Treatment & Care	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	3825	03/10/2014	24/11/2014	36	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Oral Surgery Clinic	Waiting Times, Outpatient Departments			no action plan	CLOSED
FORMAL	3763	18/09/2014	24/11/2014	47	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Rheumatology Clinic	Waiting List, Delay/Cancellation Planned Admission to Hospital	Personal Information redacted by the USI			CLOSED
FORMAL	3776	22/09/2014	24/11/2014	45	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Quality of Treatment & Care			No action plan	CLOSED
FORMAL	3776	22/09/2014	24/11/2014	45	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Communication/Information	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	3816	30/09/2014	26/11/2014	41	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Admissions/Assessment Unit	Communication/Information			SAI investigation ongoing - Belfast Trust	CLOSED
FORMAL	3816	30/09/2014	26/11/2014	41	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Admissions/Assessment Unit	Delay/Cancellation for Inpatients	Personal Information redacted by the USI		SAI investigation ongoing - Belfast Trust	CLOSED
FORMAL	3905	22/10/2014	26/11/2014	25	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Staff Attitude/Behaviour			Staff have been reminded to provide clear explanations regarding care and treatment	CLOSED
FORMAL	3764	18/09/2014	27/11/2014	50	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	General Surgery Clinic	Professional Assessment of Need	Personal Information redacted by the USI		no action plan	CLOSED

FORMAL	3908	23/10/2014	27/11/2014	25	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 South	Waiting List, Delay/Cancellation Planned Admission to Hospital	Personal Information redacted by the USI	no action plan	CLOSED
FORMAL	3858	10/10/2014	27/11/2014	34	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	General Surgery Clinic	Waiting List, Delay/Cancellation Planned Admission to Hospital		Trust working with HSCB to address increase demand for orthopaedics.	CLOSED
FORMAL	3877	14/10/2014	27/11/2014	32	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	Laboratory	Other		System has been reviewed to ensure that all outstanding work is clearly identified and actioned throughout the night.	CLOSED
FORMAL	3813	30/09/2014	27/11/2014	42	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Professional Assessment of Need		Issues regarding nursing has been shared with all staff in MAU, advising them of the importance of advising patient to have their own supply of medications brought in to hospital if not available or have an alternative medication prescribed. Sister on duty will monitor practice to ensure that urinals are not left unemployed by any patients bed.	CLOSED
FORMAL	3813	30/09/2014	27/11/2014	42	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Quality of Treatment & Care		Issues regarding nursing has been shared with all staff in MAU, advising them of the importance of advising patient to have their own supply of medications brought in to hospital if not available or have an alternative medication prescribed. Sister on duty will monitor practice to ensure that urinals are not left unemployed by any patients bed.	CLOSED

Type	ID	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	3692	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	3771			No action plan	CLOSED
FORMAL	3787			no action plan	CLOSED
FORMAL	3792			It has reinforced with all nursing staff that patients who are confused or at high risk of falling should not be left unattended when undertaking this activity. Nurse in charge walks round wards visiting time where she has the opportunity to speak to patients and relatives.	CLOSED
FORMAL	3805				CLOSED

FORMAL	3805	Personal Information redacted by the USI		CLOSED
FORMAL	3805			CLOSED
FORMAL	3876		no action plan.	CLOSED
FORMAL	3901		A process within the Radiology Department to ensure that referring clinicians are informed immediately of a referral they submitted has been cancelled and a different type of scan suggested.	CLOSED
FORMAL	3904		No action plan	CLOSED

FORMAL	3916	Personal Information redacted by the USI	no action plan	CLOSED
FORMAL	3943		no action plan	CLOSED
FORMAL	3957		Enquiry made with Royal Jubilee Maternity hospital about their waiting times for their Fetal Medicine clinic.	CLOSED
FORMAL	3957		Enquiry made with Royal Jubilee Maternity hospital about their waiting times for their Fetal Medicine clinic.	CLOSED
FORMAL	3957		Enquiry made with Royal Jubilee Maternity hospital about their waiting times for their Fetal Medicine clinic.	CLOSED
FORMAL	3959		no action plan	CLOSED
FORMAL	3966		no action plan	CLOSED
FORMAL	3974		no action plan	CLOSED

FORMAL	3975	Personal Information redacted by the USI	Training to be rolled out for all nursing staff to undated on best practice and an audit of the patients notes will be undertaken to ensure that we are compliant with these guidelines.	CLOSED
FORMAL	3975		Training to be rolled out for all nursing staff to undated on best practice and an audit of the patients notes will be undertaken to ensure that we are compliant with these guidelines.	CLOSED
FORMAL	3978		No action plan	CLOSED
FORMAL	3978		No action plan	CLOSED
FORMAL	3991		Trust has adopted a new management strategy of pre-birth administration of magnesium sulphate to premature babies.	CLOSED
FORMAL	3999			CLOSED

FORMAL	4001	Personal Information redacted by the USI	No action plan	CLOSED
FORMAL	4001		No action plan	CLOSED
FORMAL	4009		Each bed has a call bell readily available to all beds.	CLOSED
FORMAL	4009		Each bed has a call bell readily available to all beds.	CLOSED
FORMAL	4032		No action plan	CLOSED
FORMAL	4034		no action plan	CLOSED

FORMAL	4035	Personal Information redacted by the USI	System to be monitored to prevent reoccurrence. Secretary's manner also to be monitored.	CLOSED
FORMAL	4035		System to be monitored to prevent reoccurrence. Secretary's manner also to be monitored.	CLOSED
FORMAL	4040		No action plan	CLOSED
FORMAL	4040		No action plan	CLOSED
FORMAL	4044		no action plan	CLOSED
FORMAL	4071		no action plan	CLOSED
FORMAL	4074		No action plan	CLOSED
FORMAL	4090		Line Manager to spot check printed letters.	CLOSED

FORMAL	4108	Personal Information redacted by the USI	No action plan	CLOSED
FORMAL	4108		No action plan	CLOSED

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Personal Information redacted by the USI		Action taken (Investigation)	Current Stage
FORMAL	4080	10/12/2014	07/01/2015	18	ACUTE	Daisy Hill Hospital	Medicine and Unschedule d Care	Emergency Department	Professional Assessment of Need	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	4104	17/12/2014	19/01/2015	21	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	Dermatology Clinic	Staff Attitude/Behaviour			No action plan	CLOSED
FORMAL	4008	19/11/2014	23/01/2015	45	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Waiting List, Delay/Cancellation Planned Admission to Hospital	Patient complaining that her catheter should be changed surgically every 12 weeks but has not been seen until 21 weeks. Patient now has an infection and is distressed at having to wait for longer than agreed.	Appointment arranged for 14.1.15. Apology for delay due to high demand for Urology Service.	no action plan	CLOSED
FORMAL	4121	24/12/2014	19/01/2015	16	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Colposcopy Clinic	Waiting Times, Outpatient Departments	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	4128	29/12/2014	19/01/2015	15	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services / Anaesthetics , Theatres & ICS	Laboratory	Records/Record Keeping			No action plan	CLOSED
FORMAL	4128	29/12/2014	19/01/2015	15	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services / Anaesthetics , Theatres & ICS	Female Medical, Level 5	Records/Record Keeping			No action plan	CLOSED
FORMAL	4171	14/01/2015	19/01/2015	3	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Ward	Waiting List, Delay/Cancellation Planned Admission to Hospital			no action plan	CLOSED
FORMAL	4130	24/12/2014	23/01/2015	20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Waiting Times, Outpatient Departments			Sister has addressed complaint with ward staff for learning to prevent a similar issue happening again.	CLOSED
FORMAL	4130	24/12/2014	23/01/2015	20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Communication/Information			Sister has addressed complaint with ward staff for learning to prevent a similar issue happening again.	CLOSED
FORMAL	4017	02/12/2014	26/01/2015	37	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Waiting List, Delay/Cancellation Planned Admission to Hospital	Patient diagnosed with a swollen lymph gland on outside of bladder in July 2014. Advised that a procedure would be performed in November 2014 however in the meantime patient was admitted to hospital and placed in palliative care. Patient now advised that he will be receiving radiotherapy because cancer was spread to his bone.	Red flag referral received from GP on 11.7.14. Patient attended appointment on 23.7.14 with consultant who admitted him to 2 south to have biopsy. On 30.7.14 patient had another procedure done. Results discussed with patient. After meeting with Belfast trust it was agreed patient treatment and care to be transferred to Belfast trust. Therefore unable to comment on the last points of complaint.	no action plan	CLOSED
FORMAL	3963	14/11/2014	07/01/2015	36	ACUTE	Daisy Hill Hospital	Medicine and Unschedule d Care	Emergency Department	Professional Assessment of Need	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	4036	25/11/2014	02/01/2015	26	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Quality of Treatment & Care			No action plan	CLOSED
FORMAL	4036	25/11/2014	02/01/2015	26	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Staff Attitude/Behaviour			No action plan	CLOSED

FORMAL	3925	28/10/2014	13/01/2015	53	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Communication/Information	Personal Information redacted by the USI	No action plan	CLOSED
FORMAL	3925	28/10/2014	13/01/2015	53	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Quality of Treatment & Care		No action plan	CLOSED
FORMAL	3925	28/10/2014	13/01/2015	53	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Discharge/Transfer Arrangements		No action plan	CLOSED
FORMAL	3925	28/10/2014	13/01/2015	53	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care		Communication/Information		No action plan	CLOSED
FORMAL	3988	14/11/2014	07/01/2015	36	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Quality of Treatment & Care		No action plan	FURTH
FORMAL	3988	14/11/2014	07/01/2015	36	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Staff Attitude/Behaviour		No action plan	FURTH
FORMAL	4053	02/12/2014	12/01/2015	27	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Early Pregnancy Problem Clinic	Professional Assessment of Need		No action plan	CLOSED
FORMAL	3977	24/11/2014	23/01/2015	42	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	ENT Clinic	Discharge/Transfer Arrangements		No action plan	CLOSED
FORMAL	3977	24/11/2014	23/01/2015	42	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	ENT Clinic	Staff Attitude/Behaviour		No action plan	CLOSED
FORMAL	3915	24/10/2014	12/01/2015	54	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Waiting Times, A&E Departments		No action plan	CLOSED
FORMAL	3915	24/10/2014	12/01/2015	54	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need		No action plan	CLOSED
FORMAL	4052	11/12/2014	19/01/2015	25	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiology Clinic	Records/Record Keeping		No action plan	CLOSED
FORMAL	4052	11/12/2014	19/01/2015	25	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiology Clinic	Waiting List, Delay/Cancellation Outpatient Appointments		No action plan	CLOSED

FORMAL	4050	01/12/2014	23/01/2015	37	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Communication/Information	Personal Information redacted by the USI	Follow-up appointment made with Consultant Obstetrician who explained what had happened. A second x-ray was taken which was reviewed by Consultant Radiologist, who confirmed there was no foreign body inside patient. Midwives in Delivery Suite have been spoken to regarding checking of instruments postoperatively as the missing item should have been noted and acted upon at the time.	CLOSED
FORMAL	4160	07/01/2015	22/01/2015	11	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	General Male Medical, Level 5	Quality of Treatment & Care		no action plan	CLOSED
FORMAL	4160	07/01/2015	22/01/2015	11	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	General Medicine Clinic	Hotel/Support/Security Services (Excludes Contracted Services)		no action plan	CLOSED

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FORMAL	4381	05/03/2015	16/04/2015	27	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Ophthalmology Clinic	Waiting Times, Outpatient Departments	Personal Information redacted by the USI		No action plan.	CLOSED
FORMAL	4335	25/02/2015	27/04/2015	40	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	3 South	Property/Expenses/Finances			no action plan	CLOSED
FORMAL	4313	23/02/2015	27/04/2015	42	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	X-ray Dept (Radiology)	Staff Attitude/Behaviour			No action plan	CLOSED
FORMAL	4263	13/02/2015	03/04/2015	34	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Waiting Times, A&E Departments			No action plan	FURTH
FORMAL	4263	13/02/2015	03/04/2015	34	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Staff Attitude/Behaviour			No action plan	FURTH
FORMAL	4437	19/03/2015	16/04/2015	18	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Day Procedure/Day Surgery Unit	Waiting List, Delay/Cancellation Outpatient Appointments			On action plan.	FURTH
FORMAL	4525	08/04/2015	20/04/2015	8	ACUTE	Daisy Hill Hospital	Functional Support Services	Reception/Waiting Area	Staff Attitude/Behaviour			Customer care training to be provided for reception staff.	CLOSED
FORMAL	3994	09/12/2014	27/04/2015	93	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Stroke	Quality of Treatment & Care			Complaint shared with nursing staff at Patient Safety Brief.	CLOSED
FORMAL	4413	20/03/2015	27/04/2015	24	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Fracture Clinic	Waiting List, Delay/Cancellation Outpatient Appointments			This case has been discussed throughout the radiology discrepancy process and feedback given to the radiographer that reported the X-ray.	CLOSED
FORMAL	4413	20/03/2015	27/04/2015	24	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Emergency Department	Clinical Diagnosis			This case has been discussed throughout the radiology discrepancy process and feedback given to the radiographer that reported the X-ray.	CLOSED
FORMAL	4500	30/03/2015	22/04/2015	15	ACUTE	Daisy Hill Hospital	Functional Support Services	Day Clinical Centre	Hotel/Support/Security Services (Excludes Contracted Services)			No action plan	CLOSED
FORMAL	4316	23/02/2015	27/04/2015	42	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Communication/Information			Review of arrangements for collection of urine samples	CLOSED
FORMAL	4316	23/02/2015	27/04/2015	42	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Privacy/Dignity			Review of arrangements for collection of urine samples	CLOSED
FORMAL	4310	02/03/2015	27/04/2015	37	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Female Medical, Level 5	Staff Attitude/Behaviour				CLOSED

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FORMAL	4287	17/02/2015	10/04/2015	35	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Maternity Ward	Environmental			No action plan	CLOSED
FORMAL	4287	17/02/2015	10/04/2015	35	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Maternity Ward	Discharge/Transfer Arrangements			No action plan	CLOSED
FORMAL	4251	04/02/2015	21/04/2015	51	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Quality of Treatment & Care			No action plan	CLOSED
FORMAL	4251	04/02/2015	21/04/2015	51	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Communication/Information			No action plan	CLOSED
FORMAL	4271	10/02/2015	16/04/2015	44	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Orthopaedic Clinic	Staff Attitude/Behaviour			no action plan	CLOSED
FORMAL	4236	30/01/2015	21/04/2015	54	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need			Medical staff to consider possible aspiration of a foreign body when making a diagnosis of a child who has presented with wheezing.	CLOSED
FORMAL	4236	30/01/2015	21/04/2015	54	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Delivery Suite, CAH	Professional Assessment of Need			Medical staff to consider possible aspiration of a foreign body when making a diagnosis of a child who has presented with wheezing.	CLOSED
FORMAL	4163	22/01/2015	10/04/2015	53	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need				CLOSED
FORMAL	4523	03/04/2015	28/04/2015	15	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics , Theatres & ICS	Day Procedure/Day Surgery Unit	Waiting Times, Outpatient Department			Signs amended in DPU for clarity for patients attending for endoscopy procedure.	CLOSED
FORMAL	4333	25/02/2015	20/04/2015	35	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics , Theatres & ICS	MRI Unit	Waiting List, Delay/Cancellation Outpatient Appointment			No action plan	CLOSED
FORMAL	4401	09/03/2015	08/04/2015	19	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Waiting List, Delay/Cancellation Outpatient Appointment	Unacceptable waiting time to see a Urology Consultant in the Western Trust.	Explained that patient was triaged as routine, however a record was made that patient no longer required an appointment and that as per GP his condition had cleared. Advised to return to GP if symptoms worsened.	No action plan	CLOSED
FORMAL	4374	06/03/2015	28/04/2015	34	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics , Theatres & ICS	Day Procedure/Day Surgery Unit	Quality of Treatment & Care	Personal Information redacted by the USI		Staff reminded to act professionally at all times.	CLOSED
FORMAL	4520	03/04/2015	29/04/2015	16	ACUTE	Daisy Hill Hospital	Functional Support Services	Male Surgical/HD U	Hotel/Support/Security Services (Excludes Contracted Services)			No action plan	CLOSED

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken	Current Stage
FORMAL	3995	26/11/2014	27/04/2015	102	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Quality of Treatment & Care	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	3995	26/11/2014	27/04/2015	102	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	ICU (HDU)	Staff Attitude/Behaviour			No action plan	CLOSED
FORMAL	3995	26/11/2014	27/04/2015	102	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medical	Privacy/Dignity			No action plan	CLOSED
FORMAL	3995	26/11/2014	27/04/2015	102	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Communication/Information			No action plan	CLOSED
FORMAL	4095	07/01/2015	16/04/2015	68	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Medical	Property/Expenses/Finances			no action plan	CLOSED
FORMAL	4095	07/01/2015	16/04/2015	68	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Medical	Discharge/Transfer Arrangements			no action plan	CLOSED
FORMAL	4411	11/03/2015	15/04/2015	22	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Clinical Diagnosis			No action plan	CLOSED
FORMAL	4411	11/03/2015	15/04/2015	22	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Staff Attitude/Behaviour			No action plan	CLOSED
FORMAL	4274	11/02/2015	13/04/2015	40	ACUTE	South Tyrone Hospital	Surgery and Elective Care		Quality of Treatment & Care			Delivery box of bowel prep to be opened as soon as it arrives at the clinic.	CLOSED
FORMAL	4192	19/01/2015	10/04/2015	56	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Quality of Treatment & Care				LR1011
FORMAL	4192	19/01/2015	10/04/2015	56	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Staff Attitude/Behaviour				LR1011
FORMAL	4192	19/01/2015	10/04/2015	56	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Discharge/Transfer Arrangements				LR1011

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken	Current Stage
FORMAL	4489	27/03/2015	27/04/2015	19	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Professional Assessment of Need	Personal Information redacted by the USI		no action plan	CLOSED
FORMAL	4429	18/03/2015	10/04/2015	15	ACUTE	Craigavon Area Hospital	Functional Support Services	2 West Maternity Post Natal	Hotel/Support/Security Services (Excludes Contracted Services)			Cleaning schedule has been reviewed and appropriate improvements have been made.	CLOSED
FORMAL	4137	15/01/2015	10/04/2015	58	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Waiting Times, A&E Departments			No action plan	CLOSED
FORMAL	4137	15/01/2015	10/04/2015	58	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medical	Privacy/Dignity			No action plan	CLOSED
FORMAL	4207	06/02/2015	13/04/2015	43	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	General Male Medical, Level 5	Quality of Treatment & Care			no action plan	CLOSED
FORMAL	4207	06/02/2015	13/04/2015	43	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	General Male Medical, Level 5	Staff Attitude/Behaviour			no action plan	CLOSED
FORMAL	4347	03/03/2015	08/04/2015	23	ACUTE	Craigavon Area Hospital	Functional Support Services		Staff Attitude/Behaviour			Consultant to obtain old patient records and results of Synacthen test before advising on onward referral.	CLOSED
FORMAL	4388	09/03/2015	08/04/2015	19	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 East Midwifery Led Unit	Staff Attitude/Behaviour			No action plan	CLOSED
FORMAL	4388	09/03/2015	08/04/2015	19	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 East Midwifery Led Unit	Quality of Treatment & Care			No action plan	CLOSED
FORMAL	4302	13/02/2015	10/04/2015	37	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need			No action plan	CLOSED
FORMAL	4302	13/02/2015	10/04/2015	37	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Quality of Treatment & Care			No action plan	CLOSED
FORMAL	4396	20/03/2015	30/04/2015	27	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics , Theatres & ICS	Booking Centre	Communication/Information			Full details of appointments to be relayed to patients.	CLOSED
FORMAL	4259	04/02/2015	08/04/2015	42	ACUTE	Craigavon Area Hospital	Pharmacy	3 South	Discharge/Transfer Arrangements			Staff in 3 South are trying to speed up the process for discharging patients including having the discharge letter completed the evening before and ensuring medical staff accurately record patients' prescription charts.	CLOSED

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken	Current Stage
FORMAL	4275	11/02/2015	27/04/2015	50	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Staff Attitude/Behaviour	Personal Information redacted by the USI		No action plan	CLOSED
FORMAL	4275	11/02/2015	27/04/2015	50	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Staff Attitude/Behaviour			No action plan	CLOSED
FORMAL	4275	11/02/2015	27/04/2015	50	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Quality of Treatment & Care			No action plan	CLOSED
FORMAL	4275	11/02/2015	27/04/2015	50	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Quality of Treatment & Care			No action plan	CLOSED

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FORMAL	4807	10/06/2015	09/07/2015	21	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	Oncology Clinic, Mandeville Unit	Professional Assessment of Need	Personal Information redacted by the USI	No action plan	CLOSED		
FORMAL	4881	23/06/2015	23/07/2015	21	ACUTE	South Tyrone Hospital	Medicine and Unscheduled Care	Minor Injuries Unit	Staff Attitude/Behaviour		no action plan.	CLOSED		
FORMAL	4900	29/06/2015	15/07/2015	11	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Day Clinical Centre	Quality of Treatment & Care		No action plan	CLOSED		
FORMAL	4944	02/07/2015	27/07/2015	16	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Staff Attitude/Behaviour		Staff reminded to check patients in correctly to avoid unnecessary delays at clinics.	CLOSED		
FORMAL	4944	02/07/2015	27/07/2015	16	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Waiting Times, Outpatient Department		Staff reminded to check patients in correctly to avoid unnecessary delays at clinics.	CLOSED		
FORMAL	4899	03/07/2015	20/07/2015	10	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Ward	Delay/Cancellation for Inpatients		no action plan	CLOSED		
FORMAL	4925	01/07/2015	27/07/2015	17	ACUTE	South Tyrone Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	Day Procedure/Day Surgery Unit	Staff Attitude/Behaviour		Staff reminded that when conveying sensitive information to patients this must be undertaken in a private environment.	CLOSED		
FORMAL	4925	01/07/2015	27/07/2015	17	ACUTE	South Tyrone Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	Day Procedure/Day Surgery Unit	Confidentiality		Staff reminded that when conveying sensitive information to patients this must be undertaken in a private environment.	CLOSED		
FORMAL	4287	17/02/2015	22/07/2015	105	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Maternity Ward	Environmental		No action plan	CLOSED		
FORMAL	4287	17/02/2015	22/07/2015	105	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Maternity Ward	Discharge/Transfer Arrangements		No action plan	CLOSED		
FORMAL	4775	02/06/2015	01/07/2015	21	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Waiting List, Delay/Cancellation Outpatient Appointments	Complainant unhappy with the length of time it is taking for his daughter to receive an urology appointment.	Complainant advised of treatment and care provided to his daughter and outlined the tests performed. Apology given for the delay in receiving an appointment.	No action plan	CLOSED	
FORMAL	4830	24/06/2015	06/07/2015	8	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Discharge/Transfer Arrangements	Personal Information redacted by the USI		no action plan	CLOSED	
FORMAL	4830	24/06/2015	06/07/2015	8	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Patient Flow Team	Staff Attitude/Behaviour	Personal Information redacted by the USI		no action plan	CLOSED	
FORMAL	4915	02/07/2015	31/07/2015	20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiac Catheterisation Lab	Quality of Treatment & Care	Personal Information redacted by the USI		No Action Plan	CLOSED	
FORMAL	4915	02/07/2015	31/07/2015	20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiac Catheterisation Lab	Waiting List, Delay/Cancellation Planned Admission to Hospital	Personal Information redacted by the USI		No Action Plan	CLOSED	
FORMAL	4895	25/06/2015	20/07/2015	16	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Female Surgical/Gynaecology	Discharge/Transfer Arrangements	Personal Information redacted by the USI		no action plan	CLOSED	
FORMAL	4802	23/06/2015	06/07/2015	9	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	General Medical, Level 5	Discharge/Transfer Arrangements	Personal Information redacted by the USI		Nurse to receive update on medicines management and her practice monitored.	CLOSED	
FORMAL	4787	05/06/2015	27/07/2015	35	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need	Personal Information redacted by the USI		no action plan	CLOSED	
FORMAL	4787	05/06/2015	27/07/2015	35	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Orthopaedic Clinic	Waiting List, Delay/Cancellation Outpatient Appointments	Personal Information redacted by the USI		no action plan	CLOSED	

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FORMAL	4911	30/06/2015	15/07/2015	10	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Ward	Waiting List Delay/Cancellation Planned Admission to Hospital	Personal Information redacted by the USI		no action plan	CLOSED	
FORMAL	4390	30/03/2015	01/07/2015	63	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Surgical Assessment Unit	Professional Assessment of Need			no action plan	FURTH	
FORMAL	4472	25/03/2015	06/07/2015	69	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Communication/Information			Further meeting offered	CLOSED	
FORMAL	4472	25/03/2015	06/07/2015	69	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 East Midwifery Led Unit	Quality of Treatment & Care			Further meeting offered	CLOSED	
FORMAL	4472	25/03/2015	06/07/2015	69	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Quality of Treatment & Care			Further meeting offered	CLOSED	
FORMAL	4792	10/06/2012	06/07/2015	771	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Quality of Treatment & Care			no action plan	CLOSED	
FORMAL	4792	10/06/2012	06/07/2015	771	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	4 North	Quality of Treatment & Care			no action plan	CLOSED	
FORMAL	4799	09/06/2015	06/07/2015	19	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Policy/Commercial Decisions			no action plan	CLOSED	
FORMAL	4886	24/06/2015	16/07/2015	15	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 East Midwifery Led Unit	Quality of Treatment & Care				CLOSED	
FORMAL	4854	19/06/2015	20/07/2015	20	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Delivery Suite, DHH	Professional Assessment of Need				CLOSED	
FORMAL	4854	19/06/2015	20/07/2015	20	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Delivery Suite, DHH	Professional Assessment of Need				CLOSED	
FORMAL	4869	19/06/2015	27/07/2015	25	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need			No action plan	CLOSED	
FORMAL	4735	27/05/2015	16/07/2015	35	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Staff Attitude/Behaviour			Midwives reminded to listen to women's concerns during labour. Governance staff reminded to update complainants when a delay is expected.	CLOSED	
FORMAL	4735	27/05/2015	16/07/2015	35	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Environmental			Midwives reminded to listen to women's concerns during labour. Governance staff reminded to update complainants when a delay is expected.	CLOSED	
FORMAL	4735	27/05/2015	16/07/2015	35	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Communication/Information			Midwives reminded to listen to women's concerns during labour. Governance staff reminded to update complainants when a delay is expected.	CLOSED	
FORMAL	4786	05/06/2015	01/07/2015	18	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	ENT Clinic	Staff Attitude/Behaviour			no action plan	CLOSED	
FORMAL	4522	03/06/2015	27/07/2015	37	ACUTE	Craigavon Area Hospital	Functional Support Services	Booking Centre	Policy/Commercial Decisions			No action plan	CLOSED	
FORMAL	4863	22/06/2015	01/07/2015	7	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiology Clinic	Waiting Times, Outpatient Departments			no action plan	CLOSED	
FORMAL	4958	07/07/2015	28/07/2015	14	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need			No action plan	CLOSED	

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FORMAL	4923	08/07/2015	05/08/2015	19	ACUTE	Community	Integrated Maternity and Womens Health	Non Trust GP premises	Confidentiality	Personal Information redacted by the USI			CLOSED	
FORMAL	5055	05/08/2015	24/08/2015	13	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	ECG Clinic	Communication/Information			No action plan	CLOSED	
FORMAL	4964	09/07/2015	06/08/2015	19	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Day Procedure/Day Surgery Unit	Waiting List, Delay/Cancellation Planned Admission to Hospital			No action plan.	CLOSED	
FORMAL	4980	17/07/2015	03/08/2015	11	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Dermatology Clinic	Quality of Treatment & Care			Staff to investigate sourcing a more comfortable tourniquet.	CLOSED	
FORMAL	4856	18/06/2015	05/08/2015	33	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics , Theatres & ICS	Dietetic Clinic	Waiting List, Delay/Cancellation Outpatient Appointments				CLOSED	
FORMAL	4856	18/06/2015	05/08/2015	33	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics , Theatres & ICS	X-ray Dept (Radiology)	Communication/Information				CLOSED	
FORMAL	4856	18/06/2015	05/08/2015	33	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics , Theatres & ICS	Physiotherapy Outpatients Department	Waiting List, Delay/Cancellation Outpatient Appointments				CLOSED	
FORMAL	4391	09/03/2015	05/08/2015	101	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Delivery Suite, DHH	Staff Attitude/Behaviour			No action taken	CLOSED	
FORMAL	4989	17/07/2015	24/08/2015	26	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Policy/Commercial Decisions			No action plan	CLOSED	

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Personal Information redacted by the USI		Action taken (Investigation)	Current Stage	Lessons learned
FORMAL	4660	05/05/2015	27/08/2015	80	ACUTE	Craigavon Area Hospital	Functional Support Services	Health Records	Records/Record Keeping			Double check to be carried out when chart is not located for an appointment.	CLOSED	
FORMAL	4963	08/07/2015	24/08/2015	32	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Waiting List, Delay/Cancellation Planned Admission to Hospital	Complainant unhappy with length of time he is having to wait to come in for removal of a cyst on his testicle.	Complainant advised waiting list for non cancer patients is 65 weeks. Due to procedure being offered in N Ireland there would be no funding available from a regional perspective.	No action plan	CLOSED	
FORMAL	4984	17/07/2015	10/08/2015	16	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Discharge/Transfer Arrangements	Personal Information redacted by the USI		All staff will be reminded of their roles and responsibilities regarding patient discharge.	CLOSED	
FORMAL	4984	17/07/2015	10/08/2015	16	ACUTE	Craigavon Area Hospital	Surgery and Elective Care					All staff will be reminded of their roles and responsibilities regarding patient discharge.	CLOSED	
FORMAL	4990	17/07/2015	03/08/2015	11	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiology Clinic	Waiting List, Delay/Cancellation Outpatient Appointments			No action plan	CLOSED	
FORMAL	4997	07/08/2015	11/08/2015	2	ACUTE	Craigavon Area Hospital	Functional Support Services	Corridor/Stairs	Other			No action plan	CLOSED	

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FORMAL	5414	19/11/2015	01/12/2015	8	Acute Services	STH	MUC	Diabetology Clinic	Staff Attitude/Behaviour	Personal Information redacted by the USI		no action plan	Closed
FORMAL	5189	14/09/2015	01/12/2015	56	Acute Services	CAH	SEC	Orthodontic Clinic	Quality of Treatment & Care			no action plan	Closed
FORMAL	5343	20/10/2015	02/12/2015	31	Acute Services	DHH	MUC	Emergency Department	Communication/Information			No action plan	Closed
FORMAL	5343	20/10/2015	02/12/2015	31	Acute Services	DHH	SEC	Male Surgical/HDU	Discharge/Transfer Arrangements			No action plan	Closed
FORMAL	5360	22/10/2015	02/12/2015	29	Acute Services	CAH	MUC	Emergency Department	Professional Assessment of Need			no action plan	Closed
FORMAL	5345	20/10/2015	02/12/2015	31	Acute Services	CAH	MUC	Orthopaedic Ward	Communication/Information			no action plan	Closed
FORMAL	5345	20/10/2015	02/12/2015	31	Acute Services	CAH	SEC	Orthopaedic Ward	Discharge/Transfer Arrangements			no action plan	Closed
FORMAL	5296	03/11/2015	02/12/2015	21	Acute Services	CAH	IMWH	Gynae Clinic	Clinical Diagnosis			No action plan	Closed
FORMAL	5296	03/11/2015	02/12/2015	21	Acute Services	CAH	IMWH	Gynae Clinic	Communication/Information			No action plan	Closed
FORMAL	5228	07/10/2015	02/12/2015	40	Acute Services	DHH	MUC	2 South Medical	Discharge/Transfer Arrangements			no action plan	Closed
FORMAL	5453	18/11/2015	04/12/2015	12	Acute Services	CAH	SEC	3 South	Records/Record Keeping			no action plan	Closed
FORMAL	5340	19/10/2015	04/12/2015	34	Acute Services	CAH	SEC	3 South	Professional Assessment of Need			no action plan	Closed

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FORMAL	5340	19/10/2015	04/12/2015	34	Acute Services	CAH	CCS	X-ray Dept (Radiology)	Records/Record Keeping	Personal Information redacted by the USI		no action plan	Closed
FORMAL	5340	19/10/2015	04/12/2015	34	Acute Services	CAH	MUC	Dietetic Clinic	Quality of Treatment & Care			no action plan	Closed
FORMAL	5340	19/10/2015	04/12/2015	34	Acute Services	CAH	SEC	Urology Clinic	Policy/Commercial Decisions	Complainant unhappy with delays he has experienced in securing follow up appointments. Also unhappy that he has been refused an appointment on the basis that he did not require it.	Complainant advised of treatment and care given over a 4 year period. (1b) Trust unaware of GP referral for severe left kidney pain. (1c) Consultant was happy that previous CT ruled out any other intra-abdominal problems but still wanted an updated CT scan. (1d) Trust refutes comments made against consultant about medical negligence and age discrimination. (1e) Complainant advised a scan in August 2014 did not confirm any spreading of cancer. (1f) In May 2015 consultant arranged a further CT. Complainant also advised an appointment was made to the Endocrinology in October 2013. Referral was for Chest pain, shortness of breath and intermittent palpitations, patient also referred to cardiology. No indication in GP referral to other symptoms which would have warranted further investigations.	no action plan	Closed
FORMAL	4998	22/07/2015	09/12/2015	99	Acute Services	DHH	MUC	Emergency Department	Communication/Information	Personal Information redacted by the USI		No action plan	Closed
FORMAL	4998	22/07/2015	09/12/2015	99	Acute Services	DHH	IMWH	Gynae Clinic	Professional Assessment of Need			No action plan	Closed
FORMAL	5479	02/12/2015	10/12/2015	6	Acute Services	CAH	MUC	2 North Resp/Medical	Professional Assessment of Need			No action plan	Closed
FORMAL	5495	02/12/2015	10/12/2015	6	Acute Services	CAH	MUC	Cardiology Clinic	Waiting List, Delay/Cancellation Outpatient Appointments			No action plan	Further resolution (re-opened)
FORMAL	5495	02/12/2015	10/12/2015	6	Acute Services	CAH	FSS	Admissions/Assessment Unit	Staff Attitude/Behaviour			No action plan	Closed

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FORMAL	5368	28/10/2015	11/12/2015	32	Acute Services	DHH	MUC	Female Medical, Level 5	Communication/Information	Personal Information redacted by the USI		no action plan	Closed
FORMAL	5368	28/10/2015	11/12/2015	32	Acute Services	DHH	MUC	General Male Medical, Level 5	Staff Attitude/Behaviour			no action plan	Closed
FORMAL	5368	28/10/2015	11/12/2015	32	Acute Services	DHH	MUC	General Male Medical, Level 5	Quality of Treatment & Care			no action plan	Closed
FORMAL	5497	02/12/2015	11/12/2015	7	Acute Services	CAH	FSS	Car Park	Access to Premises			No action plan. Fault rectified by Porters.	Closed
FORMAL	5415	10/11/2015	14/12/2015	24	Acute Services	CAH	IMWH	2 East Midwifery Led Unit	Environmental			Trust will review water pressure in shower to ensure problem is resolved	Closed
FORMAL	5493	01/12/2015	14/12/2015	9	Acute Services	DHH	MUC	Emergency Department	Professional Assessment of Need			no action plan	Further resolution (re-opened)
FORMAL	5341	02/11/2015	14/12/2015	30	Acute Services	CAH	SEC	4 North	Communication/Information			no action plan	Closed
FORMAL	5341	02/11/2015	14/12/2015	30	Acute Services	CAH	MUC	MAU	Quality of Treatment & Care			no action plan	Closed
FORMAL	5491	30/11/2015	16/12/2015	12	Acute Services	CAH	FSS	Emergency Department	Staff Attitude/Behaviour			No action plan	Closed
FORMAL	5517	07/12/2015	16/12/2015	7	Acute Services	CAH	FSS	Booking Centre	Communication/Information			No action plan	Closed
FORMAL	5432	12/11/2015	18/12/2015	26	Acute Services	CAH	SEC	Ophthalmology Clinic	Waiting List, Delay/Cancellation Outpatient Appointments				Closed
FORMAL	5432	12/11/2015	18/12/2015	26	Acute Services	CAH	FSS	Booking Centre	Staff Attitude/Behaviour				Closed
FORMAL	5422	12/11/2015	18/12/2015	26	Acute Services	CAH	SEC	Orthopaedic Ward	Waiting List, Delay/Cancellation Planned Admission to Hospital			no action plan	Closed
FORMAL	5556	15/12/2015	18/12/2015	3	Acute Services	CAH	CCS	X-ray Dept (Radiology)	Waiting List, Delay/Cancellation Outpatient Appointments				Closed

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	5526	09/12/2015	22/12/2015	9	Acute Services	CAH	FSS	Health Records	Communication/Information	Personal Information redacted by the USI		BSO are currently working on 2 developments to automatically update GP details within the Family Practitioner Service which will interface with PAS.	Closed
FORMAL	5459	20/11/2015	23/12/2015	23	Acute Services	CAH	IMWH	Antenatal Clinic	Quality of Treatment & Care			No action plan	Closed
FORMAL	5459	20/11/2015	23/12/2015	23	Acute Services	CAH	IMWH	Delivery Suite, CAH	Quality of Treatment & Care			No action plan	Closed
FORMAL	5459	20/11/2015	23/12/2015	23	Acute Services	CAH	IMWH	Antenatal Clinic	Communication/Information			No action plan	Closed
FORMAL	5500	02/12/2015	29/12/2015	17	Acute Services	STH	IMWH	Antenatal Clinic	Professional Assessment of Need			Update training is available on a regular basis for all Sonographers, to improve the early detection of cardiac abnormalities.	Closed

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Personal Information redacted by the USI	Action taken (Investigation)	Current State	Lessons learned	
FORMAL	5436	13/11/2015	05/02/2016	57	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical/HD U	Staff Attitude/Behaviour		No action plan	CLOSED		
FORMAL	5394	03/11/2015	03/02/2016	63	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Urology Clinic	Professional Assessment of Need	Complainant unhappy with the length of time it took for him to be assessed after him presenting with chest pain. Also concerned with the manner in which he was spoken to by a nurse when he queried the treatment that he was receiving.	Complainant advised HOS spoke with consultant, consultant refutes allegations made against him. Consultant advised it was the complainant approached him in a shopping centre and he didn't wish to appear rude and did talk on this occasion but felt uncomfortable speaking in a public area regarding complainants health issues. Complainant advised he was offered two appointments, both were cancelled and in line with the Department of Health guidelines was discharged back to GP. Complainant has now been placed onto another consultant waiting list and has been upgraded to urgent. Complainant should receive an appointment mid March.	No action plan	CLOSED	
FORMAL	5627	14/01/2016	15/02/2016	22	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Staff Attitude/Behaviour	Personal Information redacted by the USI	As part of the learning all concerns raised at patient safety briefing with all staff. Nurses is being monitored in relation to the prescription of analgesia and her communication skills.	CLOSED		
FORMAL	5627	14/01/2016	15/02/2016	22	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need		As part of the learning all concerns raised at patient safety briefing with all staff. Nurses is being monitored in relation to the prescription of analgesia and her communication skills.	CLOSED		
FORMAL	5607	22/01/2016	26/02/2016	25	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services / Anaesthetic s, Theatres & ICS	Breest Screening Unit	Clinical Diagnosis			CLOSED		
FORMAL	5573	05/01/2016	15/02/2016	29	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Professional Assessment of Need		No action plan	CLOSED		
FORMAL	5573	05/01/2016	15/02/2016	29	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Discharge/Transfer Arrangements		No action plan	CLOSED		
FORMAL	5575	04/01/2016	03/02/2016	22	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need		No action plan	CLOSED		
FORMAL	5589	04/01/2016	09/02/2016	26	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Communication/Information		Any results which seem to be unusual should be discussed with Physician before booking patient into Diabetic Antenatal clinic.	CLOSED		
FORMAL	5589	04/01/2016	09/02/2016	26	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Laboratory	Clinical Diagnosis		Any results which seem to be unusual should be discussed with Physician before booking patient into Diabetic Antenatal clinic.	CLOSED		
FORMAL	5708	05/02/2016	22/02/2016	11	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Staff Attitude/Behaviour		No action plan	FURTH		
FORMAL	5708	05/02/2016	22/02/2016	11	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Professional Assessment of Need		No action plan	FURTH		
FORMAL	5708	05/02/2016	22/02/2016	11	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Emergency Department	Waiting Times, A&E Departments		No action plan	FURTH		
FORMAL	5557	16/12/2015	01/02/2016	30	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services / Anaesthetic s, Theatres & ICS	Laboratory	Communication/Information		Modification to computer software to allow clinically significant results to be automatically placed in a queue for phoning.	FURTH		
FORMAL	5551	15/12/2015	05/02/2016	35	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need		No action plan	CLOSED		
FORMAL	5551	15/12/2015	05/02/2016	35	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Trauma Ward	Quality of Treatment & Care		No action plan	CLOSED		
FORMAL	5551	15/12/2015	05/02/2016	35	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Trauma Ward	Staff Attitude/Behaviour		No action plan	CLOSED		

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage	Lessons learned
FORMAL	5698	01/02/2016	26/02/2016	19	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetic S. Theatres & ICS	Oncology Clinic, Mandeville Unit	Communication/Information	Personal Information redacted by the USI		Permanent Oncology consultant to take up post in March 2016.	CLOSED	
FORMAL	5618	12/01/2016	08/02/2016	19	ACUTE	Barbridge Polyclinic	Integrated Maternity and Womens Health	Antenatal Clinic	Quality of Treatment & Care			No action plan	CLOSED	
FORMAL	5618	12/01/2016	08/02/2016	19	ACUTE	Barbridge Polyclinic	Integrated Maternity and Womens Health	Antenatal Clinic	Communication/Information			No action plan	CLOSED	
FORMAL	5599	07/01/2016	16/02/2016	28	ACUTE	South Tyrone Hospital	Cancer and Clinical Services / Anaesthetic S. Theatres & ICS	X-ray Dept (Radiology)	Staff Attitude/Behaviour			Staff reminded to speak with patients in a courteous manner and to provide assurance when they may be feeling anxious.	CLOSED	
FORMAL	5712	04/02/2016	10/02/2016	4	ACUTE	Craigavon Area Hospital	Functional Support Services	2 South Stroke	Hotel/Support/Security Services (Excludes Contracted Services)			No action plan	CLOSED	
FORMAL	5637	14/01/2016	01/02/2016	12	ACUTE	Daisy Hill Hospital	Functional Support Services	General Outpatients Reception/Waiting Area	Staff Attitude/Behaviour			No action plan	CLOSED	
FORMAL	5637	14/01/2016	01/02/2016	12	ACUTE	Daisy Hill Hospital	Functional Support Services	Booking Centre	Communication/Information			No action plan	CLOSED	
FORMAL	5673	25/01/2016	15/02/2016	15	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Discharge/Transfer Arrangements			no action plan	CLOSED	
FORMAL	5502	03/12/2015	15/02/2016	49	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Staff Attitude/Behaviour			no action plan	CLOSED	
FORMAL	5502	03/12/2015	15/02/2016	49	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Quality of Treatment & Care			no action plan	CLOSED	
FORMAL	5676	26/01/2016	05/02/2016	8	ACUTE	Community	Cancer and Clinical Services / Anaesthetic S. Theatres & ICS	Orthotic Clinic	Aids/Adaptions/Appliances			No action plan	FURTH	
FORMAL	5533	10/12/2015	03/02/2016	36	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Quality of Treatment & Care			no action plan	CLOSED	
FORMAL	5533	10/12/2015	03/02/2016	36	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Quality of Treatment & Care			no action plan	CLOSED	
FORMAL	5646	19/01/2016	02/02/2016	10	ACUTE	Craigavon Area Hospital	Functional Support Services	ICU (HDU)	Hotel/Support/Security Services (Excludes Contracted Services)			Window latches checked and repaired.	CLOSED	
FORMAL	5646	19/01/2016	02/02/2016	10	ACUTE	Craigavon Area Hospital	Functional Support Services	Corridor/Stairs	Environmental			Window latches checked and repaired.	CLOSED	
FORMAL	5603	08/01/2016	03/02/2016	18	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 South	Discharge/Transfer Arrangements			no action plan	CLOSED	
FORMAL	5571	21/12/2015	08/02/2016	32	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Admissions/Assessment Unit	Staff Attitude/Behaviour			Staff reminded to accurately record all telephone calls to the Unit and to advise the caller of their name and designation.	CLOSED	

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage	Lessons learned
FORMAL	5571	21/12/2015	08/02/2016	32	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 East Midwifery Led Unit	Quality of Treatment & Care	Personal Information redacted by the USI		Staff reminded to accurately record all telephone calls to the Unit and to advise the caller of their name and designation.	CLOSED	
FORMAL	5671	25/01/2016	15/02/2016	15	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Winter Pressures Ward(Ramone)	Discrimination			no action plan	CLOSED	
FORMAL	5689	28/01/2016	08/02/2016	7	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Quantity of Treatment & Care			Arrangements for birth plan put in place.	CLOSED	
FORMAL	5689	28/01/2016	08/02/2016	7	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Quality of Treatment & Care			Arrangements for birth plan put in place.	CLOSED	
FORMAL	5649	19/01/2016	15/02/2016	19	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	2 West Maternity Post Natal	Communication/Information			No action plan	CLOSED	
FORMAL	5514	21/12/2015	03/02/2016	29	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Early Pregnancy Problem Clinic	Staff Attitude/Behaviour			No action plan	CLOSED	
FORMAL	5669	25/01/2016	15/02/2016	15	ACUTE	South Tyrone Hospital	Medicine and Unscheduled Care	Minor Injuries Unit	Professional Assessment of Need			Teaching sessions are being organised for Emergency Nurse practitioner to attend to prevent same happening again.	CLOSED	
FORMAL	5669	25/01/2016	15/02/2016	15	ACUTE	South Tyrone Hospital	Medicine and Unscheduled Care	Minor Injuries Unit	Staff Attitude/Behaviour			Teaching sessions are being organised for Emergency Nurse practitioner to attend to prevent same happening again.	CLOSED	
FORMAL	5577	23/12/2015	15/02/2016	35	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Staff Attitude/Behaviour			no action plan	CLOSED	
FORMAL	5602	08/01/2016	08/02/2016	21	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Trauma Ward	Professional Assessment of Need			no action plan	CLOSED	
FORMAL	5602	08/01/2016	08/02/2016	21	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Trauma Ward	Quality of Treatment & Care			no action plan	CLOSED	
FORMAL	5574	21/12/2015	15/02/2016	37	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need			no action plan	CLOSED	

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Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage	Lessons learned
FORMAL	5962	25/03/2016	30/03/2016	1	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 North Cardiology	Quality of Treatment & Care	Personal Information redacted by the USI				
FORMAL	5580	29/12/2015	02/03/2016	45	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Waiting List, Delay/Cancellation Outpatient Appointments	Patient forgot to attend his Urology appointment and rang hospital to explain. Is unhappy to be placed on another waiting list for a further 14 months.	Complainant advised the decision not to offer any further appointments was made in accordance with the Integrated Elective Access Protocol. However as the patient contacted the hospital to advise he had forgotten his appointment HOS has agreed he should be offered another appointment. This was arranged for 8.2.16.	no action plan	CLOSED	
FORMAL	5652	20/01/2016	14/03/2016	38	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Communication/Information	Personal Information redacted by the USI				
FORMAL	5652	20/01/2016	14/03/2016	38	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Quality of Treatment & Care	Personal Information redacted by the USI				
FORMAL	5739	11/02/2016	02/03/2016	14	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Trauma Ward	Quality of Treatment & Care	Personal Information redacted by the USI				
FORMAL	5778	22/02/2016	16/03/2016	17	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	Delivery Suite, CAH	Quality of Treatment & Care	Personal Information redacted by the USI				
FORMAL	5839	04/03/2016	09/03/2016	3	ACUTE	Daisy Hill Hospital	Functional Support Services	Car Park	Access to Premises	Personal Information redacted by the USI				
FORMAL	5625	14/01/2016	16/03/2016	44	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Staff Attitude/Behaviour	Personal Information redacted by the USI				
FORMAL	5625	14/01/2016	16/03/2016	44	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Quality of Treatment & Care	Personal Information redacted by the USI				
FORMAL	5625	14/01/2016	16/03/2016	44	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Recovery Unit	Communication/Information	Personal Information redacted by the USI				
FORMAL	5625	14/01/2016	16/03/2016	44	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	4 North	Quality of Treatment & Care	Personal Information redacted by the USI				
FORMAL	5827	01/03/2016	16/03/2016	11	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Coronary Care Ward, Level 5	Professional Assessment of Need	Personal Information redacted by the USI				
FORMAL	5827	01/03/2016	16/03/2016	11	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Cardiac Catheterisation Lab	Professional Assessment of Need	Personal Information redacted by the USI				
FORMAL	5730	10/02/2016	02/03/2016	15	ACUTE	Daisy Hill Hospital	Integrated Maternity and Womens Health	Maternity Ward	Staff Attitude/Behaviour	Personal Information redacted by the USI				
FORMAL	5709	05/02/2016	14/03/2016	26	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Staff Attitude/Behaviour	Personal Information redacted by the USI				
FORMAL	5816	29/02/2016	31/03/2016	20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Communication/Information	Personal Information redacted by the USI				
FORMAL	5810	09/03/2016	22/03/2016	8	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need	Personal Information redacted by the USI				

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage	Lessons learned
FORMAL	5810	09/03/2016	22/03/2016	8	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	Female Surgical/Cy nae	Professiona Assessment of Need	Personal Information redacted by the USI		No action plan	CLOSED	
FORMAL	5633	21/01/2016	02/03/2016	29	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health		Quality of Treatment & Care			No action plan	CLOSED	
FORMAL	5633	21/01/2016	02/03/2016	29	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Quality of Treatment & Care			No action plan	CLOSED	
FORMAL	5633	21/01/2016	02/03/2016	29	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Emergency Department	Quality of Treatment & Care			No action plan	CLOSED	
FORMAL	5765	18/02/2016	16/03/2016	19	ACUTE	Daisy Hill Hospital	Medicine and Unschedule d Care	Dermatolog y Clinic	Professiona Assessment of Need			No action plan	CLOSED	
FORMAL	5765	18/02/2016	16/03/2016	19	ACUTE	Daisy Hill Hospital	Medicine and Unschedule d Care	Dermatolog y Clinic	Staff Attitude/Beh avour			No action plan	CLOSED	
FORMAL	5779	07/03/2016	16/03/2016	7	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetic s, Theatres & ICS	Oncology Clinic, Mandeville Unit	Professiona Assessment of Need			No action plan	FURTH	
FORMAL	5770	25/02/2016	21/03/2016	16	ACUTE	Daisy Hill Hospital	Cancer and Clinical Services / Anaesthetic s, Theatres & ICS	Pain Management Clinic	Professiona Assessment of Need			No action plan	FURTH	
FORMAL	5481	25/11/2015	02/03/2016	67	ACUTE	Craigavon Area Hospital	Surgery and Elective Care		Waiting List Delay/Cancellation Planned Admission to Hospital			No action plan	CLOSED	
FORMAL	5715	05/02/2016	01/03/2016	17	ACUTE	Daisy Hill Hospital	Medicine and Unschedule d Care	General Male Medical, Level 5	Discharge/T ransfer Arrangemen ts			No action plan	CLOSED	
FORMAL	5747	15/02/2016	02/03/2016	12	ACUTE	Daisy Hill Hospital	Medicine and Unschedule d Care	Emergency Department	Quality of Treatment & Care			No action plan	CLOSED	
FORMAL	5747	15/02/2016	02/03/2016	12	ACUTE	Daisy Hill Hospital	Medicine and Unschedule d Care	Emergency Department	Staff Attitude/Beh avour			No action plan	CLOSED	
FORMAL	5747	15/02/2016	02/03/2016	12	ACUTE	Daisy Hill Hospital	Medicine and Unschedule d Care	Emergency Department	Staff Attitude/Beh avour			No action plan	CLOSED	
FORMAL	5747	15/02/2016	02/03/2016	12	ACUTE	Daisy Hill Hospital	Medicine and Unschedule d Care	Emergency Department	Transport, Suitability o Vehicle/Equ ipment			No action plan	CLOSED	
FORMAL	5734	10/02/2016	31/03/2016	33	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	Winter Pressures Ward(Ramo ne)	Communica tion/Informa ion			Sister to undertake ad hoc checks to ensure food records are completed.	CLOSED	
FORMAL	5734	10/02/2016	31/03/2016	33	ACUTE	Craigavon Area Hospital	Medicine and Unschedule d Care	Winter Pressures Ward(Ramo ne)	Transport, Late or Non arrival/Journ ey Time			Sister to undertake ad hoc checks to ensure food records are completed.	CLOSED	

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage	Lessons learned
FORMAL	5658	21/01/2016	02/03/2016	29	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need	Personal Information redacted by the USI		no action plan	CLOSED	
FORMAL	5658	21/01/2016	02/03/2016	29	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Stroke / Rehab	Quality of Treatment & Care			no action plan	CLOSED	
FORMAL	5658	21/01/2016	02/03/2016	29	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Stroke / Rehab	Communication/Information			no action plan	CLOSED	
FORMAL	5713	18/02/2016	02/03/2016	9	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Rheumatology Clinic	Staff Attitude/Behaviour			no action plan	CLOSED	
FORMAL	5748	25/02/2016	16/03/2016	14	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Trauma Ward	Communication/Information			no action plan	CLOSED	
FORMAL	5748	25/02/2016	16/03/2016	14	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Trauma Ward	Discharge/Transfer Arrangements			no action plan	CLOSED	
FORMAL	5748	25/02/2016	16/03/2016	14	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Trauma Ward	Quality of Treatment & Care			no action plan	CLOSED	
FORMAL	5701	02/02/2016	07/03/2016	24	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Air (Respiratory) Lab	Staff Attitude/Behaviour			no action plan	CLOSED	
FORMAL	5851	01/03/2016	24/03/2016	16	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Admissions/Assessment Unit	Discharge/Transfer Arrangements				CLOSED	
FORMAL	5851	01/03/2016	24/03/2016	16	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care						CLOSED	
FORMAL	5743	11/02/2016	21/03/2016	26	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Quality of Treatment & Care		No action plan	CLOSED		

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FORMAL	5750	10/02/2016	01/04/2016	34	Acute Services	CAH	CCS	Breast Screening Unit	Privacy/Dignity	Personal Information redacted by the USI		New breast screening gowns ordered	Closed
FORMAL	5750	10/02/2016	01/04/2016	34	Acute Services	CAH	CCS	Breast Screening Unit	Staff Attitude/Behaviour			New breast screening gowns ordered	
FORMAL	5948	22/03/2016	01/04/2016	6	Acute Services	COMM	FSS	Portadown HSSC	Environmental			Maintenance work requested from Estates Department. (Painting of doors, door frames and walls, and also replacement of seals)	Closed
FORMAL	5802	23/02/2016	04/04/2016	26	Acute Services	CAH	CCS	Pain Management Clinic	Quantity of Treatment & Care			No action plan	Closed
FORMAL	5812	26/02/2016	04/04/2016	23	Acute Services	DHH	IMWH	Gynae Clinic	Communication/Information			Plans in place to implement paperless reviewing of results.	Closed
FORMAL	5812	26/02/2016	04/04/2016	23	Acute Services	DHH	CCS	Laboratory	Other			Plans in place to implement paperless reviewing of results.	
FORMAL	5766	18/02/2016	05/04/2016	30	Acute Services	CAH	SEC	4 South	Property/Expenses/Finances			no action plan	Closed
FORMAL	5814	09/03/2016	05/04/2016	16	Acute Services	INDSEC	CCS		Staff Attitude/Behaviour			Doctor at 352 clinic to see patient again once he has received further information re his medical history.	Closed
FORMAL	5840	11/03/2016	05/04/2016	14	Acute Services	CAH	CCS	X-ray Dept (Radiology)	Waiting List, Delay/Cancellation Outpatient Appointments			No action plan	Closed
FORMAL	5904	14/03/2016	05/04/2016	13	Acute Services	CAH	MUC	1 South Medical	Quality of Treatment & Care			No action plan.	Closed
FORMAL	5922	16/03/2016	06/04/2016	12	Acute Services	DHH	FSS	General Outpatients Reception/Waiting Area	Confidentiality			IT to explore the possibility of reducing the time the patient details stay on screen after ticket is printed.	Closed
FORMAL	5922	16/03/2016	06/04/2016	12	Acute Services	DHH	FSS	General Outpatients Reception/Waiting Area	Staff Attitude/Behaviour			IT to explore the possibility of reducing the time the patient details stay on screen after ticket is printed.	
FORMAL	5944	23/03/2016	06/04/2016	8	Acute Services	CAH	CCS	Theatre	Delay/Cancellation for Inpatients			No action plan	Closed
FORMAL	5944	23/03/2016	06/04/2016	8	Acute Services	CAH	IMWH	Gynae Clinic	Quality of Treatment & Care			No action plan	

FORMAL	5588	04/01/2016	11/04/2016	67	Acute Services	CAH	CCS	X-ray Dept (Radiology)	Communication/Information	Personal Information redacted by the USI		Radiographers have been reminded of the need for the presence of a Radiologist during appointments such as this one and should liaise with appointment staff accordingly.	Closed
FORMAL	5596	06/01/2016	11/04/2016	65	Acute Services	CAH	MUC	MAU	Property/Expenses/Finances			no action plan	Closed
FORMAL	5608	11/01/2016	11/04/2016	62	Acute Services	CAH	MUC	Cardiac Catheterisation Lab	Waiting List, Delay/Cancellation Planned Admission to Hospital			no action plan	Closed
FORMAL	5626	26/01/2016	11/04/2016	51	Acute Services	DHH	MUC	Emergency Department	Waiting Times, A&E Departments			no action plan	Closed
FORMAL	5626	26/01/2016	11/04/2016	51	Acute Services	DHH	MUC	Emergency Department	Professional Assessment of Need			no action plan	
FORMAL	5626	26/01/2016	11/04/2016	51	Acute Services	DHH	MUC	Emergency Department	Quality of Treatment & Care			no action plan	
FORMAL	5672	25/01/2016	11/04/2016	52	Acute Services	CAH	MUC	Emergency Department	Professional Assessment of Need			no action plan	Closed
FORMAL	5672	25/01/2016	11/04/2016	52	Acute Services	CAH	SEC	Fracture Clinic	Communication/Information			no action plan	
FORMAL	5672	25/01/2016	11/04/2016	52	Acute Services	CAH	FSS	Car Park	Environmental			no action plan	
FORMAL	5738	11/02/2016	11/04/2016	39	Acute Services	CAH	MUC	Emergency Department	Professional Assessment of Need			no action plan	Closed

FORMAL	5738	11/02/2016	11/04/2016	39	Acute Services	CAH	MUC	Emergency Department	Staff Attitude/Behaviour	Personal Information redacted by the USI	no action plan	
FORMAL	5740	12/02/2016	11/04/2016	38	Acute Services	DHH	MUC	General Medicine Clinic	Policy/Commercial Decisions		no action plan	Closed
FORMAL	5742	22/02/2016	11/04/2016	32	Acute Services	CAH	CCS	Pain Management Clinic	Waiting List, Delay/Cancellation Outpatient Appointments		Business case submitted to HSC Board re capacity gap in the Chronic Pain Service	Closed
FORMAL	5751	12/02/2016	11/04/2016	38	Acute Services	CAH	MUC	Emergency Department	Clinical Diagnosis		no action plan	Closed
FORMAL	5790	19/02/2016	11/04/2016	33	Acute Services	CAH	SEC	3 South	Staff Attitude/Behaviour		Bank Nurse to be kept under review.	Closed
FORMAL	5828	01/03/2016	11/04/2016	26	Acute Services	DHH	MUC	Emergency Department	Staff Attitude/Behaviour		no action plan	Closed
FORMAL	5849	07/03/2016	11/04/2016	22	Acute Services	CAH	SEC	3 South	Waiting List, Delay/Cancellation Planned Admission to Hospital		no action plan	Closed
FORMAL	5853	02/03/2016	11/04/2016	25	Acute Services	CAH	MUC	Emergency Department	Discharge/Transfer Arrangements		Complaint shared with staff to reinforce the importance of patients nutritional needs being met and where patients do not receive meals, this must be documented.	Closed
FORMAL	5854	02/03/2016	11/04/2016	25	Acute Services	CAH	SEC	1 West Gynae	Staff Attitude/Behaviour		no action plan	Closed
FORMAL	5854	02/03/2016	11/04/2016	25	Acute Services	CAH	SEC	1 West Gynae	Policy/Commercial Decisions		no action plan	
FORMAL	5859	22/03/2016	11/04/2016	12	Acute Services	DHH	MUC	Female Medical, Level 5	Communication/Information			Closed
FORMAL	5859	22/03/2016	11/04/2016	12	Acute Services	DHH	MUC	Female Medical, Level 5	Privacy/Dignity			
FORMAL	5880	11/03/2016	11/04/2016	18	Acute Services	CAH	MUC	Emergency Department	Waiting Times, A&E Departments		no action plan	Closed

FORMAL	5903	15/03/2016	11/04/2016	16	Acute Services	DHH	MUC	Female Medical, Level 5	Quality of Treatment & Care	Personal Information redacted by the USI	no action plan	Closed
FORMAL	5925	16/03/2016	11/04/2016	15	Acute Services	CAH	MUC	Cardiology Clinic	Waiting List, Delay/Cancellation Outpatient Appointments		no action plan	Closed
FORMAL	5945	22/03/2016	11/04/2016	12	Acute Services	CAH	CCS	X-ray Dept (Radiology)	Staff Attitude/Behaviour		No action plan	Closed
FORMAL	5869	09/03/2016	12/04/2016	21	Acute Services	CAH	CCS		Aids/Adaptions/Appliances			Closed
FORMAL	5900	15/03/2016	12/04/2016	17	Acute Services	CAH	MUC	ECG Clinic	Staff Attitude/Behaviour		Refresher course arranged on customer care.	Closed
FORMAL	5972	31/03/2016	12/04/2016	8	Acute Services	DHH	MUC	Female Medical, Level 5	Staff Attitude/Behaviour		no action plan	Closed
FORMAL	5972	31/03/2016	12/04/2016	8	Acute Services	DHH	MUC	Female Medical, Level 5	Quality of Treatment & Care		no action plan	
FORMAL	5972	31/03/2016	12/04/2016	8	Acute Services	DHH	MUC	Female Medical, Level 5	Policy/Commercial Decisions		no action plan	
FORMAL	5824	25/03/2016	14/04/2016	12	Acute Services	CAH	SEC	Orthopaedic Clinic	Waiting List, Delay/Cancellation Planned Admission to Hospital		no action plan	Closed
FORMAL	6024	13/04/2016	14/04/2016	1	Acute Services	DHH	MUC	Emergency Department	Clinical Diagnosis		no action plan	Local resolution
FORMAL	5584	05/01/2016	15/04/2016	70	Acute Services	CAH	SEC	4 North	Delay/Cancellation for Inpatients		complaint shared with ward and surgical team to ensure lessons are learned, and particular improvements are made in relation to communication.	Closed
FORMAL	5584	05/01/2016	15/04/2016	70	Acute Services	CAH	SEC	4 North	Communication/Information		complaint shared with ward and surgical team to ensure lessons are learned, and particular improvements are made in relation to communication.	

FORMAL	5584	05/01/2016	15/04/2016	70	Acute Services	CAH	SEC	3 South	Discharge/Transfer Arrangements	Personal Information redacted by the USI			complaint shared with ward and surgical team to ensure lessons are learned, and particular improvements are made in relation to communication.	
FORMAL	5877	11/03/2016	15/04/2016	22	Acute Services	CAH	MUC	Emergency Department	Professional Assessment of Need	Personal Information redacted by the USI			no action plan	Closed
FORMAL	5877	11/03/2016	15/04/2016	22	Acute Services	CAH	MUC	Emergency Department	Communication/Information	Personal Information redacted by the USI			no action plan	
FORMAL	5807	29/02/2016	18/04/2016	32	Acute Services	DHH	MUC	Stroke / Rehab	Communication/Information	Personal Information redacted by the USI			no action plan	Closed
FORMAL	5807	29/02/2016	18/04/2016	32	Acute Services	DHH	MUC	Stroke / Rehab	Quality of Treatment & Care	Personal Information redacted by the USI			no action plan	
FORMAL	5918	15/03/2016	18/04/2016	21	Acute Services	CAH	IMWH	2 West Maternity Post Natal	Staff Attitude/Behaviour	Personal Information redacted by the USI			No action plan	Closed
FORMAL	5856	08/03/2016	19/04/2016	27	Acute Services	DHH	SEC	Fracture Clinic	Professional Assessment of Need	Personal Information redacted by the USI			no action plan	Closed
FORMAL	5907	01/04/2016	19/04/2016	12	Acute Services	CAH	MUC	2 South Stroke	Professional Assessment of Need	Personal Information redacted by the USI			no action plan	Closed
FORMAL	5787	22/02/2016	20/04/2016	39	Acute Services	CAH	SEC	3 South	Waiting List, Delay/Cancellation Planned Admission to Hospital	Complainant unhappy with the length of time it is taking for her to be given a date for urology surgery,	Complainant advised she was referred by her GP as routine. The Urology team are giving priority to their cancer patients which there is a high demand for and the current waiting time for non-cancer patients is 121 weeks. Complainant advised waiting times are a regional issue and are currently working with HSCB. Apology given for very long waiting times.	no action plan	Closed	
FORMAL	5817	29/02/2016	20/04/2016	34	Acute Services	CAH	SEC	Day Procedure/Day Surgery Unit	Waiting Times, Outpatient Departments	Complainant attending day surgery for an urology procedure. Unhappy with the length of time it took the surgeon to get to him on the list.	Complainant advised he was 4th on list after 3 patients having general anaesthetic. All patients are brought in for 8am to give consultant time to speak and get consent from patients. As the patient prior to complainant having a more complicated case this led to a delay in complainant being taken to surgery. Apology given as this could not have been anticipated.	It is now planned to have a local anaesthetic list only.	Closed	
FORMAL	5878	11/03/2016	20/04/2016	25	Acute Services	CAH	SEC	Orthopaedic Ward	Delay/Cancellation for Inpatients	Personal Information redacted by the USI			no action plan	Closed
FORMAL	5911	18/03/2016	20/04/2016	21	Acute Services	CAH	SEC	3 South	Waiting List, Delay/Cancellation Planned Admission to Hospital	Personal Information redacted by the USI			no action plan	Closed
FORMAL	5926	16/03/2016	20/04/2016	22	Acute Services	CAH	SEC	Orthodontic Clinic	Waiting List, Delay/Cancellation Outpatient Appointments	Personal Information redacted by the USI			no action plan	Closed

FORMAL	5798	24/02/2016	25/04/2016	40	Acute Services	CAH	SEC	Urology Clinic	Waiting List, Delay/Cancellation Planned Admission to Hospital	Complainant unhappy with a long delay in getting her father admitted for an urology procedure. In the interim period the patient had occasion to attend the Emergency Department and felt the standard of care was poor. Patient then transferred to CAH and discharged. Complainant believes she was not fully advised of her father's condition at time of discharge.	Apology give from HOS in surgery for complainant not being given the correct waiting times, this has been relayed to staff. Patient was assessed and referred to the surgical team who referred him to the surgical team in CAH. Ambulance did not arrive until 1.35am. Apology given for this. HOS spoke to staff about the importance of providing all correct information on discharge. Apology given to both complainant and patient for the distress this matter has caused.	no action plan	Closed
FORMAL	5798	24/02/2016	25/04/2016	40	Acute Services	CAH	MUC	Emergency Department	Professional Assessment of Need	Complainant unhappy with a long delay in getting her father admitted for an urology procedure. In the interim period the patient had occasion to attend the Emergency Department and felt the standard of care was poor. Patient then transferred to CAH and discharged. Complainant believes she was not fully advised of her father's condition at time of discharge.	Apology give from HOS in surgery for complainant not being given the correct waiting times, this has been relayed to staff. Patient was assessed and referred to the surgical team who referred him to the surgical team in CAH. Ambulance did not arrive until 1.35am. Apology given for this. HOS spoke to staff about the importance of providing all correct information on discharge. Apology given to both complainant and patient for the distress this matter has caused.	no action plan	
FORMAL	5798	24/02/2016	25/04/2016	40	Acute Services	CAH	MUC	Emergency Department	Quality of Treatment & Care	Complainant unhappy with a long delay in getting her father admitted for an urology procedure. In the interim period the patient had occasion to attend the Emergency Department and felt the standard of care was poor. Patient then transferred to CAH and discharged. Complainant believes she was not fully advised of her father's condition at time of discharge.	Apology give from HOS in surgery for complainant not being given the correct waiting times, this has been relayed to staff. Patient was assessed and referred to the surgical team who referred him to the surgical team in CAH. Ambulance did not arrive until 1.35am. Apology given for this. HOS spoke to staff about the importance of providing all correct information on discharge. Apology given to both complainant and patient for the distress this matter has caused.	no action plan	
FORMAL	5798	24/02/2016	25/04/2016	40	Acute Services	CAH	SEC	Urology Clinic	Discharge/Transfer Arrangements	Complainant unhappy with a long delay in getting her father admitted for an urology procedure. In the interim period the patient had occasion to attend the Emergency Department and felt the standard of care was poor. Patient then transferred to CAH and discharged. Complainant believes she was not fully advised of her father's condition at time of discharge.	Apology give from HOS in surgery for complainant not being given the correct waiting times, this has been relayed to staff. Patient was assessed and referred to the surgical team who referred him to the surgical team in CAH. Ambulance did not arrive until 1.35am. Apology given for this. HOS spoke to staff about the importance of providing all correct information on discharge. Apology given to both complainant and patient for the distress this matter has caused.	no action plan	
FORMAL	5798	24/02/2016	25/04/2016	40	Acute Services	CAH	MUC	General Male Medical, Level 5	Discharge/Transfer Arrangements	Complainant unhappy with a long delay in getting her father admitted for an urology procedure. In the interim period the patient had occasion to attend the Emergency Department and felt the standard of care was poor. Patient then transferred to CAH and discharged. Complainant believes she was not fully advised of her father's condition at time of discharge.	Apology give from HOS in surgery for complainant not being given the correct waiting times, this has been relayed to staff. Patient was assessed and referred to the surgical team who referred him to the surgical team in CAH. Ambulance did not arrive until 1.35am. Apology given for this. HOS spoke to staff about the importance of providing all correct information on discharge. Apology given to both complainant and patient for the distress this matter has caused.	no action plan	
FORMAL	5890	11/03/2016	25/04/2016	28	Acute Services	CAH	SEC	3 South	Quality of Treatment & Care	Personal Information redacted by the USI		no action plan	Closed
FORMAL	6032	15/04/2016	25/04/2016	6	Acute Services	CAH	CSCG	The Maples	Complaints Handling			No action plan	Closed
FORMAL	5628	14/01/2016	26/04/2016	70	Acute Services	CAH	IMWH	1 West Gynae	Communication/Information			No action plan	Closed
FORMAL	5628	14/01/2016	26/04/2016	70	Acute Services	CAH	IMWH	1 West Gynae	Communication/Information			No action plan	
FORMAL	5628	14/01/2016	26/04/2016	70	Acute Services	CAH	FSS	1 West Gynae	Environmental			No action plan	
FORMAL	5963	07/04/2016	27/04/2016	14	Acute Services	DHH	FSS	Emergency Department	Confidentiality			Staff reminded of patient confidentiality at team meetings.	Closed

FORMAL	5684	19/02/2016	29/04/2016	47	Acute Services	CAH	MUC	Emergency Department	Communication/Information	Personal Information redacted by the USI	Complaint to be screened as an SAL.	Closed
FORMAL	5684	19/02/2016	29/04/2016	47	Acute Services	CAH	MUC	MAU	Confidentiality		Complaint to be screened as an SAL.	
FORMAL	5684	19/02/2016	29/04/2016	47	Acute Services	CAH	MUC	1 North Cardiology	Professional Assessment of Need		Complaint to be screened as an SAL.	
FORMAL	5684	19/02/2016	29/04/2016	47	Acute Services	CAH	MUC	1 North Cardiology	Professional Assessment of Need		Complaint to be screened as an SAL.	
FORMAL	5783	22/02/2016	29/04/2016	46	Acute Services	CAH	MUC	MAU	Staff Attitude/Behaviour		no action plan	Closed
FORMAL	5783	22/02/2016	29/04/2016	46	Acute Services	CAH	MUC	MAU	Communication/Information		no action plan	
FORMAL	5933	12/04/2016	29/04/2016	13	Acute Services	CAH	MUC	Emergency Department	Professional Assessment of Need		no action plan	Closed
FORMAL	5996	07/04/2016	29/04/2016	16	Acute Services	DHH	MUC	General Medicine Clinic	Confidentiality		Doctor no longer responds to emails from patients or provides extra-contractual paperwork.	Closed
FORMAL	5998	08/04/2016	29/04/2016	15	Acute Services	DHH	SEC	Female Surgical/Gynae	Property/Expenses/Finances		no action plan	Closed
FORMAL	6035	15/04/2016	29/04/2016	10	Acute Services	CAH	MUC	Emergency Department	Staff Attitude/Behaviour		no action plan	Closed

Acute Services Directorate
Formal Complaints Closed July 2016 Report

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage	Lessons learned
FORMAL	6489	22/07/2016	29/07/2016	5	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Waiting List, Delay/Cancellation Outpatient Appointments	Personal Information redacted by the USI		no action plan	CLOSED	
FORMAL	6221	26/05/2016	01/07/2016	25	ACUTE	Community	Cancer and Clinical Services / Anaesthetic s, Theatres & ICS	Non Trust premises	Aids/Adap tions/Applanc es			Hair Piece company to address privacy issue in salon.	CLOSED	
FORMAL	6231	08/06/2016	14/07/2016	25	ACUTE	Daisy Hill Hospital	Medicine and Unschedul ed Care	Emergency Department	Waiting Times, A&E Department s			No Action plan	CLOSED	
FORMAL	6334	16/06/2016	11/07/2016	17	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetic s, Theatres & ICS	Breast Clinic	Waiting List, Delay/Canc ellation Outpatient Appointmen ts			No action plan	CLOSED	
FORMAL	5905	15/03/2016	29/07/2016	92	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	3 South	Discharge/T ransfer Arrangemen ts			no action plan	CLOSED	
FORMAL	5905	15/03/2016	29/07/2016	92	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	3 South	Aids/Adap tions/Applanc es			no action plan	CLOSED	
FORMAL	6116	05/05/2016	11/07/2016	46	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 South	Professional Assessment of Need			no action plan	CLOSED	
FORMAL	6116	05/05/2016	11/07/2016	46	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Oncology Clinic, Mandeville Unit	Professional Assessment of Need			no action plan	CLOSED	
FORMAL	6116	05/05/2016	11/07/2016	46	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Oncology Clinic, Mandeville Unit	Communicat ion/Informati on			no action plan	CLOSED	
FORMAL	6152	16/05/2016	01/07/2016	33	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetic s, Theatres & ICS	X-ray Dept (Radiology)	Staff Attitude/Beh aviour			Further training offered to Radiographer.	CLOSED	
FORMAL	6350	22/06/2016	11/07/2016	13	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetic s, Theatres & ICS	Breast Clinic	Waiting List, Delay/Canc ellation Outpatient Appointmen ts			No action plan	CLOSED	
FORMAL	6130	08/06/2016	05/07/2016	19	ACUTE	Craigavon Area Hospital	Clinical and Social Care Governance	The Maples	Communicat ion/Informati on			Documentation for recording complaints to be revised and escalation processes strengthened.	CLOSED	

FORMAL	6399	04/07/2016	11/07/2016	5	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Dermatology Clinic	Waiting List, Delay/Cancellation Outpatient Appointments	Personal Information redacted by the USI	no action plan	CLOSED		
FORMAL	6345	21/06/2016	01/07/2016	8	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	Laboratory	Records/Record Keeping		Reviewing processes to ensure operator updates details that have changed from the requesting source	CLOSED		
FORMAL	6072	22/04/2016	18/07/2016	58	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Admissions/Assessment Unit	Delay/Cancellation for Inpatients		No action plan	CLOSED		
FORMAL	6072	22/04/2016	18/07/2016	58	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Admissions/Assessment Unit	Communication/Information		No action plan	CLOSED		
FORMAL	6072	22/04/2016	18/07/2016	58	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Admissions/Assessment Unit	Quality of Treatment & Care		No action plan	CLOSED		
FORMAL	6389	01/07/2016	19/07/2016	11	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	CEAW	Waiting List, Delay/Cancellation Planned Admission to Hospital		no action plan	CLOSED		
FORMAL	6373	27/06/2016	11/07/2016	10	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Stroke	Quality of Treatment & Care		no action plan	CLOSED		
FORMAL	6354	24/06/2016	11/07/2016	11	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Urology Clinic	Waiting List, Delay/Cancellation Planned Admission to Hospital	Complainant unhappy that her mother's urology procedure has been cancelled on two previous occasions due to bed shortages.	Complainant advised of treatment and care given until 15.1.2016. Patient was to have procedure done on 2.6.16 and 21.6.16 but both procedures were cancelled due to bed pressures. Patient has now been scheduled for 22.7.16.	no action plan	CLOSED	
FORMAL	6349	22/06/2016	06/07/2016	10	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Breast Clinic	Waiting List, Delay/Cancellation Planned Admission to Hospital	Personal Information redacted by the USI	No action plan	CLOSED		
FORMAL	6308	15/06/2016	11/07/2016	18	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Staff Attitude/Behaviour		No action plan	CLOSED		
FORMAL	5879	11/03/2016	27/07/2016	92	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Waiting Times, A&E Departments		From patients attendance senior paediatric and emergency department staff have met to review the admission process providing clear escalation plan in place if doctors are considering admitting a child who has been waiting for more than 4 hours.	CLOSED		
FORMAL	6382	13/07/2016	27/07/2016	10	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need		No action plan	CLOSED		
FORMAL	6382	13/07/2016	27/07/2016	10	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Orthopaedic Ward	Waiting List, Delay/Cancellation Planned Admission to Hospital		No action plan	CLOSED		
FORMAL	6381	30/06/2016	25/07/2016	16	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	Non Trust premises	Privacy/Dignity		Hair provider service to be monitored	CLOSED		
FORMAL	6381	30/06/2016	25/07/2016	16	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	Non Trust premises	Quality of Treatment & Care		Hair provider service to be monitored	CLOSED		

FORMAL	6398	04/07/2016	11/07/2016	5	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	MRI Unit	Confidentiality	Personal Information redacted by the USI	Staff reminded to be more stringent when issuing appointment letters.	CLOSED	
FORMAL	6294	13/06/2016	11/07/2016	20	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	General Surgery Clinic	Records/Record Keeping	Personal Information redacted by the USI	Trust working with Surgical Team and commissioners to put actions in place to running additional clinics with appointments being booked according to both clinical urgency and chronological order.	CLOSED	
FORMAL	6407	06/07/2016	18/07/2016	7	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	Trauma Ward	Aids/Adaptions/Appliances	Personal Information redacted by the USI	no action plan	CLOSED	
FORMAL	6313	14/06/2016	11/07/2016	19	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	1 West Gynae	Staff Attitude/Behaviour	Personal Information redacted by the USI	Consultant spoke with junior doctor re treatment of women with miscarriages.	CLOSED	
FORMAL	6292	13/06/2016	11/07/2016	20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need	Personal Information redacted by the USI	no action plan	CLOSED	
FORMAL	6292	13/06/2016	11/07/2016	20	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Quality of Treatment & Care	Personal Information redacted by the USI	no action plan	CLOSED	
FORMAL	6271	08/06/2016	22/07/2016	31	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Emergency Department	Quality of Treatment & Care	Personal Information redacted by the USI	No action plan	CLOSED	
FORMAL	6271	08/06/2016	22/07/2016	31	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Quality of Treatment & Care	Personal Information redacted by the USI	No action plan	CLOSED	
FORMAL	6271	08/06/2016	22/07/2016	31	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	X-ray Dept (Radiology)	Professional Assessment of Need	Personal Information redacted by the USI	No action plan	CLOSED	
FORMAL	6165	17/05/2016	05/07/2016	34	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need	Personal Information redacted by the USI	no action plan	CLOSED	
FORMAL	6165	17/05/2016	05/07/2016	34	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Records/Record Keeping	Personal Information redacted by the USI	no action plan	CLOSED	
FORMAL	6336	22/06/2016	11/07/2016	13	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	Breast Clinic	Waiting List Delay/Cancellation Outpatient Appointments	Personal Information redacted by the USI	No action plan	CLOSED	
FORMAL	6207	25/05/2016	11/07/2016	32	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	General Surgery Clinic	Consent to Treatment/Care	Personal Information redacted by the USI	no action plan	CLOSED	
FORMAL	6306	15/06/2016	11/07/2016	18	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Ophthalmology Clinic	Waiting List Delay/Cancellation Outpatient Appointments	Personal Information redacted by the USI	no action plan	CLOSED	
FORMAL	6356	24/06/2016	11/07/2016	11	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Ward	Waiting List Delay/Cancellation Planned Admission to Hospital	Personal Information redacted by the USI	no action plan	FURTHER	

FORMAL	6218	08/06/2016	11/07/2016	23	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Clinic	Professional Assessment of Need	Personal Information redacted by the USI			no action plan	CLOSED	
FORMAL	6374	27/06/2016	11/07/2016	10	ACUTE	Craigavon Area Hospital	Pharmacy	Pharmacy Dispensary	Staff Attitude/Behaviour				no action plan	CLOSED	
FORMAL	6388	01/07/2016	11/07/2016	6	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Female Medical, Level 5	Professional Assessment of Need				no action plan	CLOSED	
FORMAL	6309	15/06/2016	11/07/2016	18	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need				no action plan	CLOSED	
FORMAL	6309	15/06/2016	11/07/2016	18	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Staff Attitude/Behaviour				no action plan	CLOSED	
FORMAL	6210	10/06/2016	27/07/2016	32	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Communication/Information				no action plan	CLOSED	
FORMAL	6210	10/06/2016	27/07/2016	32	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Staff Attitude/Behaviour				no action plan	CLOSED	
FORMAL	6220	27/05/2016	29/07/2016	43	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need				no action plan	CLOSED	
FORMAL	6220	27/05/2016	29/07/2016	43	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Trauma Ward	Professional Assessment of Need				no action plan	CLOSED	
FORMAL	6370	27/06/2016	19/07/2016	15	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Staff Attitude/Behaviour				no action plan	CLOSED	
FORMAL	6337	16/06/2016	18/07/2016	21	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Staff Attitude/Behaviour				leaflets to be given to patients with suspected miscarriage	FURTH	
FORMAL	6337	16/06/2016	18/07/2016	21	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Emergency Department	Waiting Times, A&E Departments				leaflets to be given to patients with suspected miscarriage	FURTH	
FORMAL	6337	16/06/2016	18/07/2016	21	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Emergency Department	Quality of Treatment & Care				leaflets to be given to patients with suspected miscarriage	FURTH	
FORMAL	6291	22/06/2016	11/07/2016	13	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need				no action plan	CLOSED	

FORMAL	6241	02/06/2016	11/07/2016	27	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Oral Surgery Clinic	Waiting List, Delay/Cancellation Outpatient Appointments	Personal Information redacted by the USI	no action plan	CLOSED	
FORMAL	6177	23/05/2016	11/07/2016	34	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical/HD U	Staff Attitude/Behaviour		No action plan	FURTH	
FORMAL	6177	23/05/2016	11/07/2016	34	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical/HD U	Professional Assessment of Need		No action plan	FURTH	
FORMAL	6177	23/05/2016	11/07/2016	34	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical/HD U	Communication/Information		No action plan	FURTH	
FORMAL	6426	11/07/2016	15/07/2016	3	ACUTE	Craigavon Area Hospital	Functional Support Services	Booking Centre	Staff Attitude/Behaviour		no action plan	CLOSED	
FORMAL	6333	17/06/2016	11/07/2016	16	ACUTE	South Tyrone Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	Theatre	Records/Record Keeping		Review of information given to patients at time of Endoscopy.	CLOSED	

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	6274	10/06/2016	05/09/2016	59	Acute Services	CAH	IMWH	Delivery Suite, CAH	Quality of Treatment & Care	Personal Information redacted by the USI		No action plan	Closed
FORMAL	6500	29/07/2016	05/09/2016	25	Acute Services	DHH	IMWH	Delivery Suite, DHH	Quality of Treatment & Care			No action plan	Closed
FORMAL	6504	01/08/2016	05/09/2016	24	Acute Services	CAH	SEC	Fracture Clinic	Confidentiality			no action plan	Closed
FORMAL	6543	08/08/2016	05/09/2016	19	Acute Services	COMM	CCS	Non Trust premises	Aids/Adaptions/Appliances			No action plan	Closed
FORMAL	6603	24/08/2016	06/09/2016	8	Acute Services	DHH	FSS	Public place	Infection Control			Staff have been reminded of the importance of refilling hand gel dispensers.	Closed
FORMAL	6284	13/06/2016	06/09/2016	59	Acute Services	CAH	IMWH	Colposcopy Clinic	Waiting List, Delay/Cancellation Outpatient Appointments			No action plan	Closed
FORMAL	6631	26/08/2016	09/09/2016	9	Acute Services	CAH	CCS	Mortuary	Property/Expenses/Finances			No action plan	Closed
FORMAL	6484	22/07/2016	09/09/2016	34	Acute Services	CAH	IMWH	Gynae Clinic	Waiting List, Delay/Cancellation Outpatient Appointments			Review of process to ensure systems are in place to provide more timely communication to patients.	Closed
FORMAL	6546	10/08/2016	09/09/2016	21	Acute Services	STH	CCS	Orthotic Clinic	Aids/Adaptions/Appliances			No action plan	Further resolution (re-opened)
FORMAL	6596	24/08/2016	12/09/2016	12	Acute Services	COMM	IMWH	John Mitchel Place, HSSC	Communication/Information			New option of emailing clinic for appointments etc	Closed
FORMAL	6445	15/07/2016	12/09/2016	40	Acute Services	CAH	MUC	Emergency Department	Professional Assessment of Need			No action plan	Closed
FORMAL	6445	15/07/2016	12/09/2016	40	Acute Services	CAH	MUC	2 South Stroke	Professional Assessment of Need			No action plan	
FORMAL	6628	09/09/2016	13/09/2016	2	Acute Services	CAH	SEC	Orthodontic Clinic	Staff Attitude/Behaviour			No action plan	Closed
FORMAL	6556	11/08/2016	13/09/2016	22	Acute Services	CAH	SEC	Orthopaedic Ward	Waiting List, Delay/Cancellation Planned Admission to Hospital			No action plan	Closed
FORMAL	6387	30/06/2016	14/09/2016	52	Acute Services	DHH	MUC	Emergency Department	Professional Assessment of Need			No action plan	Further resolution (re-opened)
FORMAL	6387	30/06/2016	14/09/2016	52	Acute Services	DHH	MUC	General Male Medical, Level 5	Professional Assessment of Need			No action plan	
FORMAL	6387	30/06/2016	14/09/2016	52	Acute Services	DHH	MUC	General Male Medical, Level 5	Quality of Treatment & Care			No action plan	
FORMAL	6230	27/05/2016	15/09/2016	76	Acute Services	CAH	MUC	MAU	Professional Assessment of Need			Learning points with regards to handover of information and managing patients with complex neurological issues.	Closed
FORMAL	6461	20/07/2016	15/09/2016	40	Acute Services	DHH	MUC	Day Clinical Centre	Quality of Treatment & Care			No action plan	Closed
FORMAL	6679	07/09/2016	16/09/2016	7	Acute Services	CAH	MUC	Neurology Clinic	Environmental			no action plan	Closed
FORMAL	6548	11/08/2016	16/09/2016	25	Acute Services	CAH	SEC	Orthopaedic Ward	Waiting List, Delay/Cancellation Planned Admission to Hospital			no action plan	Closed

FORMAL	6548	11/08/2016	16/09/2016	25	Acute Services	CAH	SEC	Orthopaedic Clinic	Communication/Information	Personal Information redacted by the USI		No action plan	Closed
FORMAL	6539	09/08/2016	16/09/2016	27	Acute Services	CAH	SEC	3 South	Quality of Treatment & Care	Complainant advises that the side effects of a urology procedure were not explained to him and that he felt embarrassed and humiliated by the way in which the member of staff made him feel.	Head of Urology and Ward Managers to ensure appropriately trained nurses are available to provide stent removal service. Patient due review towards the end of this year.	No action plan	Closed
FORMAL	6450	18/07/2016	16/09/2016	43	Acute Services	DHH	SEC	General Surgery Clinic	Quality of Treatment & Care	Personal Information redacted by the USI		No action plan	Closed
FORMAL	6649	31/08/2016	16/09/2016	12	Acute Services	STH	SEC	Opthamology Clinic	Professional Assessment of Need	Personal Information redacted by the USI		No action plan	Closed
FORMAL	6534	08/08/2016	19/09/2016	29	Acute Services	CAH	MUC	Cardiac Catheterisation Lab	Professional Assessment of Need	Personal Information redacted by the USI		No action plan	Closed
FORMAL	6534	08/08/2016	19/09/2016	29	Acute Services	CAH	MUC	Cardiac Catheterisation Lab	Staff Attitude/Behaviour	Personal Information redacted by the USI		No action plan	Closed
FORMAL	6555	11/08/2016	19/09/2016	26	Acute Services	CAH	SEC	4 North	Waiting List, Delay/Cancellation Planned Admission to Hospital	Personal Information redacted by the USI		No action plan	Closed
FORMAL	6544	08/08/2016	19/09/2016	29	Acute Services	STH	CCS	Pain Management Clinic	Staff Attitude/Behaviour	Personal Information redacted by the USI		No action plan	Closed
FORMAL	6518	02/08/2016	19/09/2016	33	Acute Services	DHH	SEC	Male Surgical/HDU	Professional Assessment of Need	Personal Information redacted by the USI		No action plan	Closed
FORMAL	6538	09/08/2016	19/09/2016	28	Acute Services	CAH	MUC	2 North Resp/Medical	Staff Attitude/Behaviour	Personal Information redacted by the USI		No action plan	Closed
FORMAL	6134	09/05/2016	19/09/2016	92	Acute Services	DHH	MUC	Emergency Department	Professional Assessment of Need	Personal Information redacted by the USI		No action plan	Closed
FORMAL	6446	18/07/2016	19/09/2016	44	Acute Services	DHH	MUC	Emergency Department	Professional Assessment of Need	Personal Information redacted by the USI		No action plan	Closed
FORMAL	6446	18/07/2016	19/09/2016	44	Acute Services	DHH	MUC	Emergency Department	Quality of Treatment & Care	Personal Information redacted by the USI		No action plan	Closed
FORMAL	6446	18/07/2016	19/09/2016	44	Acute Services	DHH	SEC	Fracture Clinic	Waiting List, Delay/Cancellation Outpatient Appointments	Personal Information redacted by the USI		No action plan	Closed
FORMAL	6597	22/08/2016	19/09/2016	19	Acute Services	DHH	MUC	Emergency Department	Staff Attitude/Behaviour	Personal Information redacted by the USI		No action plan.	Closed
FORMAL	6607	23/08/2016	20/09/2016	19	Acute Services	CAH	IMWH	Delivery Suite, CAH	Quality of Treatment & Care	Personal Information redacted by the USI		Staff learning to include: 1 More support for breastfeeding mothers 2 Ensuring women are not left isolated for long periods of time especially when in a side ward 3 Improved communication with patients and during handover	Closed

FORMAL	6607	23/08/2016	20/09/2016	19	Acute Services	CAH	IMWH	Gynae Clinic	Waiting List, Delay/Cancellation Outpatient Appointments	Personal Information redacted by the USI	Staff learning to include: More support for breastfeeding mothers Ensuring women are not left isolated for long periods of time especially when in a side ward Improved communication with patients and during andover	Closed
FORMAL	6607	23/08/2016	20/09/2016	19	Acute Services	CAH	IMWH	Delivery Suite, CAH	Communication/Information		Staff learning to include: More support for breastfeeding mothers Ensuring women are not left isolated for long periods of time especially when in a side ward Improved communication with patients and during andover	Closed
FORMAL	6711	19/09/2016	21/09/2016	2	Acute Services	DHH	FSS	Car Park	Access to Premises		o action plan	Closed
FORMAL	6650	01/09/2016	21/09/2016	14	Acute Services	INDSEC	CCS	Pain Management Clinic	Waiting List, Delay/Cancellation Outpatient Appointments		o action plan	Closed
FORMAL	6570	15/08/2016	22/09/2016	27	Acute Services	DHH	MUC	Emergency Department	Quality of Treatment & Care		o action plan	Closed
FORMAL	6562	12/08/2016	22/09/2016	28	Acute Services	DHH	MUC	Emergency Department	Professional Assessment of Need		o action plan	Closed
FORMAL	6554	11/08/2016	22/09/2016	29	Acute Services	CAH	MUC	Emergency Department	Quality of Treatment & Care		o action plan	Closed
FORMAL	6523	03/08/2016	22/09/2016	35	Acute Services	CAH	MUC	2 North Resp/Medical	Professional Assessment of Need		o Action plan	Further resolution (re-opened)
FORMAL	6523	03/08/2016	22/09/2016	35	Acute Services	CAH	MUC	2 North Resp/Medical	Communication/Information		o Action plan	Further resolution (re-opened)
FORMAL	6523	03/08/2016	22/09/2016	35	Acute Services	CAH	MUC	2 North Resp/Medical	Quality of Treatment & Care		o Action plan	Further resolution (re-opened)

FORMAL	6523	03/08/2016	22/09/2016	35	Acute Services	CAH	MUC	2 North Resp/Medical	Privacy/Dignity	Personal Information redacted by the USI	No Action plan	Further resolution (re-opened)
FORMAL	6275	24/05/2016	22/09/2016	84	Acute Services	CAH	FSS	Mortuary	Mortuary & Post-Mortem		No action plan	Closed
FORMAL	5856	08/03/2016	23/09/2016	136	Acute Services	DHH	SEC	Fracture Clinic	Professional Assessment of Need		no action plan	Further resolution (re-opened)
FORMAL	6613	24/08/2016	23/09/2016	21	Acute Services	CAH	MUC	Cardiac Catheterisation Lab	Waiting List, Delay/Cancellation Outpatient Appointments		No action plan	Closed
FORMAL	6735	21/09/2016	26/09/2016	3	Acute Services	CAH	SEC	Gastroenterology Clinic	Communication/Information		Validation check now in place to ensure mistake does not happen again.	Closed
FORMAL	6608	23/08/2016	26/09/2016	23	Acute Services	CAH	IMWH	Delivery Suite, CAH	Quality of Treatment & Care		No action plan	Closed
FORMAL	6608	23/08/2016	26/09/2016	23	Acute Services	CAH	IMWH	Delivery Suite, CAH	Communication/Information		No action plan	Closed
FORMAL	6361	23/06/2016	26/09/2016	65	Acute Services	DHH	IMWH	Antenatal Clinic	Staff Attitude/Behaviour		No action plan	Closed
FORMAL	6361	23/06/2016	26/09/2016	65	Acute Services	DHH	IMWH	Antenatal Clinic	Communication/Information		No action plan	Closed
FORMAL	6483	25/07/2016	27/09/2016	45	Acute Services	CAH	IMWH	Delivery Suite, CAH	Staff Attitude/Behaviour		No action plan	Closed
FORMAL	6629	25/08/2016	27/09/2016	22	Acute Services	CAH	IMWH	Admissions/Assessment Unit	Quality of Treatment & Care		No action plan	Closed
FORMAL	6611	24/08/2016	27/09/2016	23	Acute Services	ACH	CCS	Audiology Clinic	Staff Attitude/Behaviour			Closed
FORMAL	6568	15/08/2016	30/09/2016	33	Acute Services	CAH	MUC	Emergency Department	Discharge/Transfer Arrangements		no action plan	Closed

FORMAL	6568	15/08/2016	30/09/2016	33	Acute Services	CAH	MUC	Emergency Department	Staff Attitude/Behaviour	Personal Information redacted by the USI	no action plan	Closed
FORMAL	6540	09/08/2016	30/09/2016	37	Acute Services	CAH	MUC	Emergency Department	Professional Assessment of Need		No action plan	Closed
FORMAL	6612	24/08/2016	30/09/2016	26	Acute Services	CAH	MUC	Cardiac Catheterisation Lab	Waiting List, Delay/Cancellation Outpatient Appointments		no action plan	Closed
FORMAL	6665	16/09/2016	30/09/2016	10	Acute Services	CAH	MUC	Emergency Department	Professional Assessment of Need		No action plan	Closed
FORMAL	5855	08/03/2016	30/09/2016	141	Acute Services	CAH	MUC	Cardiology Clinic	Staff Attitude/Behaviour		no action plan	Closed
FORMAL	5855	08/03/2016	30/09/2016	141	Acute Services	CAH	MUC	Cardiology Clinic	Professional Assessment of Need		no action plan	Closed

Type	ID	First received	Closed	Response time	Directorate	Site	Division	Loc (Exact)	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Current Stage
FORMAL	6862	19/10/2016	01/12/2016	31	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Property/Expenses/Finances	Personal Information redacted by the USI		REQUEST FOR REIMBURSEMENT MADE	CLOSED
FORMAL	6862	19/10/2016	01/12/2016	31	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 South Medical	Property/Expenses/Finances			REQUEST FOR REIMBURSEMENT MADE	CLOSED
FORMAL	6962	14/11/2016	19/12/2016	25	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need			no action plan	CLOSED
FORMAL	6906	02/11/2016	06/12/2016	24	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Professional Assessment of Need			no action plan	CLOSED
FORMAL	6906	02/11/2016	06/12/2016	24	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Delivery Suite, CAH	Quality of Treatment & Care			no action plan	CLOSED
FORMAL	7008	28/11/2016	07/12/2016	7	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park	Access to Premises			no action plan	CLOSED

FORMAL	6630	26/08/2016	21/12/2016	82	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Property/Expenses/Finances	Personal Information redacted by the USI	no action plan.	CLOSED
FORMAL	6989	22/11/2016	14/12/2016	16	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Pre-operative Assessment Clinic	Staff Attitude/Behaviour		no action plan	CLOSED
FORMAL	6911	02/11/2016	06/12/2016	24	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens	Fertility Clinic	Communication/Information			CLOSED
FORMAL	6911	02/11/2016	06/12/2016	24	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Antenatal Clinic	Communication/Information			CLOSED

FORMAL	6998	25/11/2016	14/12/2016	13	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Fracture Clinic	Waiting Times, Outpatient Departments	Personal Information redacted by the USI		CLOSED
FORMAL	6872	24/10/2016	01/12/2016	28	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	General Male Medical, Level 5	Quality of Treatment & Care			CLOSED

FORMAL	6670	07/09/2016	02/12/2016	62	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	CEAW	Quality of Treatment & Care	Personal Information redacted by the USI			CLOSED

FORMAL	6670	07/09/2016	02/12/2016	62	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Staff Attitude/Behaviour	Personal Information redacted by the USI		CLOSED
FORMAL	7049	06/12/2016	07/12/2016	1	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park	Access to Premises		no action plan	CLOSED

FORMAL	6945	09/11/2016	30/12/2016	35	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	MRI Unit	Environmental	Personal Information redacted by the USI		CLOSED
FORMAL	7048	06/12/2016	07/12/2016	1	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park	Access to Premises			CLOSED
FORMAL	7002	25/11/2016	07/12/2016	8	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park/Grounds	Access to Premises			CLOSED
FORMAL	5502	03/12/2015	01/12/2016	250	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Staff Attitude/Behaviour			CLOSED

FORMAL	5502	03/12/2015	01/12/2016	250	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Quality of Treatment & Care	Personal Information redacted by the USI		no action plan	CLOSED
FORMAL	7011	28/11/2016	15/12/2016	13	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medical	Environmental			No action plan	CLOSED

FORMAL	6883	02/11/2016	13/12/2016	29	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	X-ray Dept (Radiology)	Staff Attitude/Behaviour	Personal Information redacted by the USI	no action plan	CLOSED
FORMAL	7110	21/12/2016	28/12/2016	3	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park	Staff Attitude/Behaviour	Personal Information redacted by the USI	Trust is currently undertaking a review of car parking with a view to implementing improvements.	CLOSED

FORMAL	6523	03/08/2016	01/12/2016	85	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medi cal	Profession al Assessme nt of Need	Personal Information redacted by the USI	No Action plan	CLOSED

FORMAL	6523	03/08/2016	01/12/2016	85	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medi cal	Communi cation/Info rmation	Personal Information redacted by the USI	No Action plan	CLOSED

FORMAL	6523	03/08/2016	01/12/2016	85	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medi cal	Quality of Treatment & Care	Personal Information redacted by the USI	No Action plan	CLOSED

FORMAL	6523	03/08/2016	01/12/2016	85	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	2 North Resp/Medical	Privacy/Dignity	Personal Information redacted by the USI		No Action plan	CLOSED
FORMAL	6938	09/11/2016	15/12/2016	26	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Discharge/Transfer Arrangements			no action plan	CLOSED

FORMAL	6952	10/11/2016	15/12/2016	25	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Rheumatology Clinic	Communication/Information	Personal Information redacted by the USI			CLOSED
FORMAL	6722	20/09/2016	01/12/2016	52	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	3 South	Quality of Treatment & Care	Complainant unhappy with standard of communication in relation to his come in date for insertion of urinary stent. Also concerned at the length of time it took to remove the stent during which he had two severe infections which resulted in two hospital admissions. Complainant suggests that communication between administrative staff and consultants needs improved upon.	Treatment and quality of care explained to patient. he is advised that the urology department are currently working at improving the pathway for patients experiencing similar symptoms. This will involve having a 7 day week stone service with detailed information leaflets for patients with more access to health care professionals if needed. it is hoped through the development of this service it willmean that patients will have their treatment and follow-up done in a timlier manner and hopefully avoid the poor experience that the patient had endured.		CLOSED

FORMAL	6722	20/09/2016	01/12/2016	52	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	3 South	Communication/Information	Complainant unhappy with standard of communication in relation to his come in date for insertion of urinary stent. Also concerned at the length of time it took to remove the stent during which he had two severe infections which resulted in two hospital admissions. Complainant suggests that communication between administrative staff and consultants needs improved upon.	Treatment and quality of care explained to patient. he is advised that the urology department are currently working at improving the pathway for patients experiencing similar symptoms. This will involve having a 7 day week stone service with detailed information leaflets for patients with more access to health care professionals if needed. it is hoped through the development of this service it willmean that patients will have their treatment and follow-up done in a timlier manner and hopefully avoid the poor experience that the patient had endured.		CLOSED

FORMAL	6698	15/09/2016	13/12/2016	63	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	MAU	Quality of Treatment & Care	Personal Information redacted by the USI		no action plan	CLOSED
FORMAL	6245	01/06/2016	15/12/2016	139	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Clinical Diagnosis			no action plan	CLOSED

FORMAL	6245	01/06/2016	15/12/2016	139	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Fracture Clinic	Clinical Diagnosis	Personal Information redacted by the USI		no action plan	CLOSED

FORMAL	7045	06/12/2016	19/12/2016	9	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need	Personal Information redacted by the USI		Doctor asked to reflect on the presentation of his case. Senior consultant to liaise with GP in order to arrange appropriate further outpatient follow-up.	CLOSED
FORMAL	7045	06/12/2016	19/12/2016	9	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Staff Attitude/Behaviour			Doctor asked to reflect on the presentation of his case. Senior consultant to liaise with GP in order to arrange appropriate further outpatient follow-up.	CLOSED

FORMAL	6806	06/10/2016	05/12/2016	42	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	3 South	Waiting Times, A&E Departments	Personal Information redacted by the USI		CLOSED
FORMAL	6806	06/10/2016	05/12/2016	42	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	3 South	Staff Attitude/Behaviour			CLOSED

FORMAL	6787	30/09/2016	13/12/2016	52	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need	Personal Information redacted by the USI		no action plan	CLOSED
FORMAL	6787	30/09/2016	13/12/2016	52	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Staff Attitude/Behaviour			no action plan	CLOSED
FORMAL	6956	11/11/2016	01/12/2016	14	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Trauma Ward	Property/Expenses/Finances			Request for reimbursement made	CLOSED

FORMAL	6677	20/09/2016	02/12/2016	53	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 South	Quality of Treatment & Care	Personal Information redacted by the USI		CLOSED
FORMAL	6677	20/09/2016	02/12/2016	53	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 South	Quality of Treatment & Care			CLOSED

FORMAL	6677	20/09/2016	02/12/2016	53	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 South	Staff Attitude/Behaviour	Personal Information redacted by the USI		CLOSED
FORMAL	6912	02/11/2016	01/12/2016	21	ACUTE	Daisy Hill Hospital	Medicine and Unscheduled Care	Emergency Department	Staff Attitude/Behaviour			CLOSED

FORMAL	7007	28/11/2016	07/12/2016	7	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park	Access to Premises	Personal Information redacted by the USI	NO ACTION PLAN	CLOSED
FORMAL	6972	17/11/2016	13/12/2016	18	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	3 South	Staff Attitude/Behaviour		no action plan	CLOSED
FORMAL	6356	24/06/2016	21/12/2016	126	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Orthopaedic Ward	Waiting List, Delay/Cancellation Planned Admission to Hospital		no action plan	CLOSED
FORMAL	7005	28/11/2016	07/12/2016	7	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park	Access to Premises		no action plan	CLOSED

FORMAL	7006	28/11/2016	07/12/2016	7	ACUTE	Craigavon Area Hospital	Functional Support Services	Car Park	Access to Premises	Personal Information redacted by the USI	no action plan	CLOSED
FORMAL	6899	24/11/2016	15/12/2016	15	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Discharge/Transfer Arrangements			CLOSED
FORMAL	6899	24/11/2016	15/12/2016	15	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	1 South Medical	Quality of Treatment & Care			CLOSED
FORMAL	6903	01/11/2016	14/12/2016	31	ACUTE	Independent/Voluntary Sector Locations	Surgery and Elective Care		Communication/Information		no action plan	CLOSED

FORMAL	7055	07/12/2016	20/12/2016	9	ACUTE	Craigavon Area Hospital	Cancer and Clinical Services / Anaesthetics, Theatres & ICS	MRI Unit	Professional Assessment of Need	Personal Information redacted by the USI	More consideration to be given regarding appraising parents of incidents in theatre.	CLOSED
FORMAL	6723	20/09/2016	14/12/2016	61	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	Pain Management Clinic	Professional Assessment of Need		no action plan	CLOSED

FORMAL	7091	16/12/2016	20/12/2016	2	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Waiting Times, A&E Departments	Personal Information redacted by the USI		no action plan	CLOSED

FORMAL	6986	21/11/2016	13/12/2016	16	ACUTE	Craigavon Area Hospital	Integrated Maternity and Womens Health	Gynae Clinic	Communication/Information	Personal Information redacted by the USI		no action plan	CLOSED

FORMAL	6400	07/07/2016	15/12/2016	113	ACUTE	Craigavon Area Hospital	Medicine and Unschedul ed Care	General Medicine Clinic	Profession al Assessme nt of Need	Personal Information redacted by the USI		No action plan	CLOSED

FORMAL	6761	27/09/2016	20/12/2016	60	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Cardiology Clinic	Waiting Times, Outpatient Departments	Personal Information redacted by the USI		working with the HSCB to secure additional funding to reduce waiting times.	CLOSED
FORMAL	6971	17/11/2016	14/12/2016	19	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Quality of Treatment & Care			no action plan	CLOSED

FORMAL	6971	17/11/2016	14/12/2016	19	ACUTE	Craigavon Area Hospital	Surgery and Elective Care	4 North	Communication/Information	Personal Information redacted by the USI		no action plan	CLOSED
FORMAL	6220	27/05/2016	02/12/2016	132	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Emergency Department	Professional Assessment of Need			meeting arranged for 10 January 2017	CLOSED

FORMAL	6220	27/05/2016	02/12/2016	132	ACUTE	Craigavon Area Hospital	Medicine and Unscheduled Care	Trauma Ward	Professional Assessment of Need	Personal Information redacted by the USI		meeting arranged for 10 January 2017	CLOSED

FORMAL	6177	23/05/2016	12/12/2016	142	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical/H DU	Staff Attitude/B ehaviour	Personal Information redacted by the USI		No action plan	CLOSED

FORMAL	6177	23/05/2016	12/12/2016	142	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical/H DU	Professional Assessment of Need	Personal Information redacted by the USI	No action plan	CLOSED
FORMAL	6177	23/05/2016	12/12/2016	142	ACUTE	Daisy Hill Hospital	Surgery and Elective Care	Male Surgical/H DU	Communication/Information		No action plan	CLOSED

ID	First received	Closed	Response time	Service Area	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
6988	22/11/2016	06/02/2017	51	Emergency Department Services	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI			
6988	22/11/2016	06/02/2017	51	Emergency Department Services	Accident and Emergency	Quality of Treatment & Care				
7234	26/01/2017	23/02/2017	20	General Surgery	General Surgery	Staff Attitude/Behaviour			no action plan	
7017	29/11/2016	01/02/2017	43	Diagnostic Services	Imaging - CT	Waiting List, Delay/Cancellation Outpatient Appointments			Process now in place to ensure such appointments are not delayed.	
7268	03/02/2017	10/02/2017	5	General Medicine	General Medicine	Quality of Treatment & Care			Gone to litigation	
7297	09/02/2017	24/02/2017	11	Locality Support Services (A&D)	Security (A&D)	Access to Premises			no action plan	
7187	17/01/2017	07/02/2017	15	Emergency Department Services	Accident and Emergency	Professional Assessment of Need			no action plan	
7273	03/02/2017	13/02/2017	6	Locality Support Services (C&B)	Security (C/B)	Access to Premises				
7271	03/02/2017	13/02/2017	6	Booking / Admin	Acute Booking Centre	Access to Premises			no action plan	
7077	13/12/2016	03/02/2017	35	General Medicine	General Medicine	Quality of Treatment & Care			no action plan	
7077	13/12/2016	03/02/2017	35	General Medicine	General Medicine	Discharge/Transfer Arrangements			no action plan	
7220	03/02/2017	13/02/2017	6	Cancer Services	Oncology	Waiting List, Delay/Cancellation Outpatient Appointments				

7214	20/01/2017	23/02/2017	24	TRAUMA	Trauma and Orthopaedics	Waiting List, Delay/Cancellation Planned Admission to Hospital	Personal Information redacted by the USI			
7003	25/11/2016	24/02/2017	62	Midwifery and Gynaecology	Obstetrics	Staff Attitude/Behaviour				
7003	25/11/2016	24/02/2017	62	Midwifery and Gynaecology	Obstetrics	Staff Attitude/Behaviour				
7003	25/11/2016	24/02/2017	62	Midwifery and Gynaecology	Obstetrics	Professional Assessment of Need				
7003	25/11/2016	24/02/2017	62	Midwifery and Gynaecology	Obstetrics	Communication/Information				
7281	07/02/2017	08/02/2017	1	Acute Directorate AHP's	Physiotherapy	Waiting List, Delay/Cancellation Outpatient Appointments			Redirected to OPPC	
7308	14/02/2017	17/02/2017	3	General Medicine	General Medicine	Records/Record Keeping				
7221	23/01/2017	07/02/2017	11	Booking / Admin	Acute Booking Centre	Communication/Information			no action plan	
7165	11/01/2017	15/02/2017	25	Diagnostic Services	Imaging - CT	Communication/Information			No action plan	
7282	08/02/2017	27/02/2017	13							
7274	03/02/2017	13/02/2017	6	Locality Support Services (C&B)	Security (C/B)	Access to Premises			no action plan	
6880	25/10/2016	20/02/2017	81	General Surgery	General Surgery	Communication/Information			no action plan.	
7172	11/01/2017	06/02/2017	18	General Surgery	General Surgery	Communication/Information			no action plan	

7150	10/01/2017	06/02/2017	19	Emergency Department Services	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI		Clinical Director for Emergency Medicine to highlight patient's case at next meeting with staff to ensure patients with injuries will be placed on the appropriate pathway in a more timely manner.	
7064	08/12/2016	20/02/2017	49	Emergency Department Services	Accident and Emergency	Communication/Information			Feedback at team meeting to share the learning and to ensure this does not happen again.	
7064	08/12/2016	20/02/2017	49	Emergency Department Services	Accident and Emergency	Quality of Treatment & Care			Feedback at team meeting to share the learning and to ensure this does not happen again.	
7149	10/01/2017	23/02/2017	32	General Surgery	Urology Surgery	Waiting Times, Outpatient Department s	Complainant attended for urology surgery in August 2016 and was advised he would have a review appointment in 5 weeks time. Complainant still waiting for appointment 6 months later.	Patient advised that procedure was undertaken on 25 January 2017.	no action plan	
7081	14/12/2016	06/02/2017	35	General Medicine	MAU	Communication/Information	Personal Information redacted by the USI		no action plan	
7293	06/02/2017	15/02/2017	7	Booking / Admin	Acute Booking Centre	Communication/Information			no action plan	
7169	23/01/2017	20/02/2017	20	Emergency Department Services	Accident and Emergency	Staff Attitude/Behaviour			no action plan.	
7215	20/01/2017	13/02/2017	16	Locality Support Services (C&B)	Security (C/B)	Hotel/Support/Security Services (Excludes Contracted Services)				
7272	03/02/2017	13/02/2017	6	Booking / Admin	Acute Booking Centre	Waiting List, Delay/Cancellation Outpatient Appointments			no action plan	
7272	03/02/2017	13/02/2017	6	Booking / Admin	Acute Booking Centre	Access to Premises			no action plan	
6815	10/10/2016	08/02/2017	84	Anaesthetics, Theatres and IC Services	Theatres	Quality of Treatment & Care			referral to ENT referral to Psychology OS to advise ward staff the importance of documenting communication and flag up post-op concerns with Anaesthetists	

7050	06/12/2016	10/02/2017	45	General Surgery	ENT Surery	Waiting Times, Outpatient Departments	Personal Information redacted by the USI		no action plan	
7250	30/01/2017	28/02/2017	21	EARLY	FITB	COMINF			N/A	None
7312	03/02/2017	09/02/2017	4	FAMINV	GWCB	COMINF			N/A	None
7216	20/01/2017	17/02/2017	20	FAMINV	GWCB	CONFID			N/A	None
7223	24/01/2017	09/02/2017	12	EARLY	FITL	COMINF			N/A	None
7241	27/01/2017	09/02/2017	9	FAMINV	GWCB	SAB			N/A	None
7200	19/01/2017	09/02/2017	15	EARLY	FITB	PAN			N/A	None
7226	26/01/2017	09/02/2017	10	EARLY	EARL	SAB			N/A	None

7225	25/01/2017	08/02/2017	10	FAMILY	FPSAD	COMINF	Personal Information redacted by the USI	N/A	None
7184	17/01/2017	03/02/2017	13	CAMHS	ACE	COMINF		N/A	None
7295	09/02/2017	28/02/2017	13	FAMINV	FITARR	COMINF		N/A	None
7261	15/02/2017	15/02/2017	0	PAEDCO	CPAEDN	PAN		N/A	None
7194	17/01/2017	07/02/2017	15	HEAVIS	HVP	SAB		N/A	None
7023	29/11/2016	09/02/2017	49	EARLY	FITB	COMINF		N/A	None
7314	06/02/2017	10/02/2017	4	SPESS	CWDCB	PAN		N/A	None

7244	30/01/2017	22/02/2017	17	FAMILY	FPSNM	COMINF	Personal Information redacted by the USI	N/A	None
7263	03/02/2017	16/02/2017	9	Learning Disability Specialist Services	LD - Adult Transition Team	Quantity of Treatment & Care		N/A	None
7263	03/02/2017	16/02/2017	9	Learning Disability Specialist Services	LD - Adult Transition Team	Quality of Treatment & Care		N/A	None
7263	03/02/2017	16/02/2017	9	Learning Disability Specialist Services	LD - Adult Transition Team	Professional Assessment of Need		N/A	None
7085	17/01/2017	13/02/2017	19	Community Memory Services	Memory Service N&M Locality	Staff Attitude/Behaviour		n/a	n/a
7222	10/02/2017	14/02/2017	2	Acute Mental Health Services	Psychiatric Inpatient Services - BRONTE	Quality of Treatment & Care		N/A	None
7132	03/01/2017	02/02/2017	22	Support and Recovery Services	Support and Recovery Team A&D Locality	Communication/Information			n/a
7132	03/01/2017	02/02/2017	22	Support and Recovery Services	Support and Recovery Team A&D Locality	Professional Assessment of Need			n/a
7132	03/01/2017	02/02/2017	22	Support and Recovery Services	Support and Recovery Team A&D Locality	Quality of Treatment & Care			n/a

7277	07/02/2017	28/02/2017	15	Learning Disability Specialist Services	LD - Adult Transition Team	Other	Personal Information redacted by the USI	None
7277	07/02/2017	28/02/2017	15	Learning Disability Specialist Services	LD - Adult Transition Team	Communication/Information		None
7080	17/01/2017	13/02/2017	19	Community Memory Services	Memory Service N&M Locality	Professional Assessment of Need		n/a
7203	20/01/2017	06/02/2017	11	Care Home Support Team	AD - Care Home Support Team	(1)Property/Expenses/Finances, (2)Staff Attitude/Behaviour, (3)Communication/Information		Nil
7208	20/01/2017	10/02/2017	15	Care Home Support Team	NM - Care Home Support Team	(1)Quality of Treatment & Care, (2)Communication/Information, (3)Staff Attitude/Behaviour		Nil

ID	First received	Closed	Response time	Service Area	Speciality	Subjects (Subjects)	Personal Information redacted by the USI		Action taken (Investigation)	Lessons learned
7128	03/01/2017	09/03/2017	47	Emergency Department Services	Accident and Emergency	Communication/Information	Personal Information redacted by the USI		No action plan	
7128	03/01/2017	09/03/2017	47	Emergency Department Services	Accident and Emergency	Quality of Treatment & Care			No action plan	
7020	16/12/2016	08/03/2017	55	General Surgery	Urology Surgery	Quality of Treatment & Care	Complainant unhappy with the level of assistance given to his father with personal care. Also found it difficult to obtain information from staff in relation to his father's condition and was also surprised with some of the findings noted on his death certificate.	Lead Nurse confirms that patient was transferred to South West Acute Hospital to CAH under the care of urology team. Advised that staff had washed patient but did not notice that a suitcase with clean clothes was available. Apologies given for this. Further apologies given that the explanation for this was wholly inadequate. All staff have been spoken to and apologise that they did not offer to help.	no action plan	
7020	16/12/2016	08/03/2017	55	General Surgery	Urology Surgery	Communication/Information	Complainant unhappy with the level of assistance given to his father with personal care. Also found it difficult to obtain information from staff in relation to his father's condition and was also surprised with some of the findings noted on his death certificate.	Lead Nurse confirms that patient was transferred to South West Acute Hospital to CAH under the care of urology team. Advised that staff had washed patient but did not notice that a suitcase with clean clothes was available. Apologies given for this. Further apologies given that the explanation for this was wholly inadequate. All staff have been spoken to and apologise that they did not offer to help.	no action plan	
7224	23/01/2017	16/03/2017	38	Emergency Department Services	Accident and Emergency	Professional Assessment/Need	Personal Information redacted by the USI		no action plan	
7224	23/01/2017	16/03/2017	38	Emergency Department Services	Accident and Emergency	Quality of Treatment & Care	Personal Information redacted by the USI		no action plan	
7116	11/01/2017	27/03/2017	52	General Medicine	General Medicine	Staff Attitude/Behaviour	Personal Information redacted by the USI		Complaint shared at the ward safety meeting to ensure that all staff learn from the poor experience this patient had.	
7235	30/01/2017	22/03/2017	36	Midwifery and Gynaecology	Gynaecology	Communication			Written advice leaflets to be given to patients when they present themselves to ED with a threatened miscarriage.	
7235	30/01/2017	22/03/2017	36	Midwifery and Gynaecology	Gynaecology	Communication			Written advice leaflets to be given to patients when they present themselves to ED with a threatened miscarriage.	
7235	30/01/2017	22/03/2017	36	Midwifery and Gynaecology	Gynaecology	Quality of Treatment & Care			Written advice leaflets to be given to patients when they present themselves to ED with a threatened miscarriage.	
7376	07/03/2017	28/03/2017	14	Health Records	Health Records	Access to Premises	Personal Information redacted by the USI		Staff reminded of importance of accuracy during checking in process.	
7376	07/03/2017	28/03/2017	14	Health Records	Health Records	Communication			Staff reminded of importance of accuracy during checking in process.	
7267	03/02/2017	30/03/2017	38	UROLOG	Urology and ENT	Quality of Treatment & Care	Family unhappy that their father did not get medication administered to him following removal of tumours from his bladder. Family have been advised that drugs had been prepared but it had not been administered. Also unhappy that patient was not provided with discharge papers.	Complainant advised that Head of Urology has investigated issues raised in complaint. Research shows that depending on grade of tumour that instillation of Mitomycin C within 6 hours can reduce the risk of recurrence of the tumour. Patient's consultant deemed that Mitomycin C was a suitable treatment for his followup. Apologies given for stress caused. Patient had further resection on 21 February 2017.	no action plan	
7267	03/02/2017	30/03/2017	38	UROLOG	Urology and ENT	Discharge/Transfer Arrangements	Family unhappy that their father did not get medication administered to him following removal of tumours from his bladder. Family have been advised that drugs had been prepared but it had not been administered. Also unhappy that patient was not provided with discharge papers.	Complainant advised that Head of Urology has investigated issues raised in complaint. Research shows that depending on grade of tumour that instillation of Mitomycin C within 6 hours can reduce the risk of recurrence of the tumour. Patient's consultant deemed that Mitomycin C was a suitable treatment for his followup. Apologies given for stress caused. Patient had further resection on 21 February 2017.	no action plan	

7329	20/02/2017	27/03/2017		24	Emergency Department Services	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI		no action plan	
7147	10/01/2017	10/03/2017		43	Emergency Department Services	Accident and Emergency	Professional Assessment of Need			no action plan	
7335	20/02/2017	13/03/2017		15	Emergency Department Services	Accident and Emergency	Professional Assessment of Need				
7138	04/01/2017	16/03/2017		51	General Surgery	General Surgery	Quality of Treatment & Care			no action plan	
7138	04/01/2017	16/03/2017		51	General Surgery	General Surgery	Staff Attitude/Behaviour			no action plan	
7303	13/02/2017	13/03/2017		20	General Medicine	General Medicine	Communication/Information			no action plan	
7303	13/02/2017	13/03/2017		20	General Medicine	General Medicine	Discharge/Transfer Arrangements	Complainant unhappy with the long delay her father is experiencing in getting urology treatment.		no action plan	
7330	20/02/2017	20/03/2017		19	General Surgery	Urology Surgery	Waiting List, Delay/Cancellation Planned Admission to Hospital			no action plan	
7186	17/01/2017	09/03/2017		37	Anaesthetics, Theatres and IC Services	Theatres	Staff Attitude/Behaviour	Personal Information redacted by the USI			
7173	12/01/2017	13/03/2017		42	Midwifery and Gynaecology	Obstetrics	Communication/Information				
7173	12/01/2017	13/03/2017		42	Midwifery and Gynaecology	Obstetrics	Quality of Treatment & Care				
7173	12/01/2017	13/03/2017		42	Midwifery and Gynaecology	Obstetrics	Quality of Treatment & Care				
7397	10/03/2017	21/03/2017		6	Health Records	Health Records	Staff Attitude/Behaviour			no action plan	

7230	27/01/2017	07/03/2017	27	Diagnostic Services	Imaging - All other	Access to Premises	Personal Information redacted by the USI	GP Practice made aware of change of location.	
7289	09/02/2017	29/03/2017	33	Emergency Department Services	Accident and Emergency	Staff Attitude/Behaviour		no action plan	
7289	09/02/2017	29/03/2017	33	Emergency Department Services	Accident and Emergency	Professional Assessment of Need		no action plan	
7062	08/12/2016	10/03/2017	63	General Medicine	General Medicine	Communication/Information		Meeting to be held with patient, ED Consultant and Cancer Services HOS	
7062	08/12/2016	10/03/2017	63	General Medicine	General Medicine	Waiting Times, A&E Departments		Meeting to be held with patient, ED Consultant and Cancer Services HOS	
7062	08/12/2016	10/03/2017	63	General Medicine	General Medicine	Privacy/Dignity		Meeting to be held with patient, ED Consultant and Cancer Services HOS	

7148	10/01/2017	06/03/2017	39	Emergency Department Services	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI	No action plan	
7331	20/02/2017	27/03/2017	24	General Medicine	General Medicine	Professional Assessment of Need		No action plan	
7036	08/12/2016	07/03/2017	60	General Surgery	General Surgery	Professional Assessment of Need		No action plan	
7126	18/01/2017	06/03/2017	33	Acute Hospital Social Workers	Social Workers	Discharge/Transfer Arrangements		No action plan	
7126	18/01/2017	06/03/2017	33	Acute Hospital Social Workers	Social Workers	Communication/Information		No action plan	
7350	24/02/2017	20/03/2017	15	General Medicine	General Medicine	Quality of Treatment & Care		Process put in place whereby until outpatient nurses are trained in the correct technique they will call on assistance from the mandeville unit who have staff that are the experts in managing PICC lines.	
7259	02/02/2017	06/03/2017	22	General Medicine	General Medicine	Discharge/Transfer Arrangements		No action plan	
7255	02/02/2017	14/03/2017	28	General Medicine	General Medicine	Privacy/Dignity		No action plan	
7362	28/02/2017	22/03/2017	15	Midwifery and Gynaecology	Obstetrics	Professional Assessment of Need		No action plan	
7362	28/02/2017	22/03/2017	15	Midwifery and Gynaecology	Obstetrics	Quality of Treatment & Care		No action plan	
7180	16/01/2017	10/03/2017	39	Locality Support Services (C&B)	Security (C/B)	Hotel/Support/Security Services (Excludes Contracted Services)		No action plan	

7253	01/02/2017	13/03/2017		28	Emergency Department Services	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI	no action plan	
7311	15/02/2017	01/03/2017		10	Community Paediatric Service	Community Paediatrics C&B	Professional Assessment of Need			
7411	20/03/2017	30/03/2017		8	Family Intervention Service	Gateway Team C&B	Professional Assessment of Need		N/A	N/a
7219	24/01/2017	03/03/2017		28	Family Intervention Service	FIT Armagh Urban	Communication/Information		n/a	n/a
7398	01/03/2017	01/03/2017		0	Family Intervention Service	Gateway Team C&B	Communication/Information		N/A	None
7398	01/03/2017	01/03/2017		0	Family Intervention Service	Gateway Team C&B	Professional Assessment of Need		N/A	None
7359	28/02/2017	27/03/2017		18	Family Intervention Service	Gateway Team C&B	Staff Attitude/Behaviour		n/a	None
7342	22/02/2017	10/03/2017		12	Family Intervention Service	Gateway Team A&D	Staff Attitude/Behaviour		n/a	none
7247	31/01/2017	14/03/2017		30	Learning Disability Specialist Services	LD - Adult Transition Team	Quantity of Treatment & Care		N/A	N/A
7284	08/02/2017	10/03/2017		22	Primary Mental Health Care Services	Primary Mental Health Care Team C&B Locality	Professional Assessment of Need		n/a	n/a
7284	08/02/2017	10/03/2017		22	Primary Mental Health Care Services	Primary Mental Health Care Team C&B Locality	Staff Attitude/Behaviour	The Trust sourced another respite provider, which the constituents are happy with. The Trust is currently providing the family with a list of available dates to choose from.	n/a	n/a
7317	17/02/2017	09/03/2017		14	Learning Disability Supported Living Services	Residential Homes (LD)	Policy/Commercial Decisions		n/a	n/a
7343	22/02/2017	22/03/2017		19	Support and Recovery Services	Support and Recovery Team C&B Locality	Clinical Diagnosis			

7343	22/02/2017	22/03/2017	19	Support and Recovery Services	Support and Recovery Team C&B Locality	Quality of Treatment & Care	Personal Information redacted by the USI	n/a
7309	14/02/2017	14/03/2017	20	Learning Disability Community Services	Learning Disability Team Craigavon and Banbridge	Professional Assessment of Need		N/A
7201	24/02/2017	22/03/2017	17	Support and Recovery Services	Support and Recovery Team A&D Locality	Professional Assessment of Need		n/a
7201	24/02/2017	22/03/2017	17	Support and Recovery Services	Support and Recovery Team A&D Locality	Quality of Treatment & Care		n/a
7400	15/03/2017	22/03/2017	4	Acute Mental Health Services	Psychiatric Inpatient Services - ROSEBROOK	Professional Assessment of Need		n/a
7367	02/03/2017	20/03/2017	11		Enhanced Services	Clinical Diagnosis		None
7246	02/02/2017	15/03/2017	29		Enhanced Services	Staff Attitude/Behaviour		None.

7206	14/03/2017	24/03/2017	7		Older People Services	Property/Expenses/Finances	Personal Information redacted by the USI	Impact of delay to be applied as learning for future top-up reviews by the Trust. Staff who receive complaints should acknowledge the concerns and not respond by providing a generic Trust feedback form.
7305	14/02/2017	06/03/2017	14		Enhanced Services	Clinical Diagnosis		None
7337	21/02/2017	16/03/2017	17	Integrated Care Team	Banbridge	Policy/Commercial Decisions		None.

ID	First received	Closed	Response time	Service Area	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
7418	21/03/2017	11/04/2017	15	Outpatients	Outpatients	Quality of Treatment & Care	Personal Information redacted by the USI		no action plan	
7294	13/02/2017	26/04/2017	49	General Medicine	General Medicine	Professional Assessment of Need			Urgent repeat heart scan arranged.	
7294	13/02/2017	26/04/2017	49	General Medicine	General Medicine	Communication /Information			Urgent repeat heart scan arranged.	
7294	13/02/2017	26/04/2017	49	General Medicine	General Medicine	Discharge/Transfer Arrangements			Urgent repeat heart scan arranged.	
7511	10/04/2017	14/04/2017	4	TRAUMA	Trauma and Orthopaedics	Waiting List, Delay/Cancellation Outpatient Appointments			no action plan	
7257	02/02/2017	28/04/2017	58	Emergency Department Services	Accident and Emergency	Professional Assessment of Need			no action plan	
7360	28/02/2017	05/04/2017	25	Emergency Department Services	Accident and Emergency	Professional Assessment of Need				
7360	28/02/2017	05/04/2017	25	Emergency Department Services	Accident and Emergency	Professional Assessment of Need				
7360	28/02/2017	05/04/2017	25	Emergency Department Services	Accident and Emergency	Quality of Treatment & Care				
7360	28/02/2017	05/04/2017	25	Emergency Department Services	Accident and Emergency	Communication /Information				
7387	07/03/2017	06/04/2017	21	General Surgery	Trauma Surgery	Quality of Treatment & Care			Meeting offered to discuss specific concerns regarding management of care.	

7387	07/03/2017	06/04/2017	21	General Surgery	Trauma Surgery	Communication /Information	Personal Information redacted by the USI		Meeting offered to discuss specific concerns regarding management of care.	
7363	28/02/2017	19/04/2017	33	General Medicine	General Medicine	Professional Assessment of Need				
7363	28/02/2017	19/04/2017	33	General Medicine	General Medicine	Communication /Information				
7363	28/02/2017	19/04/2017	33	General Medicine	General Medicine	Clinical Diagnosis				
7382	06/03/2017	06/04/2017	22	General Surgery	Urology Surgery	Communication /Information	Complainant feels that she was not listened to by consultant during ward round.	Patient admitted under General Surgery on 19 February and was discharged on 22 February with a treatment plan in place.		
7377	06/03/2017	26/04/2017	34	Diagnostic Services	Imaging - All other	Staff Attitude/Behaviour	Personal Information redacted by the USI		Staff member to attend Customer Care training session	
7401	10/03/2017	03/04/2017	15	Diagnostic Services	Imaging - CT	Communication /Information	Personal Information redacted by the USI		Radiographers reminded to promptly greet and book staff in for early appointments when the admin staff are unavailable.	
7118	21/12/2016	19/04/2017	79	General Surgery	Urology Surgery	Quality of Treatment & Care	Complainant concerned at the delays his father experienced in getting a stent removed which resulted in him missing a potential slot for radiotherapy. Complainant very unhappy with the standard of communication between Oncology and Urology Departments. Patient deceased 27/12/16	Advised complainant that the matter is being investigated under the SAI process.	Under SAI investigation	
7118	21/12/2016	19/04/2017	79	General Surgery	Urology Surgery	Delay/Cancellation for Inpatients	Complainant concerned at the delays his father experienced in getting a stent removed which resulted in him missing a potential slot for radiotherapy. Complainant very unhappy with the standard of communication between Oncology and Urology Departments. Patient deceased 27/12/16	Advised complainant that the matter is being investigated under the SAI process.	Under SAI investigation	
7118	21/12/2016	19/04/2017	79	General Surgery	Urology Surgery	Communication /Information	Complainant concerned at the delays his father experienced in getting a stent removed which resulted in him missing a potential slot for radiotherapy. Complainant very unhappy with the standard of communication between Oncology and Urology Departments. Patient deceased 27/12/16	Advised complainant that the matter is being investigated under the SAI process.	Under SAI investigation	
7232	26/01/2017	05/04/2017	48	Emergency Department Services	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI			
7232	26/01/2017	05/04/2017	48	Emergency Department Services	Accident and Emergency	Quality of Treatment & Care				
7232	26/01/2017	05/04/2017	48	Emergency Department Services	Accident and Emergency	Staff Attitude/Behaviour				
7432	24/03/2017	25/04/2017	20	Diagnostic Services	Audiology	Staff Attitude/Behaviour			no action plan	
7333	20/02/2017	19/04/2017	39	General Medicine	General Medicine	Quality of Treatment & Care			no action plan	

7502	20/04/2017	25/04/2017	3	TRAUMA	Trauma and Orthopaedics	Waiting List, Delay/Cancellation on Planned Admission to Hospital	Personal Information redacted by the USI		No action plan	
7015	28/11/2016	20/04/2017	97	Midwifery and Gynaecology	Obstetrics	Quality of Treatment & Care			Personal Information redacted by the USI	
7015	28/11/2016	20/04/2017	97	Midwifery and Gynaecology	Obstetrics	Communication /Information			Personal Information redacted by the USI	
7448	28/03/2017	10/04/2017	9	Locality Support Services (C&B)	Security (C/B)	Access to Premises			No action plan	
7292	10/02/2017	05/04/2017	37	General Medicine	General Medicine	Quality of Treatment & Care			No action plan	
7292	10/02/2017	05/04/2017	37	General Medicine	General Medicine	Professional Assessment of Need			No action plan	
7292	10/02/2017	05/04/2017	37	General Medicine	General Medicine	Staff Attitude/Behaviour			No action plan	
7292	10/02/2017	05/04/2017	37	General Medicine	General Medicine	Communication /Information			No action plan	
7458	31/03/2017	24/04/2017	14	TRAUMA	Trauma and Orthopaedics	Communication /Information			No action plan	
7385	07/03/2017	14/04/2017	27	General Surgery	Urology Surgery	Professional Assessment of Need			No action plan	
7304	13/02/2017	11/04/2017	40	Midwifery and Gynaecology	Gynaecology	Communication /Information				
7455	30/03/2017	20/04/2017	13	TRAUMA	Trauma and Orthopaedics	Waiting List, Delay/Cancellation on Planned Admission to Hospital			No action plan	
7416	21/03/2017	20/04/2017	20	Emergency Department Services	Accident and Emergency	Staff Attitude/Behaviour			No action plan	

7416	21/03/2017	20/04/2017	20	Emergency Department Services	Accident and Emergency	Discharge/Transfer Arrangements	Personal Information redacted by the USI	
7494	07/04/2017	28/04/2017	13	Locality Support Services (Newry)	Security (Newry)	Access to Premises		
7240	25/01/2017	03/04/2017	47	Midwifery and Gynaecology	Obstetrics	Professional Assessment of Need		

7240	25/01/2017	03/04/2017	47	Midwifery and Gynaecology	Obstetrics	Communication /Information	Personal Information redacted by the USI	
7240	25/01/2017	03/04/2017	47	Midwifery and Gynaecology	Obstetrics	Quality of Treatment & Care		

7240	25/01/2017	03/04/2017	47	Midwifery and Gynaecology	Obstetrics	Quality of Treatment & Care	Personal Information redacted by the USI	
7403	16/03/2017	13/04/2017	19	Acute Mental Health Services	Psychology Department	Waiting Times, Outpatient Departments		None
7403	16/03/2017	13/04/2017	19	Acute Mental Health Services	Psychology Department	Communication /Information		None
7358	31/03/2017	13/04/2017	9	Support and Recovery Services	Support and Recovery Team A&D Locality	Quantity of Treatment & Care		None
7358	31/03/2017	13/04/2017	9	Support and Recovery Services	Support and Recovery Team A&D Locality	Quality of Treatment & Care		None
7270	06/03/2017	03/04/2017	19	Support and Recovery Services	Support and Recovery Team C&B Locality	Property/Expenses/Finances		None
7270	06/03/2017	03/04/2017	19	Support and Recovery Services	Support and Recovery Team C&B Locality	Professional Assessment of Need		None
7427	24/03/2017	21/04/2017	18	Primary Mental Health Care Services	Primary Mental Health Care Team C&B Locality	Staff Attitude/Behaviour		None

							Personal Information redacted by the USI	
7373	08/03/2017	04/04/2017	18	Acute Mental Health Services	Psychology Department	Quantity of Treatment & Care		None
7373	08/03/2017	04/04/2017	18	Acute Mental Health Services	Psychology Department	Waiting Times, Outpatient Departments		None
7389	21/03/2017	14/04/2017	18	INDEP	PRIVAT	Communication / Information		None
7452	29/03/2017	20/04/2017	14	AHP's CYP Services	Occupational Therapy CYP	Waiting List, Delay/Cancellation Community Based Appointments		none
7496	27/03/2017	28/04/2017	22	Family Intervention Service	Gateway Team A&D	Communication /Information		none

							Personal Information redacted by the USI		
7431	27/03/2017	26/04/2017	20	AHP's CYP Services	Occupational Therapy CYP	Quantity of Treatment & Care		n/a	none
7425	23/03/2017	04/04/2017	8	AHP's CYP Services	Speech and Language CYP	Waiting List, Delay/Cancellation Community Based Appointments		n/a	None
7383	06/04/2017	26/04/2017	12	AHP's CYP Services	Occupational Therapy CYP	Aids/Adaptions Appliances		n/a	none
7436	21/03/2017	26/04/2017	24	Early Years and Parenting	Early Years Newry & Craigavon	Complaints Handling		n/a	none
7341	21/02/2017	04/04/2017	29	Acute Paediatric Services	Paediatrics	Quality of Treatment & Care		Senior Managers on the Childrens Ward are reviewing the current Parent Information Leaflets to include guidance on curtains and best practice. Sister has spoken and reminded all staff for the need to keep conversation levels to a minimum especially as patients are trying to sleep.	Following receipt of this complaint the Parent Information Leaflet is noted that information around guidance on Bed Curtains is absent. This has highlighted the need for the Parent Information Leaflet to be reviewed immediately and amended.
7341	21/02/2017	04/04/2017	29	Acute Paediatric Services	Paediatrics	Complaints Handling		Senior Managers on the Childrens Ward are reviewing the current Parent Information Leaflets to include guidance on curtains and best practice. Sister has spoken and reminded all staff for the need to keep conversation levels to a minimum especially as patients are trying to sleep.	Following receipt of this complaint the Parent Information Leaflet is noted that information around guidance on Bed Curtains is absent. This has highlighted the need for the Parent Information Leaflet to be reviewed immediately and amended.
7339	20/02/2017	04/04/2017	30	Looked After Children Services	Looked After Childrens Team N/M	Communication /Information		n/a	none
7407	16/03/2017	04/04/2017	12	AHP's CYP Services	Speech and Language CYP	Waiting List, Delay/Cancellation Community Based Appointments		n/a	none

ID	First received	Closed	Response time	Service Area	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
7538	26/04/2017	18/05/2017	15	Emergency Department Services	Accident and Emergency	Waiting Times, A&E Departments	Personal Information redacted by the USI			
7430	10/03/2017	08/05/2017	37	Midwifery and Gynaecology	Obstetrics	Quality of Treatment & Care			Case to be used as learning for staff to recognise that all women labour differently. Staff encouraged to listen to patients when they ask for pain relief or describe their symptoms.	
7646	10/05/2017	17/05/2017	5	Booking / Admin	Acute Booking Centre	Communication/Information			No action plan	
7326	17/02/2017	08/05/2017	52	Anaesthetics, Theatres and IC Services	Anaesthetics	Communication/Information			Case shared among staff.	
7324	17/02/2017	10/05/2017	54	Midwifery and Gynaecology	Obstetrics	Staff Attitude/Behaviour			Sonographers will be reminded to show empathy and patience with expecting parents.	
7324	17/02/2017	10/05/2017	54	Midwifery and Gynaecology	Obstetrics	Staff Attitude/Behaviour			Sonographers will be reminded to show empathy and patience with expecting parents.	
7324	17/02/2017	10/05/2017	54	Midwifery and Gynaecology	Obstetrics	Communication/Information			Sonographers will be reminded to show empathy and patience with expecting parents.	
7324	17/02/2017	10/05/2017	54	Midwifery and Gynaecology	Obstetrics	Communication/Information			Sonographers will be reminded to show empathy and patience with expecting parents.	
7324	17/02/2017	10/05/2017	54	Midwifery and Gynaecology	Obstetrics	Records/Record Keeping			Sonographers will be reminded to show empathy and patience with expecting parents.	
7324	17/02/2017	10/05/2017	54	Midwifery and Gynaecology	Obstetrics	Quality of Treatment & Care			Sonographers will be reminded to show empathy and patience with expecting parents.	
7380	07/03/2017	02/05/2017	36	Cardiac Services	Cardiology	Waiting List, Delay/Cancellation Outpatient Appointments				
7573	25/04/2017	17/05/2017	15	Locality Support Services (C&B)	Domestic Services (C/B)	Environmental				
7598	28/04/2017	23/05/2017	16	Locality Support Services (C&B)	Security (C/B)	Access to Premises			No action plan	
7514	11/04/2017	15/05/2017	21	Booking / Admin	Acute Booking Centre	Waiting List, Delay/Cancellation Outpatient Appointments			No action plan	
7426	19/04/2017	15/05/2017	17	Diagnostic Services	Imaging - CT	Quality of Treatment & Care				
7663	11/05/2017	31/05/2017	13	Locality Support Services (C&B)	Security (C/B)	Access to Premises			Ongoing review of car parking. Signage to be updated	

7459	03/04/2017	08/05/2017	22	Midwifery and Gynaecology	Obstetrics	Environmental	Personal Information redacted by the USI		No action plan	
7719	19/05/2017	26/05/2017	5	Locality Support Services (C&B)	Security (C/B)	Staff Attitude/Behaviour				
7556	21/04/2017	16/05/2017	16	General Medicine	General Medicine	Waiting Times, Outpatient Departments			No action plan	
7608	03/05/2017	09/05/2017	4	Scheduling Team	Endoscopy Scheduling	Communication/Information				
7535	19/04/2017	31/05/2017	28	General Surgery	General Surgery	Property/Expenses/Finances				
7607	03/05/2017	10/05/2017	5	Midwifery and Gynaecology	Obstetrics	Environmental			Water filters removed and water to be monitored for presence of bacteria	
7409	20/03/2017	02/05/2017	28	Outpatients	Outpatients	Communication/Information			No action plan	
7475	04/04/2017	10/05/2017	23	Emergency Department Services	Accident and Emergency	Professional Assessment of Need			After reviewing patient experience, an audit of the assessment and management of pain has been initiated in the ED department at DHH. The audit findings will be used to improve the assessment and management of pain for all patients.	
7531	14/04/2017	04/05/2017	11	Emergency Department Services	Accident and Emergency	Professional Assessment of Need			No action plan	
7560	20/04/2017	22/05/2017	21	Diagnostic Services		Staff Attitude/Behaviour			Poster designed in order to provide information to patients.	
7597	02/05/2017	22/05/2017	14	Diagnostic Services	Imaging - MRI	Quality of Treatment & Care	Complainant unhappy with the level of nursing care provided to her husband whilst he was an in-patient. Complainant concerned that her husband took a reaction to an antibiotic and they were not told what it was. Also upset that patient did not get his medications at the correct time. Lists examples of when patient could not reach buzzer, had no water/food and bed was wet or soiled. Complainant has been advised that on occasions patients may be moved to accommodate other patients that require rooms for many reasons. On 27 January upon examination of patients legs he a rash was discovered. IV antibiotics stopped and medical co-coordinator was contacted.			
7504	11/04/2017	16/05/2017	22		Diabetes	Waiting List, Delay/Cancellation Outpatient Appointments				
7361	28/02/2017	16/05/2017	51	UROLOG	Urology and ENT	Quality of Treatment & Care				
7361	28/02/2017	16/05/2017	51	UROLOG	Urology and ENT	Communication/Information	Complainant unhappy with the level of nursing care provided to her husband whilst he was an in-patient. Complainant concerned that her husband took a reaction to an antibiotic and they were not told what it was. Also upset that patient did not get his medications at the correct time. Lists examples of when patient could not reach buzzer, had no water/food and bed was wet or soiled. Complainant has been advised that on occasions patients may be moved to accommodate other patients that require rooms for many reasons. On 27 January upon examination of patients legs he a rash was discovered. IV antibiotics stopped and medical co-coordinator was contacted.			
7561	21/04/2017	08/05/2017	10	Midwifery and Gynaecology	Obstetrics	Environmental	Personal Information redacted by the USI		Water filters removed and water to be monitored for presence of bacteria.	
7559	20/04/2017	31/05/2017	27	Midwifery and Gynaecology	Obstetrics	Communication/Information			Staff to be reminded of the importance of good customer care.	
7559	20/04/2017	31/05/2017	27	Midwifery and Gynaecology	Obstetrics	Staff Attitude/Behaviour			Staff to be reminded of the importance of good customer care.	
7616	05/05/2017	17/05/2017	8	Locality Support Services (C&B)	Security (C/B)	Access to Premises			No action plan	

7384	07/03/2017	03/05/2017	37	Midwifery and Gynaecology	Obstetrics	Staff Attitude/Behaviour	Personal Information redacted by the USI	No action plan	
7384	07/03/2017	03/05/2017	37	Midwifery and Gynaecology	Obstetrics	Quality of Treatment & Care		No action plan	
7520	11/04/2017	08/05/2017	16	Midwifery and Gynaecology	Obstetrics	Environmental		Water filters removed and water to be monitored for presence of bacteria.	
7617	03/05/2017	15/05/2017	8	Diagnostic Services	Imaging - Nuclear Medicine	Waiting List, Delay/Cancellation Outpatient Appointments		No action plan	
7327	20/02/2017	08/05/2017	51	Diagnostic Services	Imaging - All other	Professional Assessment of Need		No action plan	
7449	29/03/2017	16/05/2017	31	Cancer Services	Breast Care Nursing	Waiting List, Delay/Cancellation Planned Admission to Hospital			
7449	29/03/2017	16/05/2017	31	Cancer Services	Breast Care Nursing	Waiting List, Delay/Cancellation Planned Admission to Hospital			
7509	10/04/2017	16/05/2017	23	Emergency Department Services	Accident and Emergency	Professional Assessment of Need		no action plan	
7509	10/04/2017	16/05/2017	23	Emergency Department Services	Accident and Emergency	Quality of Treatment & Care		no action plan	
7509	10/04/2017	16/05/2017	23	Emergency Department Services	Accident and Emergency	Professional Assessment of Need		no action plan	
7533	19/04/2017	08/05/2017	12	Emergency Department Services	Accident and Emergency	Professional Assessment of Need		no action plan	
7424	23/03/2017	22/05/2017	39	Emergency Department Services	Accident and Emergency	Quality of Treatment & Care			
7424	23/03/2017	22/05/2017	39	Emergency Department Services	Accident and Emergency	Professional Assessment of Need			
7424	23/03/2017	22/05/2017	39	Emergency Department Services	Accident and Emergency	Quality of Treatment & Care			
7424	23/03/2017	22/05/2017	39	Emergency Department Services	Accident and Emergency	Discharge/Transfer Arrangements			
7522	11/04/2017	08/05/2017	16	Midwifery and Gynaecology	Obstetrics	Environmental		Filters removed from bath taps, shower heads and birthing pools. Water safety to be monitored	

7571	26/04/2017	10/05/2017	9			Environmental	Personal Information redacted by the USI	Water filters removed and water to be monitored for presence of bacteria.	
7348	24/02/2017	08/05/2017	47	Emergency Department Services	Accident and Emergency	Professional Assessment of Need		no action plan	
7386	07/03/2017	22/05/2017	50	Emergency Department Services	Accident and Emergency	Quality of Treatment Care			
7386	07/03/2017	22/05/2017	50	Emergency Department Services	Accident and Emergency	Professional Assessment of Need			
7386	07/03/2017	22/05/2017	50	Emergency Department Services	Accident and Emergency	Staff Attitude/Behaviour			
7569	25/04/2017	12/05/2017	12	Diagnostic Services	Imaging - Ultrasound	Waiting Times, Outpatient Departments			
7249	08/02/2017	08/05/2017	59	Emergency Department Services	Accident and Emergency	Quality of Treatment Care		no action plan	
7498	06/04/2017	15/05/2017	24	Midwifery and Gynaecology	Obstetrics	Confidentiality		Processes and systems within Maternity to be reviewed. Staff reminded to check documentation before handing to patient.	
7536	19/04/2017	22/05/2017	22	Emergency Department Services	Accident and Emergency	Staff Attitude/Behaviour		no action plan	
7218	20/01/2017	04/05/2017	70	Diagnostic Services	Imaging - MRI	Professional Assessment of Need		There is now a process within Radiology that all spinal examinations receive a full radiological report to prevent similar circumstances arising again.	
7586	02/05/2017	05/05/2017	3	General Surgery	ENT Surgery	Waiting List, Delay/Cancellation Planned Admission to Hospital		redirected to Belfast Trust	
7474	04/04/2017	08/05/2017	21	Diagnostic Services	Imaging - Ultrasound	Staff Attitude/Behaviour		No action plan	
7474	04/04/2017	08/05/2017	21	Diagnostic Services	Imaging - Ultrasound	Privacy/Dignity		No action plan	

7554	21/04/2017	10/05/2017		12	General Surgery	General Surgery	Discharge/Transfer Arrangements	Personal Information redacted by the USI		
7485	05/04/2017	18/05/2017		28	Cardiac Services	Cardiology	Staff Attitude/Behaviour		no action plan	
7388	08/03/2017	12/05/2017		43	Anaesthetics, Theatres and IC Services	Day Procedure/Surgery	Staff Attitude/Behaviour		Nurse to attend training in order to improve communication with patients.	
7532	19/04/2017	08/05/2017		12	Midwifery and Gynaecology	Obstetrics	Environmental		Filters removed and water will be monitored for bacteria	
7506	10/04/2017	04/05/2017		15	General Medicine	General Medicine	Staff Attitude/Behaviour		no action plan	
7521	11/04/2017	08/05/2017		16	Midwifery and Gynaecology	Obstetrics	Environmental		Water filters removed and ongoing tests will be carried out for presence of bacteria.	
7525	12/04/2017	18/05/2017		23	Emergency Department Services	Accident and Emergency	Professional Assessment of Need			
7446	28/03/2017	22/05/2017		36	Emergency Department Services	Accident and Emergency	Staff Attitude/Behaviour		This case has been presented at M&M meeting attended by junior and senior staff to discuss cases and share learning to improve patient care.	
7446	28/03/2017	22/05/2017		36	Emergency Department Services	Accident and Emergency	Professional Assessment of Need		This case has been presented at M&M meeting attended by junior and senior staff to discuss cases and share learning to improve patient care.	
7446	28/03/2017	22/05/2017		36	Emergency Department Services	Accident and Emergency	Waiting Times, Outpatient Departments		This case has been presented at M&M meeting attended by junior and senior staff to discuss cases and share learning to improve patient care.	

7446	28/03/2017	22/05/2017	36	Emergency Department Services	Accident and Emergency	Quality of Treatment & Care	Personal Information redacted by the USI	This case has been presented at M&M meeting attended by junior and senior staff to discuss cases and share learning to improve patient care.	
7446	28/03/2017	22/05/2017	36	Emergency Department Services	Accident and Emergency	Communication/Information		This case has been presented at M&M meeting attended by junior and senior staff to discuss cases and share learning to improve patient care.	
7446	28/03/2017	22/05/2017	36	Emergency Department Services	Accident and Emergency	Professional Assessment of Need		This case has been presented at M&M meeting attended by junior and senior staff to discuss cases and share learning to improve patient care.	
7647	10/05/2017	31/05/2017	14	Locality Support Services (C&B)	Security (C/B)	Staff Attitude/Behaviour		No action plan	
7562	21/04/2017	08/05/2017	10	Midwifery and Gynaecology	Obstetrics	Environmental		Water filters removed and water will be tested to ensure safety.	
7589	02/05/2017	31/05/2017	20	General Surgery	Ophthalmology	Waiting Times, Outpatient Departments		no action plan	
7526	14/04/2017	04/05/2017	11	Decontamination Services	Decontamination Services	Staff Attitude/Behaviour		HOS to speak with person concerned.	
7505	20/04/2017	11/05/2017	14	Emergency Department Services	Accident and Emergency	Professional Assessment of Need		no action plan	
7505	20/04/2017	11/05/2017	14	Emergency Department Services	Accident and Emergency	Quality of Treatment & Care		no action plan	
7505	20/04/2017	11/05/2017	14	Emergency Department Services	Accident and Emergency	Quality of Treatment & Care		no action plan	

7548	03/05/2017	31/05/2017		19 Integrated Care Team	Armagh	Professional Assessment of Need, Communication/Information/	Personal Information redacted by the USI		None
7410	16/03/2017	16/05/2017		39 Patient Services (non acute hospitals)	Care of the Elderly Services - Stroke Rehabilitation	Quality of Treatment & Care, Quantity of Treatment & Care			Patient (pt) restless and began slipping down his chair, posing a risk to his safety. Nurse in charge made decision to return hom to bed and recommended that he remain on bed rest until he had a chair Ax completed by OT. However, 4 days later, due to sick leave, OT staffing levels were reduced and a number of other pt's awaited OT input and Ax remained outstanding. There was no specific rationale for decision to continue bed rest; however there was evidence of a decline in pt condition lading to medical examination and commencement of medication. On review of this aspect of pt care and treatment, it was evident that the decision made by staff nurse to attempt to reduce pt risk via bedrest should have also taken into consideration the impact of no OT service over an extended bank holiday weekend. The decision resulted in pt having an extended bestrest period, which was unacceptable. Apology given. Ward Sister, Nurse Manager and OT Lead met to explore actions that Lack of clinic signage impacts on patient experience.
7354	24/04/2017	16/05/2017		15 Specialist Primary Care Services Nursing	Heart Failure	Environmental, Communication/Information			

Personal Information redacted by the USI

7582	28/04/2017	19/05/2017	14	Domiciliary Care	Domiciliary Care N/M	Quality of Treatment & Care, Quantity of Treatment & Care	None
7600	02/05/2017	22/05/2017	14	Looked After Children Services	Looked After Childrens Team C/B	Communication/Information	
7115	11/01/2017	08/05/2017	79	AHP's CYP Services	Occupational Therapy CYP	Other	
7710	23/05/2017	25/05/2017	2	Early Years and Parenting	FIT Lurgan	Communication/Information	
7543	21/04/2017	10/05/2017	12	AHP's CYP Services	Speech and Language CYP	Quantity of Treatment & Care	
7196	18/01/2017	22/05/2017	84	Acute Paediatric Services	Paediatrics	Clinical Diagnosis	As part of the testing, an ASOT ("strep test") was sent from CAH to the Regional Virology Laboratory, where this is usually processed, as the Craigavon Laboratory does not perform this specialist test. The Trust has been advised that the sample was labelled appropriately; unfortunately the specialist test was not completed by the Regional Virology Laboratory as the clinical details and the reason for the testing were not included.

7578	27/04/2017	11/05/2017		9 Specialist Teams	Continence	Communication/Information	Personal Information redacted by the USI			
7626	19/05/2017	23/05/2017		2 Children with Disability Services	Residential - Short Breaks	Quantity of Treatment & Care				
7595	03/05/2017	16/05/2017		9 Children with Disability Services	Residential - Short Breaks	Quantity of Treatment & Care			n/a	n/a
7545	03/05/2017	09/05/2017		4 AHP's CYP Services	Occupational Therapy CYP	Aids/Adaptions/Appiances				
7576	26/04/2017	10/05/2017		9 Children with Disability Services	Residential - Short Breaks	Quantity of Treatment & Care				
7565	24/04/2017	09/05/2017		10 Children with Disability Services	Residential - Short Breaks	Quantity of Treatment & Care				

7599	03/05/2017	16/05/2017		9 Children with Disability Services	Residential - Short Breaks		Personal Information redacted by the USI	n/a	n/a
7593	03/05/2017	16/05/2017		9 Children with Disability Services	Residential - Short Breaks	Quantity of Treatment & Care		n/a	n/a
7541	19/04/2017	10/05/2017		14 Children with Disability Services	Residential - Short Breaks	Quantity of Treatment & Care			
7568	16/05/2017	16/05/2017		0 Children with Disability Services	Residential - Short Breaks	Quantity of Treatment & Care			
7340	21/02/2017	05/05/2017		49 Children with Disability Services	Children with Disability Team C&B	Professional Assessment of Need		n/a	n/a

7507	11/04/2017	05/05/2017	15	Residential Care	Short Term Residential Homes	Children Order Complaints	Personal Information redacted by the USI		
7581	08/05/2017	11/05/2017	3	AHP's CYP Services	Occupational Therapy CYP	Aids/Adaptions/Appliances			
7467	11/04/2017	03/05/2017	13	Support and Recovery Services	Support and Recovery Team C&B Locality	Quantity of Treatment & Care		N/A	None
7513	27/04/2017	02/05/2017	2	Transport	Transport	Transport, Late or Non arrival/Journey Time		N/A	None. Complaint outside timescale and dates of reported occurrence not provided.
7461	05/04/2017	08/05/2017	20	Community Services for Adults with Physical Disability	Physical Disability Team C&B	Quality of Treatment & Care		Trust issued response. Trust have agreed a care package, however there was a delay in an independent service provider agreeing to provide care; this has now been put in place. The Trust offered alternative options self payments and direct payments to facilitate discharge.	n/a
7461	05/04/2017	08/05/2017	20	Community Services for Adults with Physical Disability	Physical Disability Team C&B			Trust issued response. Trust have agreed a care package, however there was a delay in an independent service provider agreeing to provide care; this has now been put in place. The Trust offered alternative options self payments and direct payments to facilitate discharge.	n/a
7584	08/05/2017	16/05/2017	6	Community Services for Adults with Physical Disability	Physical Disability Team A&D	Quantity of Treatment & Care		N/A	None
7584	08/05/2017	16/05/2017	6	Community Services for Adults with Physical Disability	Physical Disability Team A&D	Professional Assessment of Need		N/A	None
7627	17/05/2017	31/05/2017	9	Community Services for Adults with Physical Disability	Physical Disability Team C&B	Professional Assessment of Need		The Trust shall carry out a new assessment	n/a
7484	20/04/2017	19/05/2017	20	Community Services for Adults with Physical Disability	Physical Disability Team N&M	Professional Assessment of Need		n/a	n/a
7470	03/04/2017	02/05/2017	18	Community Memory Services	Memory Service N&M Locality	Aids/Adaptions/Appliances		n/a	n/a
7470	03/04/2017	02/05/2017	18	Community Memory Services	Memory Service N&M Locality	Professional Assessment of Need		n/a	n/a

7574	04/05/2017	26/05/2017	16	Community Services for Adults with Physical Disability	Physical Disability Team C&B	Aids/Adaptions/Appliances	Personal Information redacted by the USI	N/A	None

ID	First received	Closed	Response time	Service Area	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
7769	30/06/2017	30/06/2017		0 Family Intervention Service	FIT Armagh Urban	Confidentiality	Personal Information redacted by the USI		Personal Information redacted by	n/a
7256	31/01/2017	23/06/2017		98 Community Paediatric Service	Community Paediatrics C&B	Quality of Treatment & Care			n/a	n/a
7771	09/06/2017	23/06/2017		10 Early Years and Parenting	FIT Banbridge	Professional Assessment of Need			n/a	n/a
7645	10/05/2017	07/06/2017		19 CAMHS	CAMHS A&D Locality Team	Confidentiality			n/a	n/a
7466	31/03/2017	30/06/2017		61 Acute Paediatric Services	Paediatrics	Quality of Treatment & Care			Medical staff reminded that information needs to be clearly communicated to parents.	General learning on how information is communicated to parents during paediatric appointments with consultants.
7701	21/06/2017	30/06/2017		7 Health Visiting / School Nursing / Child Protection Nurse Specialist / CHS	Health Visiting Team Lurgan and Brownlow	Communication/ Information			n/a	n/a
7657	23/05/2017	09/06/2017		12 Acute Paediatric Services	Paediatrics	Waiting List, Delay/Cancellation on Outpatient Appointments			n/a	n/a
7766	02/06/2017	07/06/2017		3 Children with Disability Services	Residential - Short Breaks	Quantity of Treatment & Care				
7729	25/05/2017	19/06/2017		16 Early Years and Parenting	FIT Portadown	Property/Expenses/Finances				
7708	29/06/2017	30/06/2017		1 Family Intervention Service	FIT Armagh Urban	Confidentiality			Personal Information redacted by the USI	N/A
7639	09/05/2017	07/06/2017		20 Children with Disability Services	Residential - Short Breaks	Quantity of Treatment & Care			A recruitment drive for additional staff at various grades was instigated to add to the existing staffing levels.	n/a

7588	30/05/2017	07/06/2017		6 Children with Disability Services	Residential - Short Breaks	Quantity of Treatment & Care	Personal Information redacted by the USI		n/a	n/a
7669	12/05/2017	06/06/2017		16 Early Years and Parenting	FIT Banbridge	Communication Information			n/a	
7678	30/05/2017	12/06/2017		9 Children with Disability Services	Residential - Short Breaks	Professional Assessment of Need			n/a	n/a
7687	17/05/2017	07/06/2017		14 Children with Disability Services	Residential - Short Breaks	Quantity of Treatment & Care				
7699	18/05/2017	12/06/2017		16 Family Placement Services	Family Placement Team N/M	Communication Information			none	n/a
7664	12/05/2017	29/06/2017		33 Health Visiting / School Nursing / Child Protection Nurse Specialist / CHS	Health Visiting Team Newry 1	Staff Attitude/Behaviour			n/a	n/a
7307	08/05/2017	06/06/2017		20 CHST	CBCHST	Property/Expenses/Finances			Response letter issued which advised that per the contract care homes can charge a top-up fee without necessarily identifying any added benefits. That the specific provider mentioned are currently reviewing financial performance and sustainability of their care services in NI which may lead to the reintroduction of top-up fees and the Trust currently awaits the outcome to their review.	None
7793	12/06/2017	27/06/2017		11 Outpatients	Outpatients	Professional Assessment of Need				
7793	12/06/2017	27/06/2017		11 Outpatients	Outpatients	Communication Information				

7759	05/06/2017	20/06/2017		11	General Surgery	Breast Surgery	Quality of Treatment & Care	Personal Information redacted by the USI		
7570	25/04/2017	05/06/2017		27	General Medicine	General Medicine	Quality of Treatment & Care		No action plan	
7570	25/04/2017	05/06/2017		27	General Medicine	General Medicine	Communication/ Information		No action plan	
7608	15/06/2017	26/06/2017		7	Locality Support Services (C&B)	Security (C/B)	Staff Attitude/Behaviour			
7747	26/05/2017	23/06/2017		19			Waiting List, Delay/Cancellation Outpatient Appointments			
7442	28/03/2017	27/06/2017		61	General Medicine	General Medicine	Quality of Treatment & Care			
7750	31/05/2017	30/06/2017		22	Emergency Department Services	Accident and Emergency	Quality of Treatment & Care		no action plan	
7750	31/05/2017	30/06/2017		22	Emergency Department Services	Accident and Emergency	Professional Assessment of Need		no action plan	
7752	02/06/2017	16/06/2017		10	Locality Support Services (C&B)	Switchboard (C/B)	Policy/Commercial Decisions		No action plan	
7528	13/04/2017	14/06/2017		40	General Surgery	Urology Surgery	Discharge/Transfer Arrangements	Nursing home unhappy that a patient was discharged to their care without a proper handover. Nursing home had to ring the ward to seek the additional information and are awaiting copy of discharge letter for patient. Apologies given to complainant in relation to the lack of information that was handed over to nursing staff during discharge process. Issue discussed with all staff to remind them of the importance of good and accurate communication. Developing a transfer sheet for patients going home to a nursing home. Apologies also given for lack of detail included in discharge letter.	developing a transfer sheet for patients going home to a nursing home.	
7462	03/04/2017	06/06/2017		42	Midwifery and Gynaecology	Obstetrics	Communication/ Information	Personal Information redacted by the USI	No action plan	
7705	22/05/2017	08/06/2017		12	Emergency Department Services	Accident and Emergency	Professional Assessment of Need		no action plan	
7718	17/05/2017	07/06/2017		14	Health Records	ED Clerical	Staff Attitude/Behaviour		No action plan	
7783	09/06/2017	26/06/2017		11	Booking / Admin	Acute Booking Centre	Confidentiality			
7700	19/05/2017	26/06/2017		25	General Surgery	Ophthalmology	Waiting Times, Outpatient Departments		no action plan	
7756	02/06/2017	08/06/2017		4	Locality Support Services (C&B)	Security (C/B)	Staff Attitude/Behaviour		Member of staff received retraining in Customer Care.	
7756	02/06/2017	08/06/2017		4	Locality Support Services (C&B)	Security (C/B)			Member of staff received retraining in Customer Care.	
7417	22/03/2017	19/06/2017		59	General Medicine	General Medicine	Records/Record Keeping		no action plan	

7417	22/03/2017	19/06/2017		59	General Medicine	General Medicine	Discharge/Transfer Arrangements	Personal Information redacted by the USI		no action plan	
7417	22/03/2017	19/06/2017		59	General Medicine	General Medicine	Communication/Information			no action plan	
7417	22/03/2017	19/06/2017		59	General Medicine	General Medicine	Records/Record Keeping			no action plan	
7564	25/04/2017	19/06/2017		37	Cancer Services	Oncology	Professional Assessment of Need			No action plan	
7465	04/04/2017	16/06/2017		49	Midwifery and Gynaecology	Obstetrics	Quality of Treatment & Care			no action plan	
7465	04/04/2017	16/06/2017		49	Midwifery and Gynaecology	Obstetrics	Communication/Information			no action plan	
7465	04/04/2017	16/06/2017		49	Midwifery and Gynaecology	Obstetrics	Quality of Treatment & Care			no action plan	
7465	04/04/2017	16/06/2017		49	Midwifery and Gynaecology	Obstetrics	Communication/Information			no action plan	
7463	03/04/2017	05/06/2017		41	Midwifery and Gynaecology	Obstetrics	Quality of Treatment & Care			Learning from case to be shared among all staff with regards to documentation of request for epidural and the transfer of notes.	
7463	03/04/2017	05/06/2017		41	Midwifery and Gynaecology	Obstetrics	Communication/Information			Learning from case to be shared among all staff with regards to documentation of request for epidural and the transfer of notes.	
7463	03/04/2017	05/06/2017		41	Midwifery and Gynaecology	Obstetrics	Records/Record Keeping			Learning from case to be shared among all staff with regards to documentation of request for epidural and the transfer of notes.	
7604	05/05/2017	07/06/2017		22	Locality Support Services (C&B)	Security (C/B)	Staff Attitude/Behaviour			No action plan	
7591	02/05/2017	27/06/2017		39	TRAUMA	Trauma and Orthopaedics	Records/Record Keeping				
7529	14/04/2017	27/06/2017		48	TRAUMA	Trauma and Orthopaedics	Quality of Treatment & Care				

7529	14/04/2017	27/06/2017	48	TRAUMA	Trauma and Orthopaedics	Discharge/Transfer Arrangements	Personal Information redacted by the USI			
7620	10/05/2017	14/06/2017	24	Cardiac Services	Cardiology	Professional Assessment of Need				
7620	10/05/2017	14/06/2017	24	Cardiac Services	Cardiology	Staff Attitude/Behaviour				
7740	30/05/2017	19/06/2017	14	UROLOG	Urology and ENT	Clinical Diagnosis	Complainant unhappy that he has not been provided with a firm diagnosis despite having attended for treatment over a long period of time.	On investigation of concerns - complainant has been advised that Consultant has been in contact with patients GP both verbally and in writing and complainant has been provided with a copy of the most recent letter.	no action plan	
7602	04/05/2017	13/06/2017	27	General Surgery	General Surgery	Communication/Information	Personal Information redacted by the USI		No action plan	
7602	04/05/2017	13/06/2017	27	General Surgery	General Surgery	Professional Assessment of Need			No action plan	
7602	04/05/2017	13/06/2017	27	General Surgery	General Surgery	Quality of Treatment & Care			No action plan	
7434	27/03/2017	06/06/2017	47	Midwifery and Gynaecology	Gynaecology	Quality of Treatment & Care				
7434	27/03/2017	06/06/2017	47	Midwifery and Gynaecology	Gynaecology	Staff Attitude/Behaviour				
7720	22/05/2017	14/06/2017	16	Cardiac Services	Cardiology	Staff Attitude/Behaviour				
7755	02/06/2017	26/06/2017	16	Outpatients	Outpatients	Waiting List, Delay/Cancellation Outpatient Appointments				
7773	07/06/2017	08/06/2017	1	Locality Support Services (C&B)	Security (C/B)	Access to Premises			Ongoing review of car parking	
7725	24/05/2017	14/06/2017	14	Emergency Department Services	Accident and Emergency	Quality of Treatment & Care			no action plan	
7725	24/05/2017	14/06/2017	14	Emergency Department Services	Accident and Emergency	Professional Assessment of Need			no action plan	

7725	24/05/2017	14/06/2017		14	Emergency Department Services	Accident and Emergency	Privacy/Dignity
7611	03/05/2017	13/06/2017		28	Emergency Department Services	Accident and Emergency	Professional Assessment of Need
7413	21/03/2017	26/06/2017		65	Midwifery and Gynaecology	Obstetrics	Waiting List, Delay/Cancellation on Planned Admission to Hospital
7413	21/03/2017	26/06/2017		65	Midwifery and Gynaecology	Obstetrics	Communication/Information
7413	21/03/2017	26/06/2017		65	Midwifery and Gynaecology	Obstetrics	Quality of Treatment & Care
7795	13/06/2017	26/06/2017		9	General Surgery	ENT Surgery	Professional Assessment of Need
7835	22/06/2017	27/06/2017		3	General Surgery	General Surgery	Waiting Times, Outpatient Departments
7746	30/05/2017	14/06/2017		11	Locality Support Services (Newry)	Security (Newry)	Access to Premises
7707	17/05/2017	12/06/2017		17	Midwifery and Gynaecology	Gynaecology	Staff Attitude/Behaviour
7704	19/05/2017	27/06/2017		26	Cardiac Services	Cardiology	Staff Attitude/Behaviour
7655	10/05/2017	23/06/2017		31	Emergency Department Services	Accident and Emergency	Professional Assessment of Need
7633	08/05/2017	08/06/2017		22	Emergency Department Services	Accident and Emergency	Professional Assessment of Need
7633	08/05/2017	08/06/2017		22	Emergency Department Services	Accident and Emergency	Communication/Information
7723	23/05/2017	07/06/2017		10	Booking / Admin	Secretarial	Staff Attitude/Behaviour
7501	10/04/2017	06/06/2017		37	Midwifery and Gynaecology	Obstetrics	Staff Attitude/Behaviour
7501	10/04/2017	06/06/2017		37	Midwifery and Gynaecology	Obstetrics	Quality of Treatment & Care
7537	26/04/2017	05/06/2017		26	Midwifery and Gynaecology	Obstetrics	Professional Assessment of Need
7537	26/04/2017	05/06/2017		26	Midwifery and Gynaecology	Obstetrics	Professional Assessment of Need

Personal Information redacted by the USI

7614	16/06/2017	27/06/2017		7	General Surgery	General Surgery	Waiting List, Delay/Cancellation Planned Admission to Hospital	Personal Information redacted by the USI	no action plan	
7619	05/05/2017	23/06/2017		34	Emergency Department Services	Accident and Emergency	Waiting Times, A&E Departments			
7619	05/05/2017	23/06/2017		34	Emergency Department Services	Accident and Emergency	Professional Assessment of Need			
7736	26/05/2017	29/06/2017		23	Acute Mental Health Services	Psychiatric Inpatient Services - SILVERWOOD	Staff Attitude/Behaviour			
7642	15/05/2017	09/06/2017		18	Learning Disability Specialist Services	LD - Adult Transition Team	Quantity of Treatment & Care		N/A	None
7642	15/05/2017	09/06/2017		18	Learning Disability Specialist Services	LD - Adult Transition Team	Quality of Treatment & Care		N/A	None
7643	10/05/2017	08/06/2017		20	Learning Disability Specialist Services	LD - Adult Transition Team	Property/Expenses/Finances		N/A	None
7643	10/05/2017	08/06/2017		20	Learning Disability Specialist Services	LD - Adult Transition Team	Communication/Information		N/A	None
7673	24/05/2017	20/06/2017		18	Transport	Transport	Transport, Suitability of Vehicle/Equipment			
7787	12/06/2017	22/06/2017		8	Support and Recovery Services	Support and Recovery Team N&M Locality	Environmental		The Trust reassured the complainant that it would continue to support him.	n/a
7628	08/05/2017	07/06/2017		21	Learning Disability Community Services	Learning Disability Team Newry and Mourne	Quantity of Treatment & Care			
7715	01/06/2017	30/06/2017		21	Acute Mental Health Services	Psychiatric Liaison	Environmental		Acute - That where a patient cannot avail of public transport and has no money that a nurse brings this to the attentions of the sister in charge and discusses the possibility of the Trust organising alternative transport.	Acute - That where a patient cannot avail of public transport and has no money that a nurse escalates this to the sister in charge and discusses the possibility of the Trust organising alternative transport.
7715	01/06/2017	30/06/2017		21	Acute Mental Health Services	Psychiatric Liaison	Policy/Commercial Decisions		Acute - That where a patient cannot avail of public transport and has no money that a nurse brings this to the attentions of the sister in charge and discusses the possibility of the Trust organising alternative transport.	Acute - That where a patient cannot avail of public transport and has no money that a nurse escalates this to the sister in charge and discusses the possibility of the Trust organising alternative transport.

7715	01/06/2017	30/06/2017		21	Acute Mental Health Services	Psychiatric Liaison	Staff Attitude/Behaviour	Personal Information redacted by the USI	Acute - That where a patient cannot avail of public transport and has no money that a nurse escalates this to the sister in charge and discusses the possibility of the Trust organising alternative transport.
7715	01/06/2017	30/06/2017		21	Acute Mental Health Services	Psychiatric Liaison	Quality of Treatment & Care		Acute - That where a patient cannot avail of public transport and has no money that a nurse escalates this to the sister in charge and discusses the possibility of the Trust organising alternative transport.

Personal Information redacted by the USI							Action taken (Investigation)		Lessons learned
ID	First received	Closed	Response time	Service Area	Speciality	Subjects (Subjects)			
7741	30/05/2017	10/07/2017	29	Emergency Department Services	Accident and Emergency	Professional Assessment of Need	No action plan		
7872	30/06/2017	24/07/2017	15	General Surgery	Urology Surgery	Professional Assessment of Need	Family unhappy with the aftercare provided to her father after the removal of his cancerous kidney. They also believe that their was not hydrated sufficiently nor was he monitored closely enough. Family also have concerns about the difficulty the experienced in obtaining information from medical staff during their fathers 5 weeks as an inpatient.	Complainant has been advised that during the course of the Trust's investigation it has been noted that there is a coroners investigation ongoing in relation to patient's death. It is not normal practice for a complaints investigation and a coroner's investigation to run parallel.	no action plan
7872	30/06/2017	24/07/2017	15	General Surgery	Urology Surgery	Communication/Information	Family unhappy with the aftercare provided to her father after the removal of his cancerous kidney. They also believe that their was not hydrated sufficiently nor was he monitored closely enough. Family also have concerns about the difficulty the experienced in obtaining information from medical staff during their fathers 5 weeks as an inpatient.	Complainant has been advised that during the course of the Trust's investigation it has been noted that there is a coroners investigation ongoing in relation to patient's death. It is not normal practice for a complaints investigation and a coroner's investigation to run parallel.	no action plan
7872	30/06/2017	24/07/2017	15	General Surgery	Urology Surgery	Discharge/Transfer Arrangements	Family unhappy with the aftercare provided to her father after the removal of his cancerous kidney. They also believe that their was not hydrated sufficiently nor was he monitored closely enough. Family also have concerns about the difficulty the experienced in obtaining information from medical staff during their fathers 5 weeks as an inpatient.	Complainant has been advised that during the course of the Trust's investigation it has been noted that there is a coroners investigation ongoing in relation to patient's death. It is not normal practice for a complaints investigation and a coroner's investigation to run parallel.	no action plan
7786	07/06/2017	25/07/2017	33	Health Records	ED Clerical	Access to Premises	Personal Information redacted by the USI		
7786	07/06/2017	25/07/2017	33	Health Records	ED Clerical	Communication/Information	Personal Information redacted by the USI		
7615	04/05/2017	10/07/2017	46	General Surgery	Orthodontics	Professional Assessment of Need	Personal Information redacted by the USI		
7778	07/06/2017	05/07/2017	20	General Medicine	General Medicine	Professional Assessment of Need	Personal Information redacted by the USI		
7778	07/06/2017	05/07/2017	20	General Medicine	General Medicine	Communication/Information	Personal Information redacted by the USI		
7757	02/06/2017	05/07/2017	23	Cardiac Services	Cardiology	Quality of Treatment & Care	Personal Information redacted by the USI		
7833	23/06/2017	03/07/2017	6	General Surgery	Orthopaedic Surgery	Waiting List, Delay/Cancellation Planned Admission to Hospital	Personal Information redacted by the USI		
7801	14/06/2017	05/07/2017	15	Midwifery and Gynaecology	Obstetrics	Communication/Information	Personal Information redacted by the USI		
7801	14/06/2017	05/07/2017	15	Midwifery and Gynaecology	Obstetrics	Waiting Times, Outpatient Departments	Personal Information redacted by the USI		
7806	08/06/2017	25/07/2017	32	Midwifery and Gynaecology	Obstetrics	Communication/Information	Personal Information redacted by the USI		
7806	08/06/2017	25/07/2017	32	Midwifery and Gynaecology	Obstetrics	Staff Attitude/Behaviour	Personal Information redacted by the USI		
7806	08/06/2017	25/07/2017	32	Midwifery and Gynaecology	Obstetrics	Staff Attitude/Behaviour	Personal Information redacted by the USI		
7816	16/06/2017	27/07/2017	28	Emergency Department Services	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI		
7834	22/06/2017	06/07/2017	10	Pharmacy	Pharmacy Stores / Distribution	Aids/Adaptions/Appliances	Personal Information redacted by the USI		
7487	05/04/2017	05/07/2017	61	General Surgery	Breast Surgery	Waiting List, Delay/Cancellation Outpatient Appointments	Personal Information redacted by the USI		
7702	17/05/2017	05/07/2017	34	General Medicine	MAU	Records/Record Keeping	Personal Information redacted by the USI		

7877	03/07/2017	27/07/2017	17	General Medicine	Stroke	Staff Attitude/Behaviour	Personal Information redacted by the USI		o action plan	
7877	03/07/2017	27/07/2017	17	General Medicine	Stroke	Communication/Information			o action plan	
7877	03/07/2017	27/07/2017	17	General Medicine	Stroke	Discharge/Transfer Arrangements			o action plan	
7748	30/05/2017	10/07/2017	29	General Surgery	General Surgery	Professional Assessment of Need			o action plan	
7748	30/05/2017	10/07/2017	29	General Surgery	General Surgery	Professional Assessment of Need			o action plan	
7758	16/06/2017	05/07/2017	13	Emergency Department Services	Accident and Emergency	Quality of Treatment & Care			o action plan	
7667	11/05/2017	25/07/2017	51	Midwifery and Gynaecology	Obstetrics	Quality of Treatment & Care				Staff spoken to.
7667	11/05/2017	25/07/2017	51	Midwifery and Gynaecology	Obstetrics	Discharge/Transfer Arrangements				Staff spoken to.
7770	07/06/2017	19/07/2017	29	Locality Support Services (C&B)	Catering (C/B)	Hotel/Support/Security Services (Excludes Contracted Services)	Personal Information redacted by the USI		o action plan	
7836	27/06/2017	10/07/2017	9	TRAUMA	Trauma and Orthopaedics	Waiting Times, Outpatient Departments			radiology staff reminded to search all sites for x-ray requests by HCN instead of just name.	
7876	03/07/2017	25/07/2017	15	General Surgery	Urology Surgery	Waiting List, Delay/Cancellation Planned Admission to Hospital			No action plan	
7876	03/07/2017	25/07/2017	15	General Surgery	Urology Surgery	Communication/Information	Complainant unhappy with a delay she has experienced in having stones removed from her kidney and a further delay which was encountered before getting a review appointment. Complainant unhappy that consultant's secretary was not in a position to provide her with results of tests and when she was challenged became nasty.	Explanation given of treatments attempted and advised that unfortunately there is an increased demand for urology services resulting in a lengthy waiting list. Apology offered for confusion regarding the scan results. Review appointment arranged for 4 August 2017. 16.8.17 - Complainant happy to leave things as they sit at present until after Oct/Nov appointments.	No action plan	
7876	03/07/2017	25/07/2017	15	General Surgery	Urology Surgery	Communication/Information	Complainant unhappy with a delay she has experienced in having stones removed from her kidney and a further delay which was encountered before getting a review appointment. Complainant unhappy that consultant's secretary was not in a position to provide her with results of tests and when she was challenged became nasty.	Explanation given of treatments attempted and advised that unfortunately there is an increased demand for urology services resulting in a lengthy waiting list. Apology offered for confusion regarding the scan results. Review appointment arranged for 4 August 2017. 16.8.17 - Complainant happy to leave things as they sit at present until after Oct/Nov appointments.	No action plan	
7666	11/05/2017	25/07/2017	51	Midwifery and Gynaecology	Gynaecology	Privacy/Dignity	Personal Information redacted by the USI			Ward Sister reminded all staff of the need to ensure patient's privacy and dignity is maintained when they are wearing hospital gowns.
7666	11/05/2017	25/07/2017	51	Midwifery and Gynaecology	Gynaecology	Quality of Treatment & Care				Ward Sister reminded all staff of the need to ensure patient's privacy and dignity is maintained when they are wearing hospital gowns.
7527	13/04/2017	21/07/2017	66	General Medicine	General Medicine	Quality of Treatment & Care			no action plan	

7527	13/04/2017	21/07/2017	66	General Medicine	General Medicine	Discharge/Transfer Arrangements	Personal Information redacted by the USI	no action plan	
7734	26/05/2017	25/07/2017	40	Diagnostic Services	Imaging - All other	Professional Assessment of Need		no action plan	
7676	15/05/2017	05/07/2017	36	Emergency Department Services	Accident and Emergency	Quality of Treatment & Care		HCA was reminded of her duty to communicate effectively.	
7684	17/05/2017	03/07/2017	32	TRAUMA	Trauma and Orthopaedics	Waiting Times, Outpatient Departments		Staff to ensure accurate information is given to patients.	
7890	05/07/2017	25/07/2017	13	Pharmacy	Pharmacy Stores / Distribution	Quality of Treatment & Care			SEA Meeting held with staff. Staff to use incident as reflective learning.
7777	07/06/2017	14/07/2017	26	Emergency Department Services	Accident and Emergency	Policy/Commercial Decisions			
7777	07/06/2017	14/07/2017	26	Emergency Department Services	Accident and Emergency	Waiting Times, A&E Department			
7777	07/06/2017	14/07/2017	26	Emergency Department Services	Accident and Emergency	Discharge/Transfer Arrangements			
7777	07/06/2017	14/07/2017	26	Emergency Department Services	Accident and Emergency	Waiting List, Delay/Cancellation Planned Admission to Hospital			
7796	12/06/2017	14/07/2017	23	Emergency Department Services	Accident and Emergency	Waiting Times, A&E Department			
7613	03/05/2017	27/07/2017	59	Emergency Department Services	Accident and Emergency	Professional Assessment of Need		no action plan	
7807	16/06/2017	14/07/2017	19	Emergency Department Services	Accident and Emergency	Professional Assessment of Need			
7722	22/05/2017	26/07/2017	45	Outpatients	Outpatients	Professional Assessment of Need			
7874	30/06/2017	27/07/2017	18	Emergency Department Services	Accident and Emergency	Staff Attitude/Behaviour		no action plan	
7874	30/06/2017	27/07/2017	18	Emergency Department Services	Accident and Emergency	Waiting List, Delay/Cancellation Outpatient Appointments		no action plan	
7909	14/07/2017	17/07/2017	1	General Surgery	General Surgery	Quality of Treatment & Care		no action plan	
7154	10/01/2017	25/07/2017	134	Emergency Department Services	Accident and Emergency	Professional Assessment of Need			

7154	10/01/2017	25/07/2017	134	Emergency Department Services	Accident and Emergency	Waiting Times, A&E Departments	Personal Information redacted by the USI	
7154	10/01/2017	25/07/2017	134	Emergency Department Services	Accident and Emergency	Discharge/Transfer Arrangements		
7154	10/01/2017	25/07/2017	134	Emergency Department Services	Accident and Emergency	Staff Attitude/Behaviour		
7154	10/01/2017	25/07/2017	134	Emergency Department Services	Accident and Emergency	Professional Assessment of Need		
7883	04/07/2017	25/07/2017	14	Booking / Admin	Acute Booking Centre	Communication/Information		
7883	04/07/2017	25/07/2017	14	Booking / Admin	Acute Booking Centre	Waiting List, Delay/Cancellation Outpatient Appointments		
7614	23/05/2017	25/07/2017	43	Midwifery and Gynaecology	Obstetrics	Staff Attitude/Behaviour		Clinical Staff have been reminded of the importance of appropriate and sensitive communication.
7768	06/06/2017	05/07/2017	21	Emergency Department Services	Accident and Emergency	Quality of Treatment & Care		
7810	15/06/2017	26/07/2017	28	TRAUMA	Trauma and Orthopaedics	Waiting List, Delay/Cancellation Planned Admission to Hospital		
7810	15/06/2017	26/07/2017	28	TRAUMA	Trauma and Orthopaedics	Waiting Times, Outpatient Departments		
7854	42915	42926	7	AHP's CYP Services	Speech and Language CYP	Professional Assessment of Need		none
7706	42877	42936	41	Early Years and Parenting	Early Years A&D	Communication/Information		n/a
7780	42895	42927	22	Early Years and Parenting	FIT Lurgan	Communication/Information		n/a
7728	42915	42926	7	Early Years and Parenting	FIT Banbridge	Communication/Information		n/a
7861	42916	42947	20	Community Paediatric Service	Community Paediatrics C&B	Professional Assessment of Need		none

7668	42866	42934	46	Family Intervention Service	South Down FIT only	Communication/Information	Personal Information redacted by the USI	The Trust apologises for the distress this has caused and can assure complainant that RESWS will take on board the learning from these issues raised.
7938	42934	42937	3	Early Years and Parenting	Court Childrens Service	Communication/Information		N/A
7868	42916	42930	9	Children with Disability Services	Children with Disability Team N&M	Professional Assessment of Need		n/a
7784	42885	42923	28	Children with Disability Services	Residential - Short Breaks	Professional Assessment of Need		n/a
7678	42920	42947	18	Acute Paediatric Services	Paediatrics	Quality of Treatment & Care		
7679	42919	42941	15	Acute Paediatric Services	Paediatrics	Quality of Treatment & Care		In relation to future clinics, processes have been put in place to ensure that a different member of staff will support these clinics going forward.
7709	42892	42927	25	Children with Disability Services	Children with Disability Team N&M	Quantity of Treatment & Care		n/a
7822	42905	42919	10	Community Nursing CYP Service	Community Childrens Nursing Team	Professional Assessment of Need		none
7844	42912	42941	20	Acute Paediatric Services	Paediatrics	Quality of Treatment & Care		In considering complainants comments on the presence of the Junior Doctor during consultation; the Trust take on board comments and will discuss with the extended Paediatric nursing and medical team so that Parents and Carers are clearly informed at the beginning of the clinic to expect the presence of another member of the team during the consultation.
7739	42899	42927	20	Support and Recovery Services	Dementia Assessment Unit	Staff Attitude/Behaviour		
7739	42899	42927	20	Support and Recovery Services	Dementia Assessment Unit	Quantity of Treatment & Care		
7739	42899	42927	20	Support and Recovery Services	Dementia Assessment Unit	Quality of Treatment & Care		
7798	42898	42926	20	Primary Mental Health Care Services	Primary Mental Health Care Team C&B Locality	Quantity of Treatment & Care		None

7270	42800	42922	83	Support and Recovery Services	Support and Recovery Team C&B Locality	Property/Expenses/Finances	Personal Information redacted by the USI	None
7270	42800	42922	83	Support and Recovery Services	Support and Recovery Team C&B Locality	Professional Assessment of Need		None
7839	42913	42940	18	Community Services for Adults with Physical Disability	Physical Disability Team C&B	Environmental		n/a
7839	42913	42940	18	Community Services for Adults with Physical Disability	Physical Disability Team C&B	Professional Assessment of Need		n/a
7853	42915	42936	14	Acute Mental Health Services	Psychiatric Inpatient Services - CLOUGHMORE	Discharge/Transfer Arrangements		None
7737	42895	42921	18	Learning Disability Community Services	Learning Disability Team Craigavon and Banbridge	Communication/Information		n/a
7737	42895	42921	18	Learning Disability Community Services	Learning Disability Team Craigavon and Banbridge	Quality of Treatment & Care		n/a
7627	42872	42936	44	Community Services for Adults with Physical Disability	Physical Disability Team C&B	Professional Assessment of Need		n/a
7824	42907	42941	23	Community Memory Services	Memory Service A&D Locality	Policy/Commercial Decisions		None
7824	42907	42941	23	Community Memory Services	Memory Service A&D Locality	Professional Assessment of Need		None
7812	42902	42921	13	Learning Disability Supported Living Services	SECs	Communication/Information		Lessons were learned from this incident Staff are to be reminded to read the communication book each day staff are to accompany Service User to transport to ensure the correct transport is availed of.
7812	42902	42921	13	Learning Disability Supported Living Services	SECs	Quality of Treatment & Care		Lessons were learned from this incident Staff are to be reminded to read the communication book each day staff are to accompany Service User to transport to ensure the correct transport is availed of.
7815	42902	42922	14	Support and Recovery Services	Dementia Assessment Unit	Environmental		None

7815	42902	42922	14	Support and Recovery Services	Dementia Assessment Unit	Staff Attitude/Behaviour	Personal Information redacted by the USI		N/A	None
7815	42902	42922	14	Support and Recovery Services	Dementia Assessment Unit	Quantity of Treatment & Care			N/A	None
7815	42902	42922	14	Support and Recovery Services	Dementia Assessment Unit	Quality of Treatment & Care			N/A	None
7805	42913	42921	6	Community Services for Adults with Physical Disability	Physical Disability Team N&M	Professional Assessment of Need			n/a	n/a
7761	42900	42927	19	Primary Mental Health Care Services	Primary Mental Health Care Team N&M Locality	Staff Attitude/Behaviour				
7761	42900	42927	19	Primary Mental Health Care Services	Primary Mental Health Care Team N&M Locality	Quantity of Treatment & Care				
7765	42914	42930	11	Care Home Support Team	CB - Care Home Support Team	Policy/Commercial Decisions				

7765	42914	42930	11	Care Home Support Team	CB - Care Home Support Team	Property/Expense s/Finances	Personal Information redacted by the USI		

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
8057	21/08/2017	19/09/2017	20	Podiatry	Community	Podiatry C/B	Professional Assessment of Need	Personal Information redacted by the USI			ii
8057	21/08/2017	19/09/2017	20	Podiatry	Community	Podiatry C/B	Communication/ Information				ii
7942	03/08/2017	12/09/2017	27	Integrated Care Team	Community	Lurgan	Waiting Times, Community Services				one.
7942	03/08/2017	12/09/2017	27	Integrated Care Team	Community	Lurgan	Communication/ Information				one.

7942	03/08/2017	12/09/2017	27	Integrated Care Team	Community	Lurgan	Property/Expenses/Finances	Personal Information redacted by the USI	None.
7997	24/08/2017	01/09/2017	5	Integrated Care Team	Community	Lurgan	Aids/Adaptions/Appliances		None.
7996	03/08/2017	01/09/2017	20	Integrated Care Team	Independent/Voluntary Sector Locations	Lurgan	Professional Assessment of Need		Nil
8191	21/09/2017	26/09/2017	3	Community Services for Adults with Physical Disability	Community	Physical Disability Team A&D	Contracted Regulated Residential Nursing		N/A
7904	28/07/2017	05/09/2017	26	Learning Disability Community Services	Community	Learning Disability Team Craigavon and Banbridge	Quality of Treatment & Care		n/a
7904	28/07/2017	05/09/2017	26	Learning Disability Community Services	Community	Learning Disability Team Craigavon and Banbridge	Staff Attitude/Behaviour		n/a
8048	24/08/2017	19/09/2017	17	Learning Disability Community Services	Community	Learning Disability Team Newry and Mourne	Aids/Adaptions/Appliances		None
8048	24/08/2017	19/09/2017	17	Learning Disability Community Services	Community	Learning Disability Team Newry and Mourne	Professional Assessment of Need		None
8039	31/08/2017	14/09/2017	10	Community Services for Adults with Physical Disability	Community	Physical Disability Team N&M	Professional Assessment of Need		None

8039	31/08/2017	14/09/2017	10	Community Services for Adults with Physical Disability	Community	Physical Disability Team N&M	Quantity of Treatment & Care
8095	01/09/2017	21/09/2017	14	Support and Recovery Services	Community	Support and Recovery Team A&D Locality	Communication Information
8095	01/09/2017	21/09/2017	14	Support and Recovery Services	Community	Support and Recovery Team A&D Locality	Staff Attitude/Behaviour
8049	17/08/2017	07/09/2017	14	Primary Mental Health Care Services	Daisy Hill Hospital	Psychiatric Outpatient Clinic	Waiting Times, Outpatient Departments
8046	30/08/2017	12/09/2017	9	Community Memory Services	Community	Memory Service N&M Locality	Aids/Adaptions/ Appliances
8190	21/09/2017	26/09/2017	3	CAMHS	Community	CAMHS C&B Locality Team	Discharge/Transfer Arrangements
8021	14/08/2017	11/09/2017	19	CAMHS	Community	CAMHS C&B Locality Team	Confidentiality
7899	06/07/2017	29/09/2017	59	Acute Paediatric Services	Craigavon Area Hospital	Paediatrics	Quality of Treatment & Care
7902	11/07/2017	14/09/2017	45	Family Intervention Service	Community	FIT Armagh Rural	Communication Information
8131	06/09/2017	27/09/2017	15	Family Intervention Service	Community	FIT Dungannon	Professional Assessment of Need
8133	06/09/2017	27/09/2017	15	Family Intervention Service	Community	FIT Dungannon	Professional Assessment of Need
8134	05/09/2017	11/09/2017	4	Family Intervention Service	Community	FIT Armagh Rural	Communication Information
8045	04/09/2017	12/09/2017	6	Children with Disability Services	Community	Residential - Short Breaks	Quantity of Treatment & Care

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/A	None
/A	None
/A	None
/A	None
/A	None
one	n/a
one	N/A
Personal Information redacted by the USI	n/a
/a	none
one	n/a
one	N/A
one	n/a
/A	NONE

8074	25/08/2017	14/09/2017	13	Early Years and Parenting	Community	FIT Banbridge	Confidentiality
8137	06/09/2017	22/09/2017	12	Family Placement Services	Community	Family Placement Team N/M	Communication/ Information
8036	15/08/2017	04/09/2017	13	Children with Disability Services	Community	Children with Disability Team C&B	Professional Assessment of Need
7878	04/07/2017	01/09/2017	41	Acute Paediatric Services	Daisy Hill Hospital	Paediatrics	Quality of Treatment & Care
8060	18/08/2017	26/09/2017	26	Health Visiting / School Nursing / Child Protection Nurse Specialist / CHS	Community	Health Visiting Team Dungannon	Quality of Treatment & Care
8086	25/08/2017	11/09/2017	10	Children with Disability Services	Community	Residential - Short Breaks	Quantity of Treatment & Care
7919	18/07/2017	06/09/2017	35	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Communication/ Information
7993	27/07/2017	15/09/2017	35	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need
7993	27/07/2017	15/09/2017	35	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting List, Delay/Cancellation Outpatient Appointments
7993	27/07/2017	15/09/2017	35	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care
7917	31/07/2017	22/09/2017	38	General Surgery	Craigavon Area Hospital	General Surgery	Quality of Treatment & Care
7917	31/07/2017	22/09/2017	38	General Surgery	Craigavon Area Hospital	General Surgery	Communication/ Information
7917	31/07/2017	22/09/2017	38	General Surgery	Craigavon Area Hospital	General Surgery	Quality of Treatment & Care
8025	14/08/2017	13/09/2017	21	Booking / Admin	Craigavon Area Hospital	Acute Booking Centre	Communication/ Information

Personal Information redacted by the USI

via	none
Team Manager has offered to meet with complainants	However on reviewing the information available certain elements of this process should have been progressed and managed differently by the Trust.
via	none
no action plan	The Trust would like to thank complainant for bringing this matter to their attention and wish to advise with Trust will endeavour to ensure that this does not recur in the future.
Personal Information redacted by the USI	None
Measures to be put in place to ensure swab results are received and actioned in a timely manner.	
No action plan	
No action plan	
No action plan	
no action plan	

8040	15/08/2017	22/09/2017		27 Anaesthetic s, Theatres and IC Services	South Tyrone Hospital	Theatres	Quality of Treatment & Care
8150	11/09/2017	18/09/2017		5 Scheduling Team	Craigavon Area Hospital	Endoscopy Scheduling	Communication Information
8093	31/08/2017	18/09/2017		12 TRAUMA	Daisy Hill Hospital	Trauma and Orthopaedic s	Waiting Times, Outpatient Departments
7962	18/08/2017	06/09/2017		12 General Medicine	Craigavon Area Hospital	MAU	Professional Assessment of Need
7962	18/08/2017	06/09/2017		12 General Medicine	Craigavon Area Hospital	MAU	Staff Attitude/Behavi ur
8042	16/08/2017	14/09/2017		20 Diagnostic Services	Daisy Hill Hospital	Radiology - Nursing	Delay/Cancellat ion for Inpatient
8042	16/08/2017	14/09/2017		20 Diagnostic Services	Daisy Hill Hospital	Radiology - Nursing	Discharge/Tran fer Arrangements
8042	16/08/2017	14/09/2017		20 Diagnostic Services	Daisy Hill Hospital	Radiology - Nursing	Communication Information
8059	01/09/2017	25/09/2017		16 Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Discharge/Tran fer Arrangements
8044	16/08/2017	29/09/2017		31 Cardiac Services	Craigavon Area Hospital	Cardiology	Professional Assessment of Need
8044	16/08/2017	29/09/2017		31 Cardiac Services	Craigavon Area Hospital	Cardiology	Staff Attitude/Behavi ur
7896	07/07/2017	25/09/2017		54 Cardiac Services	Craigavon Area Hospital	Cardiology	Quality of Treatment & Care
8161	14/09/2017	26/09/2017		8 Midwifery and Gynaecolog y	Craigavon Area Hospital	Gynaecolog y	Professional Assessment of Need
8129	06/09/2017	19/09/2017		9 Booking / Admin	Craigavon Area Hospital	Acute Booking Centre	Staff Attitude/Behavi ur
7860	29/06/2017	05/09/2017		46 Diagnostic Services	Craigavon Area Hospital	Imaging - CT	Waiting List, Delay/Cancellat ion Outpatient Appointments

Personal Information redacted by the USI

no action plan

no action plan

No action plan

No action plan

no action plan

no action plan

no action plan

no action plan

no action plan

no action plan

no action plan

No action plan

7860	29/06/2017	05/09/2017	46	Diagnostic Services	Craigavon Area Hospital	Imaging - CT	Waiting List, Delay/Cancellation on Outpatient Appointments	Personal Information redacted by the USI		
8026	14/08/2017	15/09/2017	23	Diagnostic Services	Craigavon Area Hospital	Imaging - CT	Records/Record Keeping		o action plan	
7949	25/07/2017	14/09/2017	36	General Medicine	Craigavon Area Hospital	Diabetes Nurse Specialist	Waiting List, Delay/Cancellation on Outpatient Appointments		o action plan	
7949	25/07/2017	14/09/2017	36	General Medicine	Craigavon Area Hospital	Diabetes Nurse Specialist			o action plan	
7958	02/08/2017	20/09/2017	34	Diagnostic Services	Craigavon Area Hospital	Imaging - CT	Clinical Diagnosis		o action plan	
7960	25/07/2017	11/09/2017	33	Scheduling Team	Craigavon Area Hospital	T&O Scheduling	Communication Information		o action plan	
7882	05/07/2017	14/09/2017	49	General Medicine	Craigavon Area Hospital	General Medicine	Quality of Treatment & Care		taff reminded to record patient's weight on admission.	
7882	05/07/2017	14/09/2017	49	General Medicine	Craigavon Area Hospital	General Medicine	Quality of Treatment & Care		taff reminded to record patient's weight on admission.	
7882	05/07/2017	14/09/2017	49	General Medicine	Craigavon Area Hospital	General Medicine	Quality of Treatment & Care		taff reminded to record patient's weight on admission.	
7957	21/07/2017	15/09/2017	39	Specialist Primary Care Services Nursing	Craigavon Area Hospital	Cardiac Rehab	Policy/Commercial Decisions		o action plan	
8079	30/08/2017	12/09/2017	9	Booking / Admin	Daisy Hill Hospital	Acute Booking Centre	Staff Attitude/Behaviour		taff reminded of importance of returning calls	
8079	30/08/2017	12/09/2017	9	Booking / Admin	Daisy Hill Hospital	Acute Booking Centre	Communication Information		taff reminded of importance of returning calls	
8043	15/08/2017	20/09/2017	25	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Professional Assessment of Need			
7978	26/07/2017	11/09/2017	32	General Surgery	Craigavon Area Hospital	General Surgery	Waiting List, Delay/Cancellation on Planned Admission to Hospital		taff reminded of the importance of following guidelines.	
7978	26/07/2017	11/09/2017	32	General Surgery	Craigavon Area Hospital	General Surgery	Communication Information		taff reminded of the importance of following guidelines.	
7840	27/06/2017	29/09/2017	66	General Surgery	Craigavon Area Hospital	General Surgery	Waiting Times, Outpatient Departments		o action plan	
8055	18/08/2017	28/09/2017	28	General Medicine	Craigavon Area Hospital	General Medicine	Professional Assessment of Need		o action plan	
8031	11/08/2017	05/09/2017	16	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need		o action plan	
8008	07/08/2017	14/09/2017	27	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Policy/Commercial Decisions		o action plan	
8069	23/08/2017	25/09/2017	22	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Staff Attitude/Behaviour			
8078	29/08/2017	18/09/2017	14	Anaesthetic Services, Theatres and IC Services	Craigavon Area Hospital	Anaesthetics	Communication Information		o action plan	

7998	16/08/2017	22/09/2017	26	General Medicine	Daisy Hill Hospital	General Medicine	Quality of Treatment & Care	Personal Information redacted by the USI	No action plan	
7998	16/08/2017	22/09/2017	26	General Medicine	Daisy Hill Hospital	General Medicine	Quality of Treatment & Care		No action plan	
7998	16/08/2017	22/09/2017	26	General Medicine	Daisy Hill Hospital	General Medicine	Communication/Information		No action plan	
8028	11/08/2017	25/09/2017	30	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need		no action plan	
8077	29/08/2017	15/09/2017	13	Cardiac Services	Craigavon Area Hospital	Cardiology	Communication/Information			
8077	29/08/2017	15/09/2017	13	Cardiac Services	Craigavon Area Hospital	Cardiology	Waiting List, Delay/Cancellation on Outpatient Appointments			
8067	23/08/2017	22/09/2017	21	General Surgery	Craigavon Area Hospital	Urology Surgery	Waiting List, Delay/Cancellation on Planned Admission to Hospital	Unacceptable waiting time for Urology surgery.	Apology offered for lengthy wait and explained that the current demand outstrips capacity. PATIENT RECEIVED CANCELLATION APPOINTMENT FOLLOWING RESPONSE.	No action plan
8119	05/09/2017	26/09/2017	15	Anaesthetics, Theatres and IC Services	Craigavon Area Hospital	Theatres	Quality of Treatment & Care	Personal Information redacted by the USI		
7966	28/07/2017	20/09/2017	37	General Medicine	Craigavon Area Hospital	General Medicine	Communication/Information			
7976	26/07/2017	29/09/2017	46	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care			
7976	26/07/2017	29/09/2017	46	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need			
8106	04/09/2017	29/09/2017	19	Emergency Department Services	South Tyrone Hospital	Accident and Emergency	Records/Record Keeping			
8027	14/08/2017	15/09/2017	23	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour			
8027	14/08/2017	15/09/2017	23	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Communication/Information			
8041	15/08/2017	12/09/2017	19	General Surgery	Craigavon Area Hospital	General Surgery	Communication/Information			
8083	30/08/2017	25/09/2017	18	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency				
7929	19/07/2017	13/09/2017	39	General Medicine	Craigavon Area Hospital	General Medicine	Waiting List, Delay/Cancellation on Outpatient Appointments			
8101	01/09/2017	18/09/2017	11	Booking / Admin	Craigavon Area Hospital	Acute Booking Centre	Records/Record Keeping			

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
8232	21/09/2017	09/10/2017	12	Children with Disability Services	Community	Residential - Short Breaks	Quantity of Treatment & Care	Personal Information redacted by the USI		/a	None
8263	10/10/2017	30/10/2017	14	Children with Disability Services	Community	Residential - Short Breaks	Quantity of Treatment & Care			/a	None
8259	09/10/2017	27/10/2017	14	Community Paediatric Service	Community	Community Paediatrics A&D	Professional Assessment of Need			/a	None
8189	21/09/2017	11/10/2017	14	Children with Disability Services	Community	Children with Disability Team A&D	Communication Information			Personal Information redacted by the USI	None
8204	12/10/2017	17/10/2017	3	Family Intervention Service	Community	FIT Armagh Rural	Communication Information			/a	None
8255	04/10/2017	26/10/2017	16	Family Intervention Service	Community	South Armagh FIT only	Communication Information			/a	None
8085	21/09/2017	18/10/2017	19	Family Intervention Service	Community	South Down FIT only	Communication Information			/a	None
7886	06/07/2017	05/10/2017	63	Acute Paediatric Services	Craigavon Area Hospital	Paediatrics	Communication Information			/a	Improve communication with parents especially when offering help
8151	12/09/2017	05/10/2017	17	Family Intervention Service	Community	FIT Armagh Urban	Communication Information			Personal Information redacted by the USI	None
8144	11/09/2017	26/10/2017	33	Family Intervention Service	Community	Gateway Team N&M	Communication Information			/a	None

7875	27/06/2017	06/10/2017	71	Acute Paediatric Services	Craigavon Area Hospital	Paediatrics	Staff Attitude/Behaviour	Personal Information redacted by the USI	n/a	None
8178	19/09/2017	03/10/2017	10	Children with Disability Services	Community	Residential - Short Breaks	Quantity of Treatment & Care	Personal Information redacted by the USI	n/a	None
8234	29/09/2017	05/10/2017	4	Children with Disability Services	Community	Residential - Short Breaks	Quantity of Treatment & Care	Personal Information redacted by the USI	Personal Information redacted by the USI	None
8236	27/09/2017	05/10/2017	6	Children with Disability Services	Community	Residential - Short Breaks	Quantity of Treatment & Care	Personal Information redacted by the USI	Personal Information redacted by the USI	None
8291	10/10/2017	10/10/2017	0	Children with Disability Services	Community	Residential - Short Breaks	Quantity of Treatment & Care	Personal Information redacted by the USI	n/a	None
8286	10/10/2017	26/10/2017	12	CAMHS	Community	Autism Intervention Team	Waiting List, Delay/Cancellation on Community Based Appointments	Personal Information redacted by the USI	n/a	None
7912	17/07/2017	05/10/2017	57	General Surgery	Craigavon Area Hospital	General Surgery	Professional Assessment of Need	Personal Information redacted by the USI	No action plan	
8105	01/09/2017	31/10/2017	42	Booking / Admin	Craigavon Area Hospital	Acute Booking Centre	Communication Information	Personal Information redacted by the USI	Complaint has been used to educate staff and has highlighted issues in relation to a detailed patient handover between staff.	
8061	21/08/2017	02/10/2017	29	Midwifery and Gynaecology	Craigavon Area Hospital	Gynaecology	Quality of Treatment & Care	Personal Information redacted by the USI	No action plan	
8065	22/08/2017	02/10/2017	28	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Waiting List, Delay/Cancellation on Outpatient Appointments	Personal Information redacted by the USI	No action plan	
8153	12/09/2017	03/10/2017	15	Diagnostic Services	Craigavon Area Hospital	Imaging - MRI	Records/Record Keeping	Personal Information redacted by the USI	No action plan	
8153	12/09/2017	03/10/2017	15	Diagnostic Services	Craigavon Area Hospital	Imaging - MRI	Professional Assessment of Need	Personal Information redacted by the USI	No action plan	

7851	27/06/2017	18/10/2017	79	Diagnostic Services	Craigavon Area Hospital	Imaging - All other	Professional Assessment of Need	Personal Information redacted by the USI		No action plan	
8111	04/09/2017	18/10/2017	32	Cardiac Services	Craigavon Area Hospital	Cardiology	Waiting List, Delay/Cancellation Outpatient Appointments			No action plan	
8229	02/10/2017	17/10/2017	11	Scheduling Team	Craigavon Area Hospital	Cardiology Scheduling	Policy/Commercial Decisions			PAS has been amended to ensure patient attends CAH for future procedures.	
8120	06/09/2017	06/10/2017	22	UROLOG	Craigavon Area Hospital	Urology and ENT	Waiting List, Delay/Cancellation Planned Admission to Hospital	Complainant unhappy with the length of time he has been on the waiting list for prostate operation.	Complainant has been advised that he has currently been on the waiting list for 80 weeks and the waiting times for procedures similar is 190 weeks.	no action plan	
8269	10/10/2017	25/10/2017	11	Locality Support Services (C&B)	Craigavon Area Hospital	Domestic Services (C/B)	Hotel/Support/Security Services (Excludes Contracted Services)	Personal Information redacted by the USI		Domestic staff reminded to be quiet when patients are sleeping.	
8132	07/09/2017	13/10/2017	26	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need			no action plan	
8132	07/09/2017	13/10/2017	26	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Quality of Treatment & Care			no action plan	
8166	02/10/2017	20/10/2017	14	TRAUMA	Craigavon Area Hospital	Trauma and Orthopaedics	Waiting Times, Outpatient Departments			no action plan	
7785	18/08/2017	19/10/2017	43	Anaesthetics, Theatres and IC Services	Craigavon Area Hospital	ICU	Professional Assessment of Need				
7785	18/08/2017	19/10/2017	43	Anaesthetics, Theatres and IC Services	Craigavon Area Hospital	ICU	Staff Attitude/Behaviour				
7785	18/08/2017	19/10/2017	43	Anaesthetics, Theatres and IC Services	Craigavon Area Hospital	ICU	Quality of Treatment & Care				
8152	11/09/2017	09/10/2017	20	General Surgery	Craigavon Area Hospital	General Surgery	Waiting List, Delay/Cancellation Outpatient Appointments			No action plan	
8172	18/09/2017	12/10/2017	18	General Surgery	Daisy Hill Hospital	General Surgery	Waiting List, Delay/Cancellation Planned Admission to Hospital			no action plan	

8117	05/09/2017	19/10/2017	32	Cardiac Services	Craigavon Area Hospital	Cardiology	Quality of Treatment & Care	Personal Information redacted by the USI		no action plan	
8117	05/09/2017	19/10/2017	32	Cardiac Services	Craigavon Area Hospital	Cardiology	Staff Attitude/Behaviour			no action plan	
8130	08/09/2017	02/10/2017	16	Locality Support Services (Newry)	Daisy Hill Hospital	Security (Newry)	Access to Premises			no action plan	
7988	15/08/2017	02/10/2017	33	General Surgery	Craigavon Area Hospital	Urology Surgery	Discharge/Transfer Arrangements	Family of cancer patient unhappy that she was discharged from ward to nursing home without the appropriate medication. Patient deceased since initial complaint was made.	Apology offered for distress caused and explained that the ward doctor and Pharmacist did not realise that additional medications were to be sent to the Nursing home as the message had not been passed on.	Learning - Sister has commenced daily Patient Safety briefings each morning at ward level.	
8223	29/09/2017	17/10/2017	12	Midwifery and Gynaecology	South Tyrone Hospital	Obstetrics	Professional Assessment of Need	Personal Information redacted by the USI		no action plan	
7889	05/07/2017	05/10/2017	64	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need				
7889	05/07/2017	05/10/2017	64	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need				
7889	05/07/2017	05/10/2017	64	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Communication/Information				
7889	05/07/2017	05/10/2017	64	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Quality of Treatment & Care				
7889	05/07/2017	05/10/2017	64	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Quality of Treatment & Care				
8140	07/09/2017	09/10/2017	22	Booking / Admin	Craigavon Area Hospital	Acute Booking Centre	Waiting List, Delay/Cancellation Outpatient Appointments			no action plan	
8147	13/09/2017	03/10/2017	14	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need			no action plan	
8165	14/09/2017	09/10/2017	17	General Surgery	Craigavon Area Hospital	General Surgery	Professional Assessment of Need			no action plan	

8174	14/09/2017	19/10/2017	25	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI		no action plan	
8092	31/08/2017	23/10/2017	37	General Medicine	Craigavon Area Hospital	General Medicine	Quality of Treatment & Care			no action plan	
7897	07/07/2017	19/10/2017	72	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need				
7897	07/07/2017	19/10/2017	72	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need				
8154	13/09/2017	02/10/2017	13	Locality Support Services (C&B)	Craigavon Area Hospital	Catering (C/B)	Hotel/Support/Security Services (Excludes Contracted Services)			No action plan	
8265	11/10/2017	18/10/2017	5	UROLOG	Craigavon Area Hospital	Urology and ENT	Records/Record Keeping	Complainant unhappy with the length of time it has taken for him to receive the results of his vasectomy.	Apologies given that telephone messages were not passed on and all staff have been spoken to and reminded to check their voicemail's continually and pass messages on to their colleagues.	no action plan	
8123	07/09/2017	10/10/2017	23	UROLOG	Craigavon Area Hospital	Urology and ENT	Waiting List, Delay/Cancellation on Planned Admission to Hospital	Complainant unhappy with long delay there has been in admitting her son for a urology procedure.	Redirected to Belfast Trust, however returned to SHSCT for investigation.	no action plan	
8235	05/10/2017	16/10/2017	7	Locality Support Services (Newry)	Daisy Hill Hospital	Security (Newry)	Access to Premises	Personal Information redacted by the USI		Review of car parking ongoing.	
8100	01/09/2017	02/10/2017	21	Acute Directorate AHP's	Craigavon Area Hospital	Physiotherapy	Professional Assessment of Need			No action plan	
8254	10/10/2017	20/10/2017	8	Diagnostic Services	Lurgan Hospital	Imaging - All other	Staff Attitude/Behaviour				
8138	08/09/2017	02/10/2017	16	General Surgery	Craigavon Area Hospital	Ophthalmology	Waiting List, Delay/Cancellation on Outpatient Appointments			no action plan	
8195	21/09/2017	19/10/2017	20	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - SILVERWOOD	Quantity of Treatment & Care			N/A	None
8195	21/09/2017	19/10/2017	20	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - SILVERWOOD	Quality of Treatment & Care			N/A	None
8195	21/09/2017	19/10/2017	20	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - SILVERWOOD	Professional Assessment of Need			N/A	None
8195	21/09/2017	19/10/2017	20	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - SILVERWOOD	Staff Attitude/Behaviour			N/A	None
8195	21/09/2017	19/10/2017	20	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - SILVERWOOD	Staff Attitude/Behaviour			N/A	None
8195	21/09/2017	19/10/2017	20	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - SILVERWOOD	Communication/Information			N/A	None
8336	30/10/2017	30/10/2017	0	Primary Mental Health Care Services	Craigavon Area Hospital	Primary Mental Health Care Team C&B Locality	Staff Attitude/Behaviour			no consent received to investigate concerns	no consent received to investigate concerns

8163	15/09/2017	05/10/2017	14	Primary Mental Health Care Services	Community	Primary Mental Health Care Team N&M Locality	Staff Attitude/Behaviour	Personal Information redacted by the USI	None
8163	15/09/2017	05/10/2017	14	Primary Mental Health Care Services	Community	Primary Mental Health Care Team N&M Locality	Clinical Diagnosis	Personal Information redacted by the USI	None
8241	13/10/2017	17/10/2017	2	Learning Disability Community Services	Independent/Voluntary Sector Locations	Learning Disability Team Craigavon and Banbridge	Other Contracted Services	Personal Information redacted by the USI	None
8183	09/10/2017	23/10/2017	10	Learning Disability Community Services	Community	Learning Disability Team Craigavon and Banbridge	Quantity of Treatment & Care	Personal Information redacted by the USI	None
8183	09/10/2017	23/10/2017	10	Learning Disability Community Services	Community	Learning Disability Team Craigavon and Banbridge	Quality of Treatment & Care	Personal Information redacted by the USI	None
8207	11/10/2017	16/10/2017	3	Community Services for Adults with Physical Disability	Community	Physical Disability Team C&B	Quantity of Treatment & Care	Personal Information redacted by the USI	None
8207	11/10/2017	16/10/2017	3	Community Services for Adults with Physical Disability	Community	Physical Disability Team C&B	Communication/Information	Personal Information redacted by the USI	None
8142	08/09/2017	04/10/2017	18	Learning Disability Community Services	Community	Learning Disability Team Craigavon and Banbridge	Transport, Late or Non-arrival/Journey Time	Personal Information redacted by the USI	None
8142	08/09/2017	04/10/2017	18	Learning Disability Community Services	Community	Learning Disability Team Craigavon and Banbridge	Quantity of Treatment & Care	Personal Information redacted by the USI	None
8173	18/09/2017	06/10/2017	14	Domiciliary Care	Community	Domiciliary Care C/B	Quality of Treatment & Care	Personal Information redacted by the USI	None
8173	18/09/2017	06/10/2017	14	Domiciliary Care	Community	Domiciliary Care C/B	Staff Attitude/Behaviour	Personal Information redacted by the USI	None

8197	29/09/2017	30/10/2017	21	Integrated Care Team	Community	Banbridge	Communication/Information	Personal Information redacted by the USI											None
8197	29/09/2017	30/10/2017	21	Integrated Care Team	Community	Banbridge	Quantity of Treatment & Care												None
8197	29/09/2017	30/10/2017	21	Integrated Care Team	Community	Banbridge	Quality of Treatment & Care												None

8248	06/10/2017	31/10/2017	17	Care Home Support Team	Independen t/Voluntary Sector Locations	NM - Care Home Support Team	Property/Expen ses/Finances	Personal Information redacted by the USI	None
8248	06/10/2017	31/10/2017	17	Care Home Support Team	Independen t/Voluntary Sector Locations	NM - Care Home Support Team			None

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
8382	06/11/2017	23/11/2017	13	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Staff Attitude/Behaviour	Personal Information redacted by the USI			Midwife asked to reflect on his behaviour.
7753	31/05/2017	14/11/2017	117	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Quality of Treatment & Care				
7753	31/05/2017	14/11/2017	117	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Quality of Treatment & Care				
7753	31/05/2017	14/11/2017	117	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour				
7753	31/05/2017	14/11/2017	117	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Environmental				
8363	03/11/2017	23/11/2017	14	Cardiac Services	Craigavon Area Hospital	Dermatology	Professional Assessment of Need				No action plan
8343	08/11/2017	14/11/2017	4	General Medicine	Craigavon Area Hospital	General Medicine	Discharge/Transfer Arrangements				
8215	27/09/2017	07/11/2017	29	General Medicine	Craigavon Area Hospital	General Medicine	Professional Assessment of Need				
8284	13/10/2017	14/11/2017	22	Diagnostic Services	Craigavon Area Hospital	Imaging - All other	Records/Record Keeping				
8429	20/11/2017	27/11/2017	5	Locality Support Services (C&B)	Craigavon Area Hospital	Security (C/B)	Staff Attitude/Behaviour				No action plan.
8429	20/11/2017	27/11/2017	5	Locality Support Services (C&B)	Craigavon Area Hospital	Security (C/B)	Confidentiality				No action plan.
8185	19/09/2017	01/11/2017	31	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Communication/Information				
8283	12/10/2017	15/11/2017	24	General Medicine	Craigavon Area Hospital	General Medicine	Aids/Adaptions/Appliances				
8371	22/11/2017	29/11/2017	5	General Surgery	Daisy Hill Hospital	General Surgery	Waiting List, Delay/Cancellation, Planned Admission to Hospital				No action plan
8230	03/10/2017	01/11/2017	21	General Surgery	Craigavon Area Hospital	Trauma Surgery	Aids/Adaptions/Appliances				
8230	03/10/2017	01/11/2017	21	General Surgery	Craigavon Area Hospital	Trauma Surgery	Quality of Treatment & Care				
8230	03/10/2017	01/11/2017	21	General Surgery	Craigavon Area Hospital	Trauma Surgery	Quality of Treatment & Care				
8251	05/10/2017	21/11/2017	33	Locality Support Services (C&B)	Craigavon Area Hospital	Catering (C/B)	Hotel/Support/Security Services (Excludes Contracted Services)				Nursing staff to be vigilant when serving meals to patients with specific dietary requirements.
8303	30/10/2017	30/11/2017	23	Diagnostic Services	Craigavon Area Hospital	Imaging - All other	Policy/Commercial Decisions				Staff reminded to access the procedure before giving out information to patients.

8449	22/11/2017	30/11/2017	6	TRAUMA	Craigavon Area Hospital	Trauma and Orthopaedics	Waiting List, Delay/Cancellation, Planned Admission to Hospital	Personal Information redacted by the USI	No action plan
8396	09/11/2017	24/11/2017	11	Midwifery and Gynaecology	Craigavon Area Hospital	Gynaecology	Waiting List, Delay/Cancellation, Outpatient Appointments	Personal Information redacted by the USI	No action plan
8435	21/11/2017	29/11/2017	6	Scheduling Team	Craigavon Area Hospital		Waiting List, Delay/Cancellation, Planned Admission to Hospital	Personal Information redacted by the USI	No action plan
7927	19/07/2017	02/11/2017	75	General Surgery	Craigavon Area Hospital	General Surgery	Quality of Treatment & Care	Personal Information redacted by the USI	
7927	19/07/2017	02/11/2017	75	General Surgery	Craigavon Area Hospital	General Surgery	Staff Attitude/Behaviour	Personal Information redacted by the USI	
8407	10/11/2017	30/11/2017	14	General Surgery	Craigavon Area Hospital	ENT Surgery	Waiting List, Delay/Cancellation, Planned Admission to Hospital	Personal Information redacted by the USI	No action plan
7242	30/01/2017	13/11/2017	198	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Professional Assessment of Need	Personal Information redacted by the USI	
8415	14/11/2017	29/11/2017	11	Booking / Admin	Craigavon Area Hospital	Acute Booking Centre	Communication/Information	Personal Information redacted by the USI	Staff will be reminded to be more accurate when giving out information.
8293	16/10/2017	03/11/2017	14	Booking / Admin	Craigavon Area Hospital	Acute Booking Centre	Policy/Commercial Decisions	Personal Information redacted by the USI	
8323	27/10/2017	24/11/2017	20	Cardiac Services	Craigavon Area Hospital	Neurology	Waiting Times, Outpatient Department	Personal Information redacted by the USI	No action plan
8224	29/09/2017	14/11/2017	32	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI	
8224	29/09/2017	14/11/2017	32	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI	
8187	19/09/2017	01/11/2017	31	Locality Support Services (Newry)	Daisy Hill Hospital	Security (Newry)	Access to Premises	Personal Information redacted by the USI	

8187	19/09/2017	01/11/2017	31	Locality Support Services (Newry)	Daisy Hill Hospital	Security (Newry)	Access to Premises	Personal Information redacted by the USI		
8187	19/09/2017	01/11/2017	31	Locality Support Services (Newry)	Daisy Hill Hospital	Security (Newry)	Staff Attitude/Behaviour			
8315	01/11/2017	07/11/2017	4	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments			
8315	01/11/2017	07/11/2017	4	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Communication/Information			
8340	30/10/2017	24/11/2017	19	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need			No action plan
8340	30/10/2017	24/11/2017	19	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Staff Attitude/Behaviour			No action plan
8314	20/10/2017	14/11/2017	17	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care			
8032	01/09/2017	14/11/2017	52	General Surgery	Craigavon Area Hospital	General Surgery	Professional Assessment of Need			
8032	01/09/2017	14/11/2017	52	General Surgery	Craigavon Area Hospital	General Surgery	Discharge/Transfer Arrangements			
8032	01/09/2017	14/11/2017	52	General Surgery	Craigavon Area Hospital	General Surgery	Communication/Information			
8032	01/09/2017	14/11/2017	52	General Surgery	Craigavon Area Hospital	General Surgery	Discharge/Transfer Arrangements			
8136	08/09/2017	01/11/2017	38	General Surgery	Craigavon Area Hospital	General Surgery	Professional Assessment of Need			
8281	12/10/2017	15/11/2017	24	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour			
8281	12/10/2017	15/11/2017	24	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Professional Assessment of Need			
8321	24/10/2017	30/11/2017	27	Midwifery and Gynaecology	Craigavon Area Hospital	Gynaecology	Professional Assessment of Need			No action plan
8339	27/10/2017	17/11/2017	15	General Surgery	Craigavon Area Hospital	Urology Surgery	Waiting List, Delay/Cancellation Outpatient Appointments			No action plan
8216	28/09/2017	07/11/2017	28	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need			

8324	26/10/2017	03/11/2017	6	TRAUMA	Craigavon Area Hospital	Trauma and Orthopaedics	Communication/Information	Personal Information redacted by the USI	
7989	01/09/2017	14/11/2017	52	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Communication/Information		
8210	22/09/2017	01/11/2017	28	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need		
8295	30/10/2017	30/11/2017	23	Cancer Services	Craigavon Area Hospital	Oncology	Waiting Times, Outpatient Department		Registrar has been reminded to access patient notes on the electronic system using consultations.
8295	30/10/2017	30/11/2017	23	Cancer Services	Craigavon Area Hospital	Oncology	Professional Assessment of Need		Registrar has been reminded to access patient notes on the electronic system using consultations.
8107	04/09/2017	14/11/2017	51	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Quality of Treatment & Care		
8270	10/10/2017	02/11/2017	17	Booking / Admin	Craigavon Area Hospital	Acute Booking Centre	Staff Attitude/Behaviour		
8456	31/10/2017	28/11/2017	20	Learning Disability Community Services	Community	Learning Disability Team Newry and Mourne	Property/Expenses/Finances		None
8296	26/10/2017	21/11/2017	18	Primary Mental Health Care Services	Community	Primary Mental Health Care Team C&B Locality	Staff Attitude/Behaviour		/a
8296	26/10/2017	21/11/2017	18	Primary Mental Health Care Services	Community	Primary Mental Health Care Team C&B Locality	Quality of Treatment & Care		/a
8290	23/10/2017	07/11/2017	11	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - BRONTE	Staff Attitude/Behaviour		In order to prevent any confusion and alleviate any anxieties that patients may have around meal provisions, this topic will be discussed regularly at the patient meetings which are held with the advocate service.
8301	19/10/2017	17/11/2017	21	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - SILVERWOOD	Staff Attitude/Behaviour		Value of having Kardex witnessed by two staff members
8309	23/10/2017	16/11/2017	18	Community Memory Services	Community	Memory Service C&B Locality	Quantity of Treatment & Care		/a
8326	26/10/2017	23/11/2017	20	Learning Disability Community Services	Independent Voluntary Sector Locations	Learning Disability Team Craigavon and Banbridge	Communication/Information		None
8326	26/10/2017	23/11/2017	20	Learning Disability Community Services	Independent Voluntary Sector Locations	Learning Disability Team Craigavon and Banbridge	Environmental		None
8341	07/11/2017	28/11/2017	15	Support and Recovery Services	Community	Personality Disorder Services	Professional Assessment of Need		None

8341	07/11/2017	28/11/2017	15	Support and Recovery Services	Community	Personality Disorder Services	Quantity of Treatment & Care	Personal Information redacted by the USI	None
8341	07/11/2017	28/11/2017	15	Support and Recovery Services	Community	Personality Disorder Services	Quality of Treatment & Care		None
8341	07/11/2017	28/11/2017	15	Support and Recovery Services	Community	Personality Disorder Services	Staff Attitude/Behaviour		None
8365	03/11/2017	29/11/2017	18	Community Services for Adults with Physical Disability	Community	Physical Disability Team A&D	Quality of Treatment & Care		n/a
8365	03/11/2017	29/11/2017	18	Community Services for Adults with Physical Disability	Community	Physical Disability Team A&D	Aids/Adaptations/Appliances		n/a
8266	17/10/2017	13/11/2017	19	Primary Mental Health Care Services	Community	Primary Mental Health Care Team A&D Locality	Quality of Treatment & Care		n/a
8266	17/10/2017	13/11/2017	19	Primary Mental Health Care Services	Community	Primary Mental Health Care Team A&D Locality	Professional Assessment of Need		n/a
8333	07/11/2017	27/11/2017	14	Acute Mental Health Services	Community	Home Treatment / Crisis Response Team A&D	Discharge/Transfer Arrangements		N/A
8333	07/11/2017	27/11/2017	14	Acute Mental Health Services	Community	Home Treatment / Crisis Response Team A&D	Staff Attitude/Behaviour		N/A
8346	31/10/2017	27/11/2017	19	Acute Paediatric Services	Community	Paediatrics	Quality of Treatment & Care		
8329	27/10/2017	21/11/2017	17	Family Intervention Service	Community	Gateway Team C&B	Communication/Information		
8373	07/11/2017	29/11/2017	16	Residential Care	Community	Long Term Residential Care	Children Order Complaints		
8414	14/11/2017	14/11/2017	0	AHP's CYP Services	Community	Occupational Therapy CYP	Communication/Information		
8288	23/10/2017	14/11/2017	16	Health Visiting / School Nursing / Child Protection Nurse Specialist / CHS	Community	Health Visiting Team Newry 1	Communication/Information		
8384	17/10/2017	08/11/2017	16	Health Visiting / School Nursing / Child Protection Nurse Specialist / CHS	Community	Health Visiting Team Dungannon	Quality of Treatment & Care		

8426	17/11/2017	23/11/2017	4	Looked After Children Services	Community	Looked After Childrens Team C/B	Children Order Complaints	Personal Information redacted by the USI	
8237	17/10/2017	24/11/2017	28	Family Intervention Service	Community	Gateway Team C&B	Communication/Information		
8402	10/11/2017	24/11/2017	10	AHP's CYP Services	Community	Speech and Language CYP	Waiting List, Delay/Cancellation Community Based Appointments		
8347	01/11/2017	24/11/2017	17	AHP's CYP Services	Community	Occupational Therapy CYP	Aids/Adaptations/Appliances		
8381	07/11/2017	29/11/2017	16	Community Paediatric Service	Community	Community Paediatrics A&D	Communication/Information		
8356	03/11/2017	20/11/2017	11	Independent Sector Care	Independent Voluntary Sector Locations	Private Nursing Homes	Communication/Information		
8356	03/11/2017	20/11/2017	11	Independent Sector Care	Independent Voluntary Sector Locations	Private Nursing Homes	Quality of Treatment & Care	ew system put in place to better manage telephone messages and ensure calls are returned in a timely manner.	
8356	03/11/2017	20/11/2017	11	Independent Sector Care	Independent Voluntary Sector Locations	Private Nursing Homes	Staff Attitude/Behaviour		
8430	20/11/2017	24/11/2017	4	Care Home Support Team	Independent Voluntary Sector Locations	AD - Care Home Support Team	Policy/Commercial Decisions		

8430	20/11/2017	24/11/2017		4 Care Home Support Team	Independent/ Voluntary Sector Locations	AD - Care Home Support Team	Communication/Information	Personal Information redacted by the USI	New process for taking and responding to telephone messages to be considered.
8464	29/11/2017	29/11/2017		0 GP OOH/MIU	Community	GP Out of Hours	Policy/Commercial Decisions		None
8292	13/10/2017	08/11/2017		18 Specialist Primary Care Services Nursing	Community	COPD Respiratory Nursing	Policy/Commercial Decisions		None

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
8383	06/11/2017	22/12/2017	34	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI			No action plan
8461	28/11/2017	15/12/2017	13	General Surgery	Craigavon Area Hospital	General Surgery	Quality of Treatment & Care				No action plan
8461	28/11/2017	15/12/2017	13	General Surgery	Craigavon Area Hospital	General Surgery	Staff Attitude/Behaviour				No action plan
8461	28/11/2017	15/12/2017	13	General Surgery	Craigavon Area Hospital	General Surgery	Discharge/Transfer Arrangements				No action plan
8461	28/11/2017	15/12/2017	13	General Surgery	Craigavon Area Hospital	General Surgery	Quality of Treatment & Care				No action plan
8316	14/11/2017	22/12/2017	28	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Policy/Commercial Decisions				No action plan
8345	01/11/2017	04/12/2017	23	General Medicine	Daisy Hill Hospital	General Medicine	Professional Assessment of Need				Staff reminded of the importance of sensitivities with relatives when patients are very ill or have passed away.
8345	01/11/2017	04/12/2017	23	General Medicine	Daisy Hill Hospital	General Medicine	Staff Attitude/Behaviour				Staff reminded of the importance of sensitivities with relatives when patients are very ill or have passed away.
8450	22/11/2017	11/12/2017	13	General Surgery	Craigavon Area Hospital	General Surgery	Privacy/Dignity				No action plan
8455	24/11/2017	22/12/2017	20	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour				No action plan
8148	13/09/2017	04/12/2017	58	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need				Staff reminded of importance of maintaining patients privacy and dignity at all times.
8148	13/09/2017	04/12/2017	58	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care				Staff reminded of importance of maintaining patients privacy and dignity at all times.
8148	13/09/2017	04/12/2017	58	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care				Staff reminded of importance of maintaining patients privacy and dignity at all times.
8446	23/11/2017	19/12/2017	18	General Medicine	Craigavon Area Hospital	General Medicine	Policy/Commercial Decisions				No action plan
8112	05/09/2017	04/12/2017	64	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need				No action plan
8112	05/09/2017	04/12/2017	64	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Quality of Treatment & Care				No action plan
8385	06/11/2017	07/12/2017	23	Diagnostic Services	Craigavon Area Hospital	Imaging - All other	Communication/Information				Staff training now includes highlighting which examinations require a Consultant Radiologist.
8504	08/12/2017	21/12/2017	9	General Surgery	Craigavon Area Hospital	General Surgery					No action plan
8504	08/12/2017	21/12/2017	9	General Surgery	Craigavon Area Hospital	General Surgery	Policy/Commercial Decisions				No action plan
8217	28/09/2017	11/12/2017	52	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Professional Assessment of Need				Staff to receive additional training to enhance their skills

8217	28/09/2017	11/12/2017	52	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Communication/Information	Personal Information redacted by the USI		Staff to receive additional training to enhance their skills
8226	11/10/2017	04/12/2017	38	General Medicine	Craigavon Area Hospital	General Medicine	Discharge/Transfer Arrangements			Doctor was reminded to prioritise discharge letters early in the day.
8258	08/11/2017	22/12/2017	32	General Surgery	Craigavon Area Hospital	General Surgery	Policy/Commercial Decisions			No action plan
8425	17/11/2017	20/12/2017	23	Diagnostic Services	Daisy Hill Hospital	Imaging - CT	Communication/Information			No action plan
8425	17/11/2017	20/12/2017	23	Diagnostic Services	Daisy Hill Hospital	Imaging - CT	Waiting List, Delay/Cancellation Outpatient Appointments			No action plan
8412	27/11/2017	22/12/2017	19	General Medicine	Daisy Hill Hospital	General Medicine	Professional Assessment of Need			Staff reminded to write discharge medications in ED notes.
8412	27/11/2017	22/12/2017	19	General Medicine	Daisy Hill Hospital	General Medicine	Quality of Treatment & Care			Staff reminded to write discharge medications in ED notes.
8368	01/11/2017	28/12/2017	39	Midwifery and Gynaecology	Banbridge Polyclinic	Obstetrics	Professional Assessment of Need			Midwives to receive training in ultrasound scanning. New guidance to be issued to those conducting scans.
8473	30/11/2017	27/12/2017	17	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need			No action plan
8484	05/12/2017	11/12/2017	4	Booking / Admin	Craigavon Area Hospital	Acute Booking Centre	Communication/Information			No action plan
8432	20/11/2017	04/12/2017	10	Locality Support Services (C&B)	Craigavon Area Hospital	Security (C/B)	Access to Premises			No action plan
8306	11/12/2017	11/12/2017	0	UROLOG	Craigavon Area Hospital	Urology and ENT	Discharge/Transfer Arrangements			No action plan
8418	22/11/2017	04/12/2017	8	UROLOG	Craigavon Area Hospital	Urology and ENT	Quality of Treatment & Care			Additional ward hygiene audits implemented. Staff reminded to keep patients and relatives updated re progress and plans.
8418	22/11/2017	04/12/2017	8	UROLOG	Craigavon Area Hospital	Urology and ENT	Discharge/Transfer Arrangements			Additional ward hygiene audits implemented. Staff reminded to keep patients and relatives updated re progress and plans.
8219	28/09/2017	11/12/2017	52	General Surgery	Craigavon Area Hospital	General Surgery	Professional Assessment of Need			No action plan
8219	28/09/2017	11/12/2017	52	General Surgery	Craigavon Area Hospital	General Surgery	Communication/Information			No action plan
8313	20/10/2017	14/12/2017	39	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Quality of Treatment & Care			Staff reminded to change bed and bath linen frequently.
8405	10/11/2017	11/12/2017	21	General Surgery	Daisy Hill Hospital	General Surgery	Communication/Information			No action plan.

8300	17/10/2017	06/12/2017	36	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Communication/Information	Personal Information redacted by the USI		No action plan
8300	17/10/2017	06/12/2017	36	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments			No action plan
8182	19/09/2017	27/12/2017	69	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour			Staff have been sent on PROMPT training in order to recognise obstetric emergencies and Sepsis.
8182	19/09/2017	27/12/2017	69	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Quality of Treatment & Care			Staff have been sent on PROMPT training in order to recognise obstetric emergencies and Sepsis.
8182	19/09/2017	27/12/2017	69	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Communication/Information			Staff have been sent on PROMPT training in order to recognise obstetric emergencies and Sepsis.
8182	19/09/2017	27/12/2017	69	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Quality of Treatment & Care			Staff have been sent on PROMPT training in order to recognise obstetric emergencies and Sepsis.
8460	28/11/2017	27/12/2017	19	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour			Staff reminded to document all care given. Staff to provide women with more information re induction process.
8242	03/10/2017	13/12/2017	51	General Medicine	Craigavon Area Hospital	MAU	Discharge/Transfer Arrangements			No action plan
8386	06/11/2017	06/12/2017	22	Acute Directorate AHP's	Craigavon Area Hospital	Occupational Therapy	Professional Assessment of Need			Hospital SW and Occupational Therapist should have liaised with Community staff in order to accurately assess patient's needs and level of independence.
8366	01/11/2017	21/12/2017	36	General Medicine	Craigavon Area Hospital	General Medicine	Waiting Times, Outpatient Departments			No action plan
8366	01/11/2017	21/12/2017	36	General Medicine	Craigavon Area Hospital	General Medicine	Waiting Times, Outpatient Departments			No action plan
8447	23/11/2017	27/12/2017	22	Midwifery and Gynaecology	Craigavon Area Hospital	Gynaecology	Professional Assessment of Need			No action plan
8447	23/11/2017	27/12/2017	22	Midwifery and Gynaecology	Craigavon Area Hospital	Gynaecology	Waiting List, Delay/Cancellation Planned Admission to Hospital			No action plan
8268	10/10/2017	20/12/2017	51	Midwifery and Gynaecology	Daisy Hill Hospital	Gynaecology	Professional Assessment of Need			Case referred for further management
8268	10/10/2017	20/12/2017	51	Midwifery and Gynaecology	Daisy Hill Hospital	Gynaecology	Waiting List, Delay/Cancellation Outpatient Appointments			Case referred for further management
8472	08/12/2017	15/12/2017	5	Family Placement Services	Community	Family Placement Team C/B	Communication/Information		N/A	None
8249	26/09/2017	20/12/2017	61	CAMHS	Community	Autism Intervention Team	Professional Assessment of Need		N/A	None
8524	14/12/2017	27/12/2017	7	Early Years and Parenting	Community	Early Years Newry & Craigavon	Communication/Information		N/A	None
8423	16/11/2017	12/12/2017	18	Family Intervention Service	Community	FIT Armagh Rural	Communication/Information		N/A	None
8465	29/11/2017	08/12/2017	7	CAMHS	Community	Autism Diagnostic Team	Professional Assessment of Need		N/A	None
8135	11/12/2017	12/12/2017	1	Early Years and Parenting	Community	FIT Portadown	Communication/Information		N/A	None
8490	05/12/2017	05/12/2017	0	AHP's CYP Services	Community	Speech and Language CYP	Discrimination			
8328	27/10/2017	20/12/2017	38	AHP's CYP Services	Community	Speech and Language CYP	Waiting List, Delay/Cancellation Community Based Appointments	N/A		None

8427	17/11/2017	13/12/2017	18	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - SILVERWOOD	Staff Attitude/Behaviour	Personal Information redacted by the USI	More caution to be taken in prescribing medications NIECR should not be used in isolation
8427	17/11/2017	13/12/2017	18	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - SILVERWOOD	Quality of Treatment & Care	Personal Information redacted by the USI	More caution to be taken in prescribing medications NIECR should not be used in isolation
8427	17/11/2017	13/12/2017	18	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - SILVERWOOD	Communication/Information	Personal Information redacted by the USI	More caution to be taken in prescribing medications NIECR should not be used in isolation
8348	14/11/2017	13/12/2017	21	Community Services for Adults with Physical Disability	Community	Physical Disability Team C&B	Environmental	Personal Information redacted by the USI	n/a
8348	14/11/2017	13/12/2017	21	Community Services for Adults with Physical Disability	Community	Physical Disability Team C&B		Personal Information redacted by the USI	n/a
8348	14/11/2017	13/12/2017	21	Community Services for Adults with Physical Disability	Community	Physical Disability Team C&B		Personal Information redacted by the USI	n/a
8421	15/11/2017	12/12/2017	19	Support and Recovery Services	Community	Personality Disorder Services	Professional Assessment of Need	Personal Information redacted by the USI	The importance of a second therapist being in attendance to witness accuracy of exchanges.
8421	15/11/2017	12/12/2017	19	Support and Recovery Services	Community	Personality Disorder Services	Communication/Information	Personal Information redacted by the USI	The importance of a second therapist being in attendance to witness accuracy of exchanges.
8421	15/11/2017	12/12/2017	19	Support and Recovery Services	Community	Personality Disorder Services	Quality of Treatment & Care	Personal Information redacted by the USI	The importance of a second therapist being in attendance to witness accuracy of exchanges.
8421	15/11/2017	12/12/2017	19	Support and Recovery Services	Community	Personality Disorder Services	Staff Attitude/Behaviour	Personal Information redacted by the USI	The importance of a second therapist being in attendance to witness accuracy of exchanges.
8410	14/11/2017	04/12/2017	14	Learning Disability Community Services	Community	Learning Disability Team Craigavon and Banbridge	Professional Assessment of Need	Personal Information redacted by the USI	None
8485	08/12/2017	08/12/2017	0	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - WILLOWS	Staff Attitude/Behaviour	Personal Information redacted by the USI	SN recognises that she should have referred concerns to the Ward Manager when the conversation escalated - the SN will reflect upon the same.
8485	08/12/2017	08/12/2017	0	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - WILLOWS	Quality of Treatment & Care	Personal Information redacted by the USI	SN recognises that she should have referred concerns to the Ward Manager when the conversation escalated - the SN will reflect upon the same.
8434	20/11/2017	13/12/2017	17	Acute Mental Health Services	Community	Home Treatment / Crisis Response Team C&B	Staff Attitude/Behaviour	Personal Information redacted by the USI	patients not aware service is a crisis service
8434	20/11/2017	13/12/2017	17	Acute Mental Health Services	Community	Home Treatment / Crisis Response Team C&B	Quality of Treatment & Care	Personal Information redacted by the USI	patients not aware service is a crisis service
8434	20/11/2017	13/12/2017	17	Acute Mental Health Services	Community	Home Treatment / Crisis Response Team C&B	Communication/Information	Personal Information redacted by the USI	patients not aware service is a crisis service
8459	28/11/2017	28/12/2017	20	Care Home Support Team	Independent /Voluntary Sector Locations	CB - Care Home Support Team	Staff Attitude/Behaviour	Personal Information redacted by the USI	The sharing of complaints/issues with the Trust when relationships are strained has been raised with the ISP to inform their future good practice to enable the Trust to support clients and families

8424	17/11/2017	06/12/2017	13	GP OOH/MIU	Community	GP Out of Hours	Quality of Treatment & Care	Personal Information redacted by the USI	None
8424	17/11/2017	06/12/2017	13	GP OOH/MIU	Community	GP Out of Hours	Communication/Information		None
8523	15/12/2017	19/12/2017	2	Health Improvement	Craigavon Area Hospital	Health Promotion	Policy/Commercial Decisions		None
8520	14/12/2017	21/12/2017	5	GP OOH/MIU	Community	GP Out of Hours	Staff Attitude/Behaviour		None
8520	14/12/2017	21/12/2017	5	GP OOH/MIU	Community	GP Out of Hours	Professional Assessment of Need		None
8520	14/12/2017	21/12/2017	5	GP OOH/MIU	Community	GP Out of Hours	Quality of Treatment & Care		None

8355	02/11/2017	07/12/2017	25	Intermediate Care Services and Stroke Care	South Tyrone Hospital	ICSSC A&D		Personal Information redacted by the USI	NAH ward patients are offered the option of a shower on a daily basis, the evidence would suggest this did not happen and therefore card daid not meet this expected standard. Observation of practice at mealtimes required to review whether there is an accurate completion of menus and kitchen staff adherence to menue choices.
8355	02/11/2017	07/12/2017	25	Intermediate Care Services and Stroke Care	South Tyrone Hospital	ICSSC A&D	Communication/Info rmation		NAH ward patients are offered the option of a shower on a daily basis, the evidence would suggest this did not happen and therefore card daid not meet this expected standard. Observation of practice at mealtimes required to review whether there is an accurate completion of menus and kitchen staff adherence to menue choices.

8355	02/11/2017	07/12/2017	25	Intermediate Care Services and Stroke Care	South Tyrone Hospital	ICSSC A&D	Quantity of Treatment & Care	Personal Information redacted by the USI	NAH ward patients are offered the option of a shower on a daily basis, the evidence would suggest this did not happen and therefore card daid not meet this expected standard. Observation of practice at mealtimes required to review whether there is an accurate completion of menus and kitchen staff adherence to menue choices.
8355	02/11/2017	07/12/2017	25	Intermediate Care Services and Stroke Care	South Tyrone Hospital	ICSSC A&D	Quality of Treatment & Care		NAH ward patients are offered the option of a shower on a daily basis, the evidence would suggest this did not happen and therefore card daid not meet this expected standard. Observation of practice at mealtimes required to review whether there is an accurate completion of menus and kitchen staff adherence to menue choices.
8489	06/12/2017	19/12/2017	9	GP OOH/MIU	Community	GP Out of Hours	Quality of Treatment & Care		None
8489	06/12/2017	19/12/2017	9	GP OOH/MIU	Community	GP Out of Hours	Discrimination		None
8493	07/12/2017	19/12/2017	8	GP OOH/MIU	Community	GP Out of Hours	Quality of Treatment & Care		None

8493	07/12/2017	19/12/2017	8	GP OOH/MIU	Community	GP Out of Hours	Waiting Times, Community Services	Personal Information redacted by the USI	None
8495	07/12/2017	19/12/2017	8	GP OOH/MIU	Community	GP Out of Hours	Quality of Treatment & Care		None
8495	07/12/2017	19/12/2017	8	GP OOH/MIU	Community	GP Out of Hours	Waiting Times, Community Services		None

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)		Action taken (Investigation)	Lessons learned
8436	20/11/2017	18/01/2018	40	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need			No action plan
8619	22/01/2018	30/01/2018	6	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need			No action plan
8545	02/01/2018	09/01/2018	5	Locality Support Services (C&B)	Craigavon Area Hospital	Security (C/B)	Access to Premises			No action plan
8470	29/11/2017	18/01/2018	33	General Surgery	Craigavon Area Hospital	Urology Surgery	Professional Assessment of Need	Complainant who is suffering complications after urology surgery believes that she has not been correctly diagnosed.	Medical staff feel that the patient has been extensively investigated, however her condition is chronic. Discussed possible ways forward and potential risks.	Review appointment offered.
8503	07/12/2017	15/01/2018	24	Diagnostic Services	Craigavon Area Hospital	Imaging - Ultrasound	Staff Attitude/Behaviour			Future consultations to take place in the privacy of the scanning room.
8605	24/01/2018	29/01/2018	3	General Surgery	Craigavon Area Hospital	Breast Surgery	Delay/Cancellation for Inpatients			Trust working towards reducing waiting times for breast surgery in cancer patients.
8480	30/11/2017	10/01/2018	26	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need			No action plan
8563	03/01/2018	30/01/2018	19	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Policy/Commercial Decisions			No action plan
8411	09/11/2017	18/01/2018	47	General Medicine	Craigavon Area Hospital	General Medicine	Waiting Times, Outpatient Departments			New Aseptic Suite work in progress.
8555	02/01/2018	30/01/2018	20	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Communication/Information			Staff reminded to make patients aware of possibility of staining on skin following an iron infusion.
8445	23/11/2017	15/01/2018	34	General Surgery	Craigavon Area Hospital	General Surgery	Waiting Times, Outpatient Departments			No action plan
8243	05/10/2017	03/01/2018	61	General Surgery	Craigavon Area Hospital	General Surgery	Professional Assessment of Need			No action plan
8522	14/12/2017	18/01/2018	22	General Surgery	Craigavon Area Hospital	General Surgery	Delay/Cancellation for Inpatients			ED concerns to be raised at next Patient Safety briefing.
8522	14/12/2017	18/01/2018	22	General Surgery	Craigavon Area Hospital	General Surgery				ED concerns to be raised at next Patient Safety briefing.
8510	11/12/2017	23/01/2018	28	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour			No action plan
8623	22/01/2018	29/01/2018	5	General Medicine	Daisy Hill Hospital	Stroke	Hotel/Support/Security Services (Excludes Contracted Services)			
8469	09/01/2018	18/01/2018	7	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments			Staff reminded to keep patients and relatives up to date with regards to waiting times.
8567	15/01/2018	18/01/2018	3	Cardiac Services	Craigavon Area Hospital	Cardiology	Policy/Commercial Decisions			No action plan
8433	17/11/2017	11/01/2018	36	General Medicine	Craigavon Area Hospital	General Medicine	Communication/Information			Higher strength Pregabalin (300mg and 200mg) have been removed from Trust stock. Incident shared in learning bulletin for Trust staff, June 2017.
8433	17/11/2017	11/01/2018	36	General Medicine	Craigavon Area Hospital	General Medicine	Professional Assessment of Need			Higher strength Pregabalin (300mg and 200mg) have been removed from Trust stock. Incident shared in learning bulletin for Trust staff, June 2017.
8443	22/11/2017	11/01/2018	33	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need			Case presented to M&M audit meeting. Feedback provided to medical staff involved with patient. Poster displayed in ED to highlight possible serious injuries in the elderly as a result of a fall
8390	07/11/2017	18/01/2018	49	General Surgery	Craigavon Area Hospital	General Surgery	Professional Assessment of Need			No action plan

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Personal Information redacted by the USI		Action taken (Investigation)	Lessons learned
8390	07/11/2017	18/01/2018	49	General Surgery	Craigavon Area Hospital	General Surgery	Discharge/Transfer Arrangements	Personal Information redacted by the USI			No action plan
8647	29/01/2018	31/01/2018	2	General Surgery	Craigavon Area Hospital	Urology Surgery	Professional Assessment of Need			Complainant unhappy with the length of time it has taken to make a diagnosis and is concerned at conflicting information that has been provided. Patient attended appointment with Doctor at CAH and was provided with more information which resolved his concerns. Complaint withdrawn.	
8550	03/01/2018	05/01/2018	2	GP Out Of Hours	Community	GP Out Of Hours	Waiting Times, Community Services	Personal Information redacted by the USI			None
8571	09/01/2018	15/01/2018	4	GP Out Of Hours	Community	GP Out Of Hours	Waiting Times, Community Services				None
8387	21/12/2017	19/01/2018	18	Integrated Care Team	Community	Integrated Care Team Armagh	Quality of Treatment & Care				None
8387	21/12/2017	19/01/2018	18	Integrated Care Team	Community	Integrated Care Team Armagh	Quantity of Treatment & Care				None

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
8528	21/12/2017	22/01/2018	19	Integrated Care Team	Community	Integrated Care Team Armagh	Quality of Treatment & Care	Personal Information redacted by the USI			None
8546	29/12/2017	23/01/2018	16	PHYSIO	Craigavon Area Hospital	Physio Outpatients	Records/Record Keeping				Learning around patient data storage and also around ensuring patients/public are protected from breaching DPA legislation by accessing confidential waste.
8640	25/01/2018	29/01/2018	2	Care Home Support Team	Independent Voluntary Sector	AD Care Home Support team	Quality of Treatment & Care				None
8640	25/01/2018	29/01/2018	2	Care Home Support Team	Independent Voluntary Sector	AD Care Home Support team	Quantity of Treatment & Care				None
8543	02/01/2018	02/01/2018	0	Family Intervention Service	Community	Gateway Team C&B	Communication/Information				
8369	06/11/2017	08/01/2018	42	Acute Paediatric Services	Craigavon Area Hospital	Paediatrics	Clinical Diagnosis				Dr Personal has confirmed that the learning from this complaint has been shared with the Pediatric Team
8414	24/01/2018	25/01/2018	1	AHP's CYP Services	Community	Occupational Therapy CYP	Communication/Information				None
8196	22/09/2017	09/01/2018	74	Acute Paediatric Services	Craigavon Area Hospital	Neonatal/S CBU	Quality of Treatment & Care				
8564	05/01/2018	12/01/2018	5	Looked After Children Services	Community	Looked After Childrens Team C/B	Professional Assessment of Need				None

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned	
							Waiting List, Delay/Cancellation Community Based Appointments	Personal Information redacted by the USI				
8597	16/01/2018	26/01/2018	8	AHP's CYP Services	Community	Speech and Language CYP					None	
8164	14/09/2017	08/01/2018	79	Family Intervention Service	Community	South Down FIT only	Professional Assessment of Need				None	
8482	05/12/2017	03/01/2018	18	Primary Mental Health Care Services	Community	Community Addictions Services	Professional Assessment of Need				None	
8482	05/12/2017	03/01/2018	18	Primary Mental Health Care Services	Community	Community Addictions Services	Communication /Information				None	
8482	05/12/2017	03/01/2018	18	Primary Mental Health Care Services	Community	Community Addictions Services	Staff Attitude/Behaviour				None	
8508	21/12/2017	26/01/2018	23	Support and Recovery Services	Community	Psychiatric Outpatient Clinic	Quantity of Treatment & Care				None	
8565	05/01/2018	05/01/2018	0	Community Services for Adults with Physical Disability	Independent /Voluntary Sector Locations	Physical Disability Team A&D	Contracted Regulated Domiciliary Agency				None	
8565	05/01/2018	05/01/2018	0	Community Services for Adults with Physical Disability	Independent /Voluntary Sector Locations	Physical Disability Team A&D	Staff Attitude/Behaviour				None	

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
8654	01/02/2018	27/03/2018	37	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Staff Attitude/Behaviour	Personal Information redacted by the USI			No action plan
8741	23/02/2018	08/03/2018	9	General Medicine	Craigavon Area Hospital	General Medicine	Policy/Commercial Decisions				Trust is seeking funding to recruit another Specialist Nurse
8554	02/01/2018	27/03/2018	59	General Surgery	Craigavon Area Hospital	General Surgery	Environmental				Hygiene issue has been raised at staff handover and increased cleaning audits have been carried out.
8554	02/01/2018	27/03/2018	59	General Surgery	Craigavon Area Hospital	General Surgery	Infection Control				Hygiene issue has been raised at staff handover and increased cleaning audits have been carried out.
8554	02/01/2018	27/03/2018	59	General Surgery	Craigavon Area Hospital	General Surgery	Environmental				Hygiene issue has been raised at staff handover and increased cleaning audits have been carried out.
8725	20/02/2018	27/03/2018	24	General Surgery	Craigavon Area Hospital	ENT Surgery	Professional Assessment of Need				No action plan
8617	18/01/2018	06/03/2018	33	Cardiac Services	Craigavon Area Hospital	Cardiology	Policy/Commercial Decisions				No action plan
8755	27/02/2018	12/03/2018	9	General Medicine	Craigavon Area Hospital	General Medicine	Policy/Commercial Decisions				No action plan
8771	06/03/2018	29/03/2018	16	Cancer Services	Community	Oncology	Aids/Adaptions/Appliances				No action plan
8558	03/01/2018	20/03/2018	53	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments				No action plan
8663	02/02/2018	06/03/2018	22	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments				No action plan
8663	02/02/2018	06/03/2018	22	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Staff Attitude/Behaviour				No action plan
8800	14/03/2018	26/03/2018	7	Outpatients	Craigavon Area Hospital	Outpatients	Staff Attitude/Behaviour				No action plan
8566	05/01/2018	20/03/2018	51	Cardiac Services	Craigavon Area Hospital	Cardiology	Quality of Treatment & Care				No action plan
8690	08/02/2018	08/03/2018	20	General Medicine	Daisy Hill Hospital	General Medicine	Discharge/Transfer Arrangements				Larger sized pyjamas to be stocked on the ward.
8690	08/02/2018	08/03/2018	20	General Medicine	Daisy Hill Hospital	General Medicine					Larger sized pyjamas to be stocked on the ward.
7748	04/10/2017	07/03/2018	107	General Surgery	Craigavon Area Hospital	General Surgery	Professional Assessment of Need		No action plan		
7748	04/10/2017	07/03/2018	107	General Surgery	Craigavon Area Hospital	General Surgery	Professional Assessment of Need		No action plan		
8717	16/02/2018	08/03/2018	14	General Medicine	Daisy Hill Hospital	Stroke	Records/Record Keeping				Wording of discharge letter to be adjusted to reflect complainant's request Removal and adjustment of wording and letter of apology and reasoning behind issue
8653	29/01/2018	06/03/2018	26	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Staff Attitude/Behaviour				No action plan
8559	05/01/2018	21/03/2018	52	General Surgery	Craigavon Area Hospital	General Surgery	Staff Attitude/Behaviour				Staff have been spoken to with regards to behaviour and ensuring patients have appropriate footwear when mobilising.
8559	05/01/2018	21/03/2018	52	General Surgery	Craigavon Area Hospital	General Surgery	Staff Attitude/Behaviour				Staff have been spoken to with regards to behaviour and ensuring patients have appropriate footwear when mobilising.
8559	05/01/2018	21/03/2018	52	General Surgery	Craigavon Area Hospital	General Surgery	Discharge/Transfer Arrangements				Staff have been spoken to with regards to behaviour and ensuring patients have appropriate footwear when mobilising.
8622	19/01/2018	06/03/2018	32	General Medicine	Banbridge Polyclinic	General Medicine	Waiting Times, Outpatient Departments				No action plan

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8758	28/02/2018	14/03/2018	10	General Surgery	Craigavon Area Hospital	General Surgery	Waiting List, Delay/Cancellation Planned Admission to Hospital		No action plan
8758	28/02/2018	14/03/2018	10	General Surgery	Craigavon Area Hospital	General Surgery	Waiting Times, Outpatient Departments		No action plan
8642	24/01/2018	06/03/2018	29	General Medicine	Craigavon Area Hospital	General Medicine	Professional Assessment of Need		No action plan
8737	21/02/2018	09/03/2018	12	Booking / Admin	Craigavon Area Hospital	Acute Booking Centre	Records/Record Keeping		No action plan
8652	29/01/2018	06/03/2018	26	Cardiac Services	Craigavon Area Hospital	Cardiology	Quality of Treatment & Care		Pharmacy to ensure a supply of stockings are kept at ward level.
7605	03/05/2017	20/03/2018	222	General Medicine	Craigavon Area Hospital	General Medicine	Professional Assessment of Need		No action plan
7605	03/05/2017	20/03/2018	222	General Medicine	Craigavon Area Hospital	General Medicine	Professional Assessment of Need		No action plan
8662	01/02/2018	06/03/2018	23	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments		Sister to discuss handover with Agency Nurse.
8662	01/02/2018	06/03/2018	23	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need		Sister to discuss handover with Agency Nurse.
8714	15/02/2018	12/03/2018	17	UROLOG	Craigavon Area Hospital	Urology and ENT	Staff Attitude/Behaviour	Complainant unhappy with the manner in which her mother was spoken to by a doctor. Complainant felt that doctor was very dismissive towards her	Doctor will be conscious of how she speaks with patients in the future.
8684	08/02/2018	12/03/2018	22	TRAUMA	Craigavon Area Hospital	Trauma and Orthopaedics	Discharge/Transfer Arrangements		No action plan
8683	07/02/2018	06/03/2018	19	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Staff Attitude/Behaviour		Midwife has reflected on complaint for learning. Inappropriate comments removed from documentation.
8683	07/02/2018	06/03/2018	19	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Discharge/Transfer Arrangements		Midwife has reflected on complaint for learning. Inappropriate comments removed from documentation.
8718	19/02/2018	15/03/2018	18	Cardiac Services	Craigavon Area Hospital	Cardiology	Professional Assessment of Need		
8606	17/01/2018	06/03/2018	34	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Staff Attitude/Behaviour		No action plan
8606	17/01/2018	06/03/2018	34	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Communication/Information		No action plan
8606	17/01/2018	06/03/2018	34	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Quality of Treatment & Care		No action plan
8606	17/01/2018	06/03/2018	34	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Quality of Treatment & Care		No action plan
8552	02/01/2018	08/03/2018	47	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need		Consultant asked to reflect on assessment.
8552	02/01/2018	08/03/2018	47	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Discharge/Transfer Arrangements		Consultant asked to reflect on assessment.
8816	16/03/2018	29/03/2018	8	General Medicine	Daisy Hill Hospital	General Medicine	Staff Attitude/Behaviour		Staff on duty have been asked to reflect on their behaviour that night.
8697	12/02/2018	29/03/2018	32	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Staff Attitude/Behaviour		No action plan

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned	
8657	30/01/2018	08/03/2018	27	General Medicine	Craigavon Area Hospital		Discharge/Transfer Arrangements	Personal Information redacted by the USI			Discussion should have been held with Care Home and family prior to discharge.	
8615	18/01/2018	06/03/2018	33	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments				No action plan	
8615	18/01/2018	06/03/2018	33	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care				No action plan	
8615	18/01/2018	06/03/2018	33	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Communication/Information				No action plan	
8615	18/01/2018	06/03/2018	33	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need				No action plan	
8716	15/02/2018	29/03/2018	29	Diagnostic Services	Lurgan Hospital	Imaging - All other	Staff Attitude/Behaviour					Staff have been spoken to with regards to providing a patient centred service.
8644	25/01/2018	06/03/2018	28	General Surgery	Craigavon Area Hospital	General Surgery	Waiting Times, Outpatient Departments					No action plan
8754	27/02/2018	26/03/2018	18	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Staff Attitude/Behaviour					No action plan
8710	14/02/2018	06/03/2018	14	Booking / Admin	Craigavon Area Hospital	Acute Booking Centre	Policy/Commercial Decisions					No action plan
8729	21/02/2018	12/03/2018	13	Cardiac Services	Craigavon Area Hospital	Neurology	Communication/Information					No action plan
8736	21/02/2018	08/03/2018	11	General Medicine	Daisy Hill Hospital	General Medicine	Quality of Treatment & Care				On the 6th March Ward Manager discussed the issues raised in the letter with Sister and afforded her an opportunity to reflect on this episode. We discussed how she managed the patient who felt he didn't want the procedure and how she managed the phone call to the Consultant. We reviewed her approach to the identified elements specifically the removal of the cannula and the description of the patient's mood.	
8736	21/02/2018	08/03/2018	11	General Medicine	Daisy Hill Hospital	General Medicine	Staff Attitude/Behaviour				On the 6th March Ward Manager discussed the issues raised in the letter with Sister and afforded her an opportunity to reflect on this episode. We discussed how she managed the patient who felt he didn't want the procedure and how she managed the phone call to the Consultant. We reviewed her approach to the identified elements specifically the removal of the cannula and the description of the patient's mood.	
8620	23/01/2018	21/03/2018	40	Acute Paediatric Services	Craigavon Area Hospital	Paediatrics	Communication/Information				N/A	
8753	27/02/2018	14/03/2018	11	Family Intervention Service	Community	Gateway Team C&B	Communication/Information				None	
8693	12/02/2018	14/03/2018	22	Early Years and Parenting	Community	FIT Craigavon	Communication/Information				None	
8735	22/02/2018	23/03/2018	20	Early Years and Parenting	Community	FIT Craigavon	Communication/Information				None	
8682	07/02/2018	12/03/2018	23	16+ Leaving and After Care Services	Community	16+ C/B	Communication/Information				None	

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8676	26/02/2018	06/03/2018	6	AHP's CYP Services	Community	Physio Team CYP	Communication/Information	Personal Information redacted by the USI			None
8661	05/02/2018	02/03/2018	19	Acute Paediatric Services	Community	Paediatrics	Waiting List, Delay/Cancellation Outpatient Appointments				None
8715	19/02/2018	23/03/2018	23	Acute Paediatric Services	Daisy Hill Hospital	Paediatrics	Communication/Information				None
8748	14/03/2018	14/03/2018	0	AHP's CYP Services	Community	Occupational Therapy CYP	Professional Assessment of Need				None
8614	30/01/2018	23/03/2018	37	Community Nursing CYP Service	Community	CCN Team - B/N/M	Professional Assessment of Need				None
8711	19/02/2018	07/03/2018	12	Integrated Care Team	Community	Lurgan	Professional Assessment of Need				None
8651	19/02/2018	07/03/2018	12	Integrated Care Team	Community	Banbridge	Quality of Treatment & Care				None
8700	20/02/2018	20/03/2018	19	Integrated Care Team	Community	Portadown	Aids/Adaptions/Appiances				None
8727	23/02/2018	22/03/2018	18	Specialist Primary Care Services Nursing	Community	Family Planning Clinic	Waiting Times, Community Services			None	

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
8793	23/03/2018	27/03/2018	2	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - CLOUGHMORE	Staff Attitude/Behaviour	Personal Information redacted by the USI			n/a
8793	23/03/2018	27/03/2018	2	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - CLOUGHMORE	Discrimination				n/a
8757	09/03/2018	27/03/2018	11	Support and Recovery Services	Community	Support and Recovery Team C&B Locality	Professional Assessment of Need				n/a
8757	09/03/2018	27/03/2018	11	Support and Recovery Services	Community	Support and Recovery Team C&B Locality	Property/Expenses/Finances				n/a
8759	01/03/2018	09/03/2018	6	Community Memory Services	Community	Memory Service A&D Locality	Professional Assessment of Need				n/a
8767	05/03/2018	14/03/2018	7	Acute Mental Health Services	Community	Psychiatric Inpatient Services - BRONTE	Professional Assessment of Need				n/a
8767	05/03/2018	14/03/2018	7	Acute Mental Health Services	Community	Psychiatric Inpatient Services - BRONTE	Policy/Commercial Decisions				n/a
8658	09/02/2018	14/03/2018	23	Acute Mental Health Services	Community	Psychology Department	Waiting List, Delay/Cancellation Outpatient Appointments				unmet need- ASD assessment in adult mental health service
8658	09/02/2018	14/03/2018	23	Acute Mental Health Services	Community	Psychology Department	Quality of Treatment & Care				unmet need- ASD assessment in adult mental health service
8686	20/02/2018	08/03/2018	12	Community Services for Adults with Physical Disability	Community	Physical Disability Team A&D	Aids/Adaptions/Apppliances				None

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8591	26/02/2018	16/04/2018	32	Scheduling Team	Craigavon Area Hospital	General Surgery	Records/Record Keeping	Personal Information redacted by the USI			No action plan
8880	09/04/2018	23/04/2018	10	General Surgery	Craigavon Area Hospital	General Surgery	Quality of Treatment & Care				No action plan
8752	26/02/2018	11/04/2018	29	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need				Doctor in ED to complete further learning with regards to diagnosis of back pain. Concerns re ongoing delays in reporting of chest, abdomen and spine plain films due to shortage in reporting radiology staff.
8752	26/02/2018	11/04/2018	29	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Discharge/Transfer Arrangements				Doctor in ED to complete further learning with regards to diagnosis of back pain. Concerns re ongoing delays in reporting of chest, abdomen and spine plain films due to shortage in reporting radiology staff.
8720	19/02/2018	05/04/2018	30	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need				No action plan
8832	26/03/2018	25/04/2018	20	General Surgery	Craigavon Area Hospital	General Surgery	Property/Expenses/Finances				Incident form completed and reimbursement to be made.
8798	13/03/2018	10/04/2018	17	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Staff Attitude/Behaviour				Nurse Practitioner advised she will reflect on the situation in order to improve communication skills.
8798	13/03/2018	10/04/2018	17	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Quality of Treatment & Care				Nurse Practitioner advised she will reflect on the situation in order to improve communication skills.
8890	10/04/2018	25/04/2018	11	UROLOG	Craigavon Area Hospital	Urology and ENT	Waiting List, Delay/Cancellation Planned Admission to Hospital	Complainant unhappy that her mother is experiencing a delay in obtaining a date for urology surgery.	Apology offered for length of wait and explained that cancer patients have to take priority. Patient will be placed on a short-notice cancellation list, however date cannot be given at this stage.		No action plan
8853	28/03/2018	25/04/2018	18	Cardiac Services	Craigavon Area Hospital	Dermatology	Quality of Treatment & Care	Personal Information redacted by the USI			No action plan
8807	27/03/2018	23/04/2018	17	Diagnostic Services	Craigavon Area Hospital	Imaging - CT	Waiting List, Delay/Cancellation Outpatient Appointments				No action plan
8702	06/03/2018	23/04/2018	31	General Medicine	Craigavon Area Hospital	General Medicine	Communication/Information				Staff reminded to check bedspace during transfer of patient. Staff should explain to relatives the reason to use the "bone rub technique" when trying to waken a drowsy patient. Nursing staff to ensure patients are kept hydrated and given appropriate pain relief to prevent confusion.

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
8702	06/03/2018	23/04/2018	31	General Medicine	Craigavon Area Hospital	General Medicine	Quality of Treatment & Care	Personal Information redacted by the USI			Staff reminded to check bedspace during transfer of patient. Staff should explain to relatives the reason to use the "bone rub technique" when trying to waken a drowsy patient. Nursing staff to ensure patients are kept hydrated and given appropriate pain relief to prevent confusion.
8722	20/02/2018	25/04/2018	43	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Quality of Treatment & Care				Staff reminded that patients accessing the Early Pregnancy Service need to be seen in a timely manner.
8790	13/03/2018	10/04/2018	17	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Communication/Information				Access has since been improved for pregnant women who are at least 16 weeks gestation to be seen within the Maternity Department.
8740	23/02/2018	25/04/2018	40	General Surgery	Craigavon Area Hospital	General Surgery	Professional Assessment of Need				Issues regarding communication, administering analgesia and review of dressings prior to discharge addressed with staff at morning safety meetings.
8845	28/03/2018	25/04/2018	18	Booking / Admin	Craigavon Area Hospital	Acute Booking Centre	Staff Attitude/Behaviour				Staff reminded that when patient phones in to make appointment where there is no availability, message should be noted on PAS to reflect same.
8902	11/04/2018	23/04/2018	8	General Surgery	Banbridge Polyclinic	General Surgery	Professional Assessment of Need				Consultant to reflect on communication skills
8626	22/01/2018	05/04/2018	50	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need				No action plan
8626	22/01/2018	05/04/2018	50	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Discharge/Transfer Arrangements				No action plan
8814	12/03/2018	23/04/2018	27	General Medicine	Craigavon Area Hospital	General Medicine	Discharge/Transfer Arrangements				Inadequate communication on discharge.
8780	07/03/2018	11/04/2018	22	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments				No action plan
8789	12/03/2018	26/04/2018	30	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Quality of Treatment & Care				No action plan
8789	12/03/2018	26/04/2018	30	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Communication/Information				No action plan

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)
8698	13/02/2018	10/04/2018	37	General Medicine	Craigavon Area Hospital	General Medicine	Confidentiality
8742	09/03/2018	20/04/2018	27	UROLOG	Craigavon Area Hospital	Urology and ENT	Quality of Treatment & Care
8699	13/02/2018	16/04/2018	41	Anaesthetics, Theatres and IC Services	Craigavon Area Hospital	Anaesthetics	Quality of Treatment & Care
8901	10/04/2018	25/04/2018	11	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Staff Attitude/Behaviour
8643	24/01/2018	10/04/2018	51	General Surgery	Daisy Hill Hospital	General Surgery	Professional Assessment of Need
8656	30/01/2018	23/04/2018	56	General Surgery	Craigavon Area Hospital	General Surgery	Quality of Treatment & Care
8656	30/01/2018	23/04/2018	56	General Surgery	Craigavon Area Hospital	General Surgery	Staff Attitude/Behaviour
8656	30/01/2018	23/04/2018	56	General Surgery	Craigavon Area Hospital	General Surgery	Professional Assessment of Need
8805	15/03/2018	09/04/2018	14	General Surgery	Craigavon Area Hospital	General Surgery	Privacy/Dignity
8805	15/03/2018	09/04/2018	14	General Surgery	Craigavon Area Hospital	General Surgery	Environmental
8826	23/03/2018	25/04/2018	21	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments
8826	23/03/2018	25/04/2018	21	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Staff Attitude/Behaviour

Personal Information redacted by the USI

Personal Information redacted by the USI

Action taken (Investigation)

Lessons learned

No action plan

No action plan

No action plan

No action plan

No action plan

Staff reminded to wear name badges at all times and to introduce themselves to patients and relatives. Staff behaviour and attitudes have been addressed at ward level.

Staff reminded to wear name badges at all times and to introduce themselves to patients and relatives. Staff behaviour and attitudes have been addressed at ward level.

Staff reminded to wear name badges at all times and to introduce themselves to patients and relatives. Staff behaviour and attitudes have been addressed at ward level.

Staff reminded to knock before entering all side rooms.

Staff reminded to knock before entering all side rooms.

No action plan

No action plan

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8596	15/01/2018	23/04/2018	67	Cardiac Services	Craigavon Area Hospital	Cardiology	Professional Assessment of Need	Personal Information redacted by the USI			Waiting lists for outpatient appointments are a major issue and if patient had his work up, angiogram and other investigations quicker, the outcome may have been different.
8823	09/04/2018	11/04/2018	2	Pharmacy	Craigavon Area Hospital	Pharmacy Dispensary	Policy/Commercial Decisions				No action plan
8820	05/04/2018	10/04/2018	3	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need				No action plan
8785	09/03/2018	04/04/2018	15	Health Visiting / School Nursing / Child Protection Nurse Specialist / CHS	Community	Health Visiting Team Newry 1	Staff Attitude/Behaviour		N/A		None
8873	06/04/2018	26/04/2018	14	Looked After Children Services	Community	Looked After Childrens Team N/M	Communication/Information		N/A		None
8865	29/03/2018	30/04/2018	20	Early Years and Parenting	Community	FIT Craigavon	Communication/Information		N/A		None
8871	28/03/2018	16/04/2018	11	Family Placement Services	Community	Adoption Services Team	Communication/Information		N/A		None
8746	22/02/2018	04/04/2018	26	Early Years and Parenting	Community	Court Childrens Service	Professional Assessment of Need		N/A		None
8822	23/03/2018	16/04/2018	14	Early Years and Parenting	Community	FIT Craigavon	Communication/Information		N/A		None
8833	26/03/2018	09/04/2018	8	Acute Paediatric Services	Daisy Hill Hospital	Paediatrics	Waiting List, Delay/Cancellation Outpatient Appointments		N/A		None

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
8756	28/02/2018	12/04/2018	28	Early Years and Parenting	Community	FIT Banbridge	Confidentiality	Personal Information redacted by the USI		N/A	When the Court is seeking an update on Trust involvement with children subject to private law proceedings then each of the parents must be made fully aware of the information which may be shared.
8813	16/03/2018	18/04/2018	20	Early Years and Parenting	Community	FIT Lurgan	Communication/Information			N/A	None
8777	16/03/2018	16/04/2018	18	Learning Disability Specialist Services	Community	LD - Adult Transition Team	Discrimination			Trust provided a written response to concerns raised	n/a
8777	16/03/2018	16/04/2018	18	Learning Disability Specialist Services	Community	LD - Adult Transition Team	Quality of Treatment & Care			Trust provided a written response to concerns raised	n/a
8781	09/03/2018	09/04/2018	18	Learning Disability Community Services	Independent/Voluntary Sector Locations	Learning Disability Team Armagh & Dungannon	Quality of Treatment & Care			N/A	None
8781	09/03/2018	09/04/2018	18	Learning Disability Community Services	Independent/Voluntary Sector Locations	Learning Disability Team Armagh & Dungannon	Contracted Regulated Residential Nursing			N/A	None
8774	23/03/2018	23/04/2018	19	Support and Recovery Services	Community	Psychiatric Outpatient Clinic	Quantity of Treatment & Care			N/A	None

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
8774	23/03/2018	23/04/2018	19	Support and Recovery Services	Community	Psychiatric Outpatient Clinic	Professional Assessment of Need	Personal Information redacted by the USI			None
8875	06/04/2018	30/04/2018	16	Community Memory Services	Community	Memory Service A&D Locality	Property/Expenses/Finances				It is Trust policy that all decisions are made in consultation with the appropriate family members but on this occasion, the Memory Service were unable to make timely contact with the family. The Memory Service welcomes carers involvement in developing the service and will ensure that the learning from this will be shared with staff in an effort to improve communication.
8875	06/04/2018	30/04/2018	16	Community Memory Services	Community	Memory Service A&D Locality	Staff Attitude/Behaviour				It is Trust policy that all decisions are made in consultation with the appropriate family members but on this occasion, the Memory Service were unable to make timely contact with the family. The Memory Service welcomes carers involvement in developing the service and will ensure that the learning from this will be shared with staff in an effort to improve communication.
8875	06/04/2018	30/04/2018	16	Community Memory Services	Community	Memory Service A&D Locality	Communication/Information				It is Trust policy that all decisions are made in consultation with the appropriate family members but on this occasion, the Memory Service were unable to make timely contact with the family. The Memory Service welcomes carers involvement in developing the service and will ensure that the learning from this will be shared with staff in an effort to improve communication.
8863	30/03/2018	20/04/2018	13	Community Services for Adults with Physical Disability	Community	Physical Disability Team C&B	Quantity of Treatment & Care				
8863	30/03/2018	20/04/2018	13	Community Services for Adults with Physical Disability	Community	Physical Disability Team C&B	Quality of Treatment & Care				
8850	29/03/2018	27/04/2018	19	Integrated care Team			Staff Attitude/Behaviour				None.
8808	16/03/2018	18/04/2018	20	Domiciliary Care Team			Quality of Treatment & Care				Trust reflected on recent weather events and it has provided opportunity to review the Trust's responses including prioritisation of calls and transport access and plans include an offer to support families in organising their own contingency plan for such events.
8806	16/03/2018	04/04/2018	10	Dietetics, Diabetes & HEF			Waiting Times, Community Services				None.
					Community	Nutrition CB					

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
8877	09/04/2018	30/04/2018	15	Specialist Primary Care Services Nursing	Community	Family Planning Clinic	Staff Attitude/Behaviour	Personal Information redacted by the USI			None.

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
9114	05/06/2018	11/06/2018		4 TRAUMA	Craigavon Area Hospital	Trauma and Orthopaedics	Waiting List, Delay/Cancellation Planned Admission to Hospital	Personal Information redacted by the USI			
9185	20/06/2018	20/06/2018		0 Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics					
9107	04/06/2018	21/06/2018		13 General Medicine	Craigavon Area Hospital	General Medicine	Communication/Information			No action plan	
9056	24/05/2018	01/06/2018		5 TRAUMA	Craigavon Area Hospital	Trauma and Orthopaedics	Waiting Times, Outpatient Departments				
9000	04/05/2018	06/06/2018		21 Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care			Staff reminded how attitudes and actions may be perceived.	
9000	04/05/2018	06/06/2018		21 Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care			Staff reminded how attitudes and actions may be perceived.	
9057	24/05/2018	20/06/2018		18 Booking / Admin	Craigavon Area Hospital	Secretarial	Communication/Information			Secretarial staff reminded to ensure phones are covered at all times during office hours. Voicemail calls should be returned.	
8968	27/04/2018	26/06/2018		40 TRAUMA	Craigavon Area Hospital	Trauma and Orthopaedics	Professional Assessment of Need			No action plan	
9095	31/05/2018	28/06/2018		20 Cardiac Services	Craigavon Area Hospital	Cardiology	Staff Attitude/Behaviour			No action plan	
8969	30/04/2018	04/06/2018		23 General Surgery	Craigavon Area Hospital	ENT Surgery	Waiting List, Delay/Cancellation Planned Admission to Hospital			No action plan	
9092	30/05/2018	19/06/2018		14 Diagnostic Services	Daisy Hill Hospital	Audiology	Professional Assessment of Need			A separate attachment is needed when sending for patients who are getting moulds fitted.	
9183	21/06/2018	22/06/2018		1 Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Communication/Information				
9069	29/05/2018	12/06/2018		10 Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Staff Attitude/Behaviour			No action plan	
9069	29/05/2018	12/06/2018		10 Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Waiting List, Delay/Cancellation Outpatient Appointments			No action plan	
9103	04/06/2018	12/06/2018		6 TRAUMA	Daisy Hill Hospital	Trauma and Orthopaedics	Waiting Times, Outpatient Departments			No action plan	
9031	06/06/2018	19/06/2018		9 Diagnostic Services	Craigavon Area Hospital	Audiology	Staff Attitude/Behaviour			No action plan	
8876	05/04/2018	11/06/2018		45 Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Professional Assessment of Need			No action plan	
8876	05/04/2018	11/06/2018		45 Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Communication/Information			No action plan	
9010	09/05/2018	06/06/2018		19 Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need			Nursing staff reminded to explain treatment plans fully to patients and to allow them to ask questions.	

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
8995	04/05/2018	06/06/2018	21	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour	Personal Information redacted by the USI			No action plan
9071	29/05/2018	21/06/2018	17	UROLOG	Craigavon Area Hospital	Urology and ENT	Quality of Treatment & Care				No action plan
9096	31/05/2018	28/06/2018	20	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments				No action plan
9124	06/06/2018	14/06/2018	6	General Surgery	Daisy Hill Hospital	General Surgery	Communication/Information				No action plan
9066	07/06/2018	25/06/2018	12	Acute Hospital Social Workers	Daisy Hill Hospital	Social Workers	Discharge/Transfer Arrangements				No action plan
9006	08/05/2018	11/06/2018	23	Emergency Department Services	South Tyrone Hospital	Accident and Emergency	Professional Assessment of Need				ENP to reflect on communication with patients.
8980	01/05/2018	15/06/2018	31	General Medicine	Craigavon Area Hospital	MAU	Professional Assessment of Need				Points of complaint (re admission to ICU) used for learning, in particular how the Palliative Care Nurse introduced herself.
9132	11/06/2018	14/06/2018	3	Anaesthetics, Theatres and IC Services	South Tyrone Hospital	Acute Pain Management	Staff Attitude/Behaviour				No action plan
8787	28/03/2018	04/06/2018	44	General Surgery	Craigavon Area Hospital	General Surgery	Communication/Information				No action plan
8787	28/03/2018	04/06/2018	44	General Surgery	Craigavon Area Hospital	General Surgery	Delay/Cancellation for Inpatients				No action plan
8787	28/03/2018	04/06/2018	44	General Surgery	Craigavon Area Hospital	General Surgery	Communication/Information				No action plan
9039	17/05/2018	12/06/2018	17	General Medicine	Craigavon Area Hospital	General Medicine	Waiting Times, Outpatient Departments				No action plan
9005	18/05/2018	25/06/2018	25	Cardiac Services	Craigavon Area Hospital	Cardiology	Waiting List, Delay/Cancellation Planned Admission to Hospital				Monitor access times monthly Escalate at performance meeting IPT for extension for modular cath lab Continue to liaise with HSCB re funding for additionality
9005	18/05/2018	25/06/2018	25	Cardiac Services	Craigavon Area Hospital	Cardiology	Waiting List, Delay/Cancellation Planned Admission to Hospital				Monitor access times monthly Escalate at performance meeting IPT for extension for modular cath lab Continue to liaise with HSCB re funding for additionality
9007	09/05/2018	25/06/2018	32	General Surgery	Daisy Hill Hospital	General Surgery	Communication/Information				Doctor to be mindful of communication with patient during consultations.
9037	17/05/2018	06/06/2018	13	General Medicine	Craigavon Area Hospital	General Medicine	Records/Record Keeping				No action plan
9038	17/05/2018	06/06/2018	13	General Medicine	Daisy Hill Hospital	General Medicine					No action plan

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
9038	17/05/2018	06/06/2018	13	General Medicine	Daisy Hill Hospital	General Medicine	Records/Record Keeping	Personal Information redacted by the USI			No action plan
9012	09/05/2018	06/06/2018	19	General Medicine	Craigavon Area Hospital	General Medicine	Staff Attitude/Behaviour				No action plan
8904	15/03/2018	06/06/2018	54	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need				ED staff discussed concerns with Gynae Team in order to ensure timely treatment for women in early stages of pregnancy.
9170	19/06/2018	25/06/2018	4	General Surgery	Craigavon Area Hospital	General Surgery	Waiting List, Delay/Cancellation Outpatient Appointments				No action plan
9170	19/06/2018	25/06/2018	4	General Surgery	Craigavon Area Hospital	General Surgery	Communication/Information				No action plan
9020	31/05/2018	20/06/2018	14	General Medicine	Craigavon Area Hospital	MAU	Quality of Treatment & Care				Staff reminded to ensure patients use walking aids when mobilising.
8920	16/04/2018	28/06/2018	51	General Surgery	Craigavon Area Hospital	General Surgery	Staff Attitude/Behaviour				Nurse asked to reflect on inappropriate remark made. General issues raised will be shared at Ward Patient Safety meetings.
8920	16/04/2018	28/06/2018	51	General Surgery	Craigavon Area Hospital	General Surgery	Discharge/Transfer Arrangements				Nurse asked to reflect on inappropriate remark made. General issues raised will be shared at Ward Patient Safety meetings.
8920	16/04/2018	28/06/2018	51	General Surgery	Craigavon Area Hospital	General Surgery	Staff Attitude/Behaviour				Nurse asked to reflect on inappropriate remark made. General issues raised will be shared at Ward Patient Safety meetings.
8920	16/04/2018	28/06/2018	51	General Surgery	Craigavon Area Hospital	General Surgery	Staff Attitude/Behaviour				Nurse asked to reflect on inappropriate remark made. General issues raised will be shared at Ward Patient Safety meetings.
9073	29/05/2018	25/06/2018	19	Anaesthetics, Theatres and IC Services	Craigavon Area Hospital	Day Procedure/Surgery	Policy/Commercial Decisions				Daily check to be implemented to ensure location of Point of Care machine is recorded.
9074	29/05/2018	20/06/2018	16	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Consent to Treatment/Care				Doctor reminded to obtain consent from patient before removal of tissue.
9074	29/05/2018	20/06/2018	16	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Records/Record Keeping				Doctor reminded to obtain consent from patient before removal of tissue.
8892	10/04/2018	06/06/2018	39	Midwifery and Gynaecology	Craigavon Area Hospital	Gynaecology	Quality of Treatment & Care				No action plan
9001	04/05/2018	04/06/2018	19	General Surgery	Craigavon Area Hospital	General Surgery	Waiting List, Delay/Cancellation Planned Admission to Hospital				No action plan

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
9030	16/05/2018	20/06/2018	24	General Medicine	Craigavon Area Hospital	General Medicine	Professional Assessment of Need	Personal Information redacted by the USI			No action plan
9130	11/06/2018	29/06/2018	14	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Communication/Information				Senior Consultant has reinforced policy for repeat investigations for patients presenting with chest pain, to all medical and nursing staff.
8910	13/04/2018	05/06/2018	35	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need				Staff will be reminded of the importance of thorough examinations in ED. Consultant will also reinforce to staff the need to explain diagnosis to patients and relatives.
8954	25/04/2018	06/06/2018	28	Anaesthetics, Theatres and IC Services	Craigavon Area Hospital	Radiology - Nursing	Communication/Information				Staff reminded to be accurate when giving out information to patients.
9053	24/05/2018	13/06/2018	13	Pharmacy	Craigavon Area Hospital	Pharmacy Dispensary	Policy/Commercial Decisions				No action plan
9003	08/05/2018	26/06/2018	34	Cardiac Services	Craigavon Area Hospital	Dermatology	Staff Attitude/Behaviour				No action plan
8891	11/06/2018	27/06/2018	12	Family Intervention Service	Community	Gateway Team N&M	Confidentiality				None
8966	14/06/2018	26/06/2018	8	Family Intervention Service	Community	FIT Dungannon	Confidentiality				The Trust has taken all necessary actions to ensure that this does not happen again. Learning from this complaint has been shared widely across Childrens Services.
9077	30/05/2018	26/06/2018	19	Family Intervention Service	Community	Gateway Team N&M	Communication/Information				None
8825	23/03/2018	07/06/2018	50	Family Intervention Service	Community	South Armagh FIT only	Communication/Information				None
9050	29/05/2018	04/06/2018	4	AHP's CYP Services	Community	Occupational Therapy CYP	Professional Assessment of Need				None
8994	04/05/2018	04/06/2018	19	Early Years and Parenting	Community	FIT Lurgan	Property/Expenses/Finances				None
8870	05/04/2018	28/06/2018	58	Acute Paediatric Services	Daisy Hill Hospital	Paediatrics	Quality of Treatment & Care				Dr Miller has advised that within both DHH and CAH the Paediatric Team provide regular teaching session in our paediatric unit for all junior staff and recently covered the topic of skin rashes.
9116	06/06/2018	27/06/2018	15	Early Years and Parenting	Community	FIT Banbridge	Communication/Information				
8937	20/04/2018	01/06/2018	28	Family Intervention Service	Community	Gateway Team N&M	Communication/Information				None
9011	10/05/2018	26/06/2018	32	Family Intervention Service	Community	Gateway Team N&M	Communication/Information				None
9023	16/05/2018	01/06/2018	11	Community Memory Services	Community	Memory Service A&D Locality	Other				None
9061	22/06/2018	25/06/2018	1	Learning Disability Community Services	Independent/Voluntary Sector Locations	Learning Disability Team Newry and Mourne	Communication/Information				
9061	22/06/2018	25/06/2018	1	Learning Disability Community Services	Independent/Voluntary Sector Locations	Learning Disability Team Newry and Mourne	Contracted Regulated Residential Nursing				

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
9041	17/05/2018	15/06/2018	20	Primary Mental Health Care Services	Community	Community Addictions Services	Staff Attitude/Behaviour	Personal Information redacted by the USI			Importance that all staff within Health and Social Services take the necessary precautions to ensure the welfare of vulnerable people, particularly children. This includes adhering to any guidance or policies and putting procedures into operation if they have concerns about the welfare of a child.
9041	17/05/2018	15/06/2018	20	Primary Mental Health Care Services	Community	Community Addictions Services	Professional Assessment of Need				Importance that all staff within Health and Social Services take the necessary precautions to ensure the welfare of vulnerable people, particularly children. This includes adhering to any guidance or policies and putting procedures into operation if they have concerns about the welfare of a child.
9041	17/05/2018	15/06/2018	20	Primary Mental Health Care Services	Community	Community Addictions Services	Communication/Information				Importance that all staff within Health and Social Services take the necessary precautions to ensure the welfare of vulnerable people, particularly children. This includes adhering to any guidance or policies and putting procedures into operation if they have concerns about the welfare of a child.
9026	18/05/2018	11/06/2018	15	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - CLOUGHMORE	Quality of Treatment & Care				n/a
9026	18/05/2018	11/06/2018	15	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - CLOUGHMORE	Professional Assessment of Need				n/a
9022	01/06/2018	19/06/2018	12	Support and Recovery Services	Community	Support and Recovery Team C&B Locality	Staff Attitude/Behaviour				n/a
9022	01/06/2018	19/06/2018	12	Support and Recovery Services	Community	Support and Recovery Team C&B Locality	Communication/Information				n/a
9022	01/06/2018	19/06/2018	12	Support and Recovery Services	Community	Support and Recovery Team C&B Locality	Policy/Commercial Decisions				n/a
9145	20/06/2018	26/06/2018	4	Support and Recovery Services	Community	Psychiatric Outpatient Clinic	Waiting List, Delay/Cancellation Outpatient Appointments				None
9145	20/06/2018	26/06/2018	4	Support and Recovery Services	Community	Psychiatric Outpatient Clinic	Professional Assessment of Need				None
8981	11/05/2018	15/06/2018	24	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - CLOUGHMORE	Communication/Information				n/a
8981	11/05/2018	15/06/2018	24	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - CLOUGHMORE	Quality of Treatment & Care				n/a
9063	04/06/2018	07/06/2018	3	SPECIALIST	Community	ICATS	Waiting Times, Community Services				No lessons learned

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned
8993	04/05/2018	19/06/2018	20	ICT			Aids/Adaptions/Appliances	Personal Information redacted by the USI			No lessons learned.
9080	31/05/2018	22/06/2018	16	PHYSIO	Independent Sector	ICT Banbridge	Staff Attitude/Behaviour				Reflection on the wording and phrasing of advise given to patients in relation to Trust policies/protocols around cancelling appointments and the impact on the person being discharge from the service.
9064	23/05/2018	19/06/2018	18	ICT	Daisy Hill Hospital	Outpatients C&B	Aids/Adaptions/Appliances				No lessons learned
					Community	ICT Lurgan					

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Loc (Exact)	Description	Outcome	Action taken (Investigation)	Lessons learned
9150	15/06/2018	03/07/2018	12	Locality Support Services (C&B)	Craigavon Area Hospital	Domestic Services (C/B)	Environmental	General Outpatients Reception/Waiting Area	Personal Information redacted by the USI			Monitoring arrangements for the inspection of toilet facilities will be reviewed.
9150	15/06/2018	03/07/2018	12	Locality Support Services (C&B)	Craigavon Area Hospital	Domestic Services (C/B)	Environmental					Monitoring arrangements for the inspection of toilet facilities will be reviewed.
9172	19/06/2018	03/07/2018	10	General Surgery	Craigavon Area Hospital	ENT Surgery	Professional Assessment of Need	ENT Clinic				No action plan
9125	18/06/2018	03/07/2018	11	Community Memory Services	Community	Memory Service C&B Locality	Waiting List, Delay/Cancellation Outpatient Appointments	Home of client			N/A	The importance of respecting a patient's autonomy and that memory difficulties do not negate the patient's ability to consent.
9125	18/06/2018	03/07/2018	11	Community Memory Services	Community	Memory Service C&B Locality	Staff Attitude/Behaviour				N/A	The importance of respecting a patient's autonomy and that memory difficulties do not negate the patient's ability to consent.
9158	14/06/2018	03/07/2018	13	Support and Recovery Services	Community	Autistic SD Services (Adult)	Clinical Diagnosis	Home of client			N/A	None
8996	04/05/2018	04/07/2018	41	Diagnostic Services	Craigavon Area Hospital	Imaging - Ultrasound	Communication/Information	X-ray Dept (Radiology)				
9194	26/06/2018	04/07/2018	6	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments	Emergency Department				No action plan
9058	24/05/2018	04/07/2018	28	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Professional Assessment of Need	Delivery Suite, CAH				Consultant has reflected that if a similar situation arose re retained placenta, then she would have a lower threshold for transfer for theatre for a spinal anaesthetic, rather than focusing on shortening hospital stay regardless of time of year.
9083	30/05/2018	04/07/2018	25	General Surgery	Craigavon Area Hospital	General Surgery	Delay/Cancellation for Inpatients	General Surgery Clinic				Surgical doctor will be spoken to in relation to his comments in ED. Ward staff (4 North) spoken to with regards to behaviour and attitude.
9083	30/05/2018	04/07/2018	25	General Surgery	Craigavon Area Hospital	General Surgery	Waiting Times, A&E Departments					Surgical doctor will be spoken to in relation to his comments in ED. Ward staff (4 North) spoken to with regards to behaviour and attitude.

9083	30/05/2018	04/07/2018	25	General Surgery	Craigavon Area Hospital	General Surgery	Staff Attitude/Behaviour		Personal Information redacted by the USI	Surgical doctor will be spoken to in relation to his comments in ED. Ward staff (4 North) spoken to with regards to behaviour and attitude.
9083	30/05/2018	04/07/2018	25	General Surgery	Craigavon Area Hospital	General Surgery	Quality of Treatment & Care			Surgical doctor will be spoken to in relation to his comments in ED. Ward staff (4 North) spoken to with regards to behaviour and attitude.
9083	30/05/2018	04/07/2018	25	General Surgery	Craigavon Area Hospital	General Surgery	Staff Attitude/Behaviour			Surgical doctor will be spoken to in relation to his comments in ED. Ward staff (4 North) spoken to with regards to behaviour and attitude.
9075	30/05/2018	05/07/2018	26	Care Home Support Team	Independent/Voluntary Sector Locations	AD - Care Home Support Team	Quantity of Treatment & Care	Dunlarg Nursing Home		Staff training highlighted regarding food thickening; incontinence training highlighted as an area of learning and improvement for PNH;

9075	30/05/2018	05/07/2018	26	Care Home Support Team	Independent/Voluntary Sector Locations	AD - Care Home Support Team	Quality of Treatment & Care		Personal Information redacted by the USI	Staff training highlighted regarding food thickening; incontinence training highlighted as an area of learning and improvement for PNH;
9075	30/05/2018	05/07/2018	26	Care Home Support Team	Independent/Voluntary Sector Locations	AD - Care Home Support Team	Privacy/Dignity			Staff training highlighted regarding food thickening; incontinence training highlighted as an area of learning and improvement for PNH;

9075	30/05/2018	05/07/2018		26	Care Home Support Team	Independent/Voluntary Sector Locations	AD - Care Home Support Team	Staff Attitude/Behaviour		Personal Information redacted by the USI		Staff training highlighted regarding food thickening; incontinence training highlighted as an area of learning and improvement for PNH;
9189	25/06/2018	06/07/2018		9	Integrated Care Team	Community	Newry & South Armagh	Policy/Commercial Decisions	Home of client			None.

9189	25/06/2018	06/07/2018		9 Integrated Care Team	Community	Newry & South Armagh	Quality of Treatment & Care		Personal Information redacted by the USI		None.
9189	25/06/2018	06/07/2018		9 Integrated Care Team	Community	Newry & South Armagh	Professional Assessment of Need				None.

9189	25/06/2018	06/07/2018		9	Integrated Care Team	Community	Newry & South Armagh	Quantity of Treatment & Care		Personal Information redacted by the USI	None.
9180	19/06/2018	09/07/2018		14	General Surgery	Craigavon Area Hospital	General Surgery	Waiting List, Delay/Cancellation Outpatient Appointments	General Surgery Clinic		No action plan
9180	19/06/2018	09/07/2018		14	General Surgery	Craigavon Area Hospital	General Surgery	Quality of Treatment & Care			No action plan
8802	15/03/2018	09/07/2018		77	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care	Emergency Department		
8802	15/03/2018	09/07/2018		77	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care			
9139	11/06/2018	09/07/2018		20	General Surgery	Craigavon Area Hospital	ENT Surgery	Waiting Times, Outpatient Departments	ENT Clinic		No action plan
9235	09/07/2018	09/07/2018		0	Family Intervention Service	Community	FIT Dungannon	Communication/Information	E Floor		None

9221	04/07/2018	10/07/2018		4	Diagnostic Services	Craigavon Area Hospital	Imaging - MRI	Communication/Inf or mation	MRI Unit	Personal Information redacted by the USI		HOS to contact patient to discuss possible follow-up once Ultrasound results have been reviewed.
9221	04/07/2018	10/07/2018		4	Diagnostic Services	Craigavon Area Hospital	Imaging - MRI	Quality of Treatment & Care				HOS to contact patient to discuss possible follow-up once Ultrasound results have been reviewed.
9187	22/06/2018	10/07/2018		12	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need	Emergency Department			
9187	22/06/2018	10/07/2018		12	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments				
9045	21/05/2018	10/07/2018		35	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Privacy/Dignity	1 East Maternity/Gy nae			Staff reminded of the importance of maintaining the privacy and dignity of women at all times. Also reminded to offer bereavement support in the case of miscarriage.
9045	21/05/2018	10/07/2018		35	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Quality of Treatment & Care				Staff reminded of the importance of maintaining the privacy and dignity of women at all times. Also reminded to offer bereavement support in the case of miscarriage.
9045	21/05/2018	10/07/2018		35	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Communication/Inf or mation			Staff reminded of the importance of maintaining the privacy and dignity of women at all times. Also reminded to offer bereavement support in the case of miscarriage.	
8886	01/05/2018	13/07/2018		50	General Surgery	Daisy Hill Hospital	Ophthalmology	Professional Assessment of Need	Ophthamology Clinic	SAI investigation		
8979	01/05/2018	16/07/2018		51	UROLOG	Craigavon Area Hospital	Urology and ENT	Professional Assessment of Need	1 East Maternity/Gy nae	Complainant believes that his mother has been discharged on a number of occasions without a diagnosis.	Meeting arranged for 19 June 2018 to discuss Acute issues. OPPC have arranged separate meeting for 20 July 2018. Response issued explaining that it would have been impossible for the Consultant to have arrived at a diagnosis sooner and advised of difficulties the medical team faced in trying to do so. Accepted that they did not always get it right. Assured complainant that a longer hospital stay would not have altered the course for patient. Head of Service to follow up on issue regarding poor access to Macmillan support while patient was in Lurgan Hospital.	HOS to follow up on issue regarding poor access to Macmillan support while patient was in Lurgan hospital.
9212	09/07/2018	16/07/2018		4	TRAUMA	Craigavon Area Hospital	Trauma and Orthopaedics	Waiting List, Delay/Cancellation Planned Admission to Hospital	Orthopaedic Ward	Personal Information redacted by the USI		No action plan
9121	20/06/2018	16/07/2018		17	Learning Disability Specialist Services	Community	LD - Adult Transition Team	Quality of Treatment & Care	Home of client			

9121	20/06/2018	16/07/2018		17	Learning Disability Specialist Services	Community	LD - Adult Transition Team	Clinical Diagnosis		Personal Information redacted by the USI	
9111	04/06/2018	17/07/2018		30	Anaesthetics, Theatres and IC Services	Craigavon Area Hospital	Theatres	Communication/Information	Theatre		Staff reminded to show compassion and respect to anxious relatives, and to be accurate when providing information.
9127	07/06/2018	17/07/2018		27	Scheduling Team	Craigavon Area Hospital	Endoscopy Scheduling	Communication/Information	Booking Centre		Process updated in that staff will now seek guidance from clinical teams on whether a patient who feels unwell can still attend for a procedure or not.
9082	31/05/2018	17/07/2018		32	Financial Services		Financial Services				
9100	13/06/2018	18/07/2018		24	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Quality of Treatment & Care	Maternity Admissions/Assessment Unit		Consultant has reflected on the need for a more holistic approach and will be mindful of how she approaches breaking bad news. Will also endeavour to provide more frequent follow-up as clinical workload allows.
9100	13/06/2018	18/07/2018		24	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Professional Assessment of Need			Consultant has reflected on the need for a more holistic approach and will be mindful of how she approaches breaking bad news. Will also endeavour to provide more frequent follow-up as clinical workload allows.
9100	13/06/2018	18/07/2018		24	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Waiting Times, Outpatient Departments			Consultant has reflected on the need for a more holistic approach and will be mindful of how she approaches breaking bad news. Will also endeavour to provide more frequent follow-up as clinical workload allows.
9164	18/06/2018	18/07/2018		21	Acute Mental Health Services	Community	Home Treatment / Crisis Response Team A&D	Staff Attitude/Behaviour	Home of client		n/a
9164	18/06/2018	18/07/2018		21	Acute Mental Health Services	Community	Home Treatment / Crisis Response Team A&D	Professional Assessment of Need			n/a
9133	11/06/2018	19/07/2018		27	Cancer Services	Daisy Hill Hospital	Oncology	Communication/Information	Oncology Clinic, Mandeville Unit		
9091	30/05/2018	19/07/2018		35	Diagnostic Services	Craigavon Area Hospital	Imaging - All other	Communication/Information	X-ray Dept (Radiology)		Staff attended patient/client experience training following this incident.
9091	30/05/2018	19/07/2018		35	Diagnostic Services	Craigavon Area Hospital	Imaging - All other	Staff Attitude/Behaviour			Staff attended patient/client experience training following this incident.

Personal Information redacted by the USI

9141	27/06/2018	19/07/2018		15	General Medicine	Craigavon Area Hospital	Stroke	Communication/Information	2 South Stroke		If there is a delay in certifying death, ensure that the actual time of death is recorded on the Death Certificate rather than the time of confirmation of death. Ensure that the immediate cause of death is recorded on the Death Certificate.
9201	27/06/2018	19/07/2018		15	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need	Emergency Department		ED consultant plans to highlight this case at the next M&M meeting in order to ensure that babies who present with jaundice to ED are seen by Paediatric Team for assessment and investigation.
9216	02/07/2018	19/07/2018		12	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments	Emergency Department		No action plan
9113	31/05/2018	19/07/2018		34	Acute Paediatric Services	Daisy Hill Hospital	Paediatrics	Waiting List, Delay/Cancellation Outpatient Appointments	Paediatric Outpatient Clinic		None
9233	06/07/2018	19/07/2018		8	Community Paediatric Service	Community	Community Paediatrics A&D	Professional Assessment of Need	E Floor		None
9094	01/06/2018	20/07/2018		34	Community Memory Services	Community	Memory Service C&B Locality	Communication/Information	Home of client		
9034	30/05/2018	23/07/2018		37	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - CLOUGHMORE	Staff Attitude/Behaviour	Cloughmore Ward		n/a
9034	30/05/2018	23/07/2018		37	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - CLOUGHMORE	Discharge/Transfer Arrangements			n/a
9034	30/05/2018	23/07/2018		37	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - CLOUGHMORE	Professional Assessment of Need			n/a
9205	09/07/2018	23/07/2018		9	Learning Disability Community Services	Community	Learning Disability Team Craigavon and Banbridge	Staff Attitude/Behaviour	Home of client		
9155	14/06/2018	23/07/2018		26	Community Memory Services	St Lukes Hospital	Dementia Assessment Unit	Discharge/Transfer Arrangements	Gillis Memory Centre		n/a

9155	14/06/2018	23/07/2018		26	Community Memory Services	St Lukes Hospital	Dementia Assessment Unit	Communication/Information		Personal Information redacted by the USI	n/a
9140	09/07/2018	23/07/2018		9	Learning Disability Daycare Services	Community	Daytime Opportunities	Policy/Commercial Decisions	Home of client		None
9140	09/07/2018	23/07/2018		9	Learning Disability Daycare Services	Community	Daytime Opportunities	Property/Expenses/Finances			None
8930	19/04/2018	24/07/2018		65	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Professional Assessment of Need	Delivery Suite, DHH		Doctor has undergone training to ensure she is proficient in procedures such as local anaesthetic nerve blocks, and indications for transferring patients to theatre if analgesia is not adequate. Doctor has also reflected on improving communication.
9232	09/07/2018	24/07/2018		10	Looked After Children Services	Community	Looked After Childrens Team C/B	Communication/Information	Banbridge HSSC		None
9213	10/07/2018	25/07/2018		10	Diagnostic Services	Craigavon Area Hospital	Imaging - MRI	Waiting List, Delay/Cancellation Outpatient Appointments	X-ray Dept (Radiology)		Not identified
9117	06/06/2018	25/07/2018		34	General Medicine	Craigavon Area Hospital	General Medicine	Policy/Commercial Decisions	Ramone Day Clinical Centre		Plans to build new Aseptic Suite to meet increasing demand.
9209	29/06/2018	25/07/2018		17	Diagnostic Services	Daisy Hill Hospital	Imaging - All other	Professional Assessment of Need	X-ray Dept (Radiology)		No lessons identified
9093	31/05/2018	25/07/2018		38	Diagnostic Services	Banbridge Polyclinic	Imaging - All other	Professional Assessment of Need	X-ray Dept (Radiology)		Misdiagnosis to be followed up with Radiologist
9246	16/07/2018	25/07/2018		7	Diagnostic Services	Craigavon Area Hospital	Imaging - Ultrasound	Clinical Diagnosis	X-ray Dept (Radiology)		
9254	10/07/2018	25/07/2018		10	Booking / Admin	Craigavon Area Hospital	Acute Booking Centre	Staff Attitude/Behaviour	Booking Centre		No action plan

9181	19/06/2018	26/07/2018	26	Cardiac Services	Craigavon Area Hospital	Cardiology	Professional Assessment of Need	Cardiology Clinic	Personal Information redacted by the USI		Trust seeking funding to reduce waiting times for Echocardiogram investigations.
9178	18/06/2018	26/07/2018	27	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Staff Attitude/Behaviour	Emergency Department			No action plan
9208	02/07/2018	26/07/2018	17	Learning Disability Specialist Services	Community	LD - Adult Transition Team	Policy/Commercial Decisions	Home of client		1. staff member now aware of process	1. staff member new in post not aware SDS need senior management approval
9208	02/07/2018	26/07/2018	17	Learning Disability Specialist Services	Community	LD - Adult Transition Team	Communication/Information			1. staff member now aware of process	1. staff member new in post not aware SDS need senior management approval
9242	11/07/2018	31/07/2018	13	Children with Disability Services	Community	Residential - Short Breaks	Waiting List, Delay/Cancellation Planned Admission to Hospital	Carrickore, Newry			
9214	03/07/2018	31/07/2018	19	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - CLOUGHMORE	Quantity of Treatment & Care	Cloughmor Ward			
9214	03/07/2018	31/07/2018	19	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - CLOUGHMORE	Environmental				

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned	Loc (Exact)
9281	25/07/2018	03/09/2018	27	Care Home Support Team	Independent/Voluntary Sector Locations	AD - Care Home Support Team	Quantity of Treatment & Care	Personal Information redacted by the USI		Complaint being progressed as safeguarding.	No lessons learned	Personal Information PNH
9281	25/07/2018	03/09/2018	27	Care Home Support Team	Independent/Voluntary Sector Locations	AD - Care Home Support Team	Quality of Treatment & Care			Complaint being progressed as safeguarding.	No lessons learned	
9281	25/07/2018	03/09/2018	27	Care Home Support Team	Independent/Voluntary Sector Locations	AD - Care Home Support Team				Complaint being progressed as safeguarding.	No lessons learned	
9281	25/07/2018	03/09/2018	27	Care Home Support Team	Independent/Voluntary Sector Locations	AD - Care Home Support Team	Communication/Information			Complaint being progressed as safeguarding.	No lessons learned	
9421	23/08/2018	04/09/2018	7	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour				No action plan	Antenatal Clinic
9215	02/07/2018	04/09/2018	44	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Communication/Information				No action plan	Antenatal Clinic
9215	02/07/2018	04/09/2018	44	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Waiting List, Delay/Cancellation Outpatient Appointments				No action plan	
9439	03/09/2018	04/09/2018	1	Early Years and Parenting	Community	Early Years Newry & Craigavon	Discrimination			N/A	None	Personal Information
9401	07/08/2018	05/09/2018	20	Acute Paediatric Services	Community	Paediatrics	Quality of Treatment & Care			N/A	None	Paediatric Ward
9402	16/08/2018	05/09/2018	13	Acute Paediatric Services	Community	Paediatrics	Quality of Treatment & Care			N/A	None	Paediatric Ward
9446	04/09/2018	05/09/2018	1	Early Years and Parenting	Community	FIT Craigavon	Professional Assessment of Need			N/A	None	Brownlow HSSC, Legahorry Centre
9343	03/08/2018	05/09/2018	22	Primary Mental Health Care Services	Community	Mental Health Referral and Booking Centre	Communication/Information			N/A	Importance of ensuring that records are up to date and adhering to Data Protection.	Home of client

9395	16/08/2018	07/09/2018	15	Health Visiting / School Nursing / Child Protection Nurse Specialist / CHS	Community	Health Visiting Team Lurgan and Brownlow	Quality of Treatment & Care	Personal Information redacted by the USI	Trust will review current practice.	None	Brownlow HSSC, Legahorry Centre
9423	24/08/2018	07/09/2018	9	AHP's CYP Services	Community	Physio Team CYP	Waiting List, Delay/Cancellation Community Based Appointments		N/A	None	Lurgan HSSC
9386	05/09/2018	07/09/2018	2	Family Intervention Service	Community	Gateway Team N&M	Complaints Handling		N/A	None	Dromalane House, Newry
9374	14/08/2018	11/09/2018	19	Support and Recovery Services	Community	Support and Recovery Team C&B Locality	Professional Assessment of Need		N/A	None	Home of client
9374	14/08/2018	11/09/2018	19	Support and Recovery Services	Community	Support and Recovery Team C&B Locality	Staff Attitude/Behaviour		N/A	None	
9374	14/08/2018	11/09/2018	19	Support and Recovery Services	Community	Support and Recovery Team C&B Locality	Communication/Information		N/A	None	
9424	28/08/2018	11/09/2018	10	Acute Mental Health Services	Community	Home Treatment / Crisis Response Team N&M	Privacy/Dignity		N/A	None	Home of client

9424	28/08/2018	11/09/2018	10	Acute Mental Health Services	Community	Home Treatment / Crisis Response Team N&M	Communication/Information	Personal Information redacted by the USI		None	
9353	10/08/2018	11/09/2018	21	GP Practices	Community	Bannview Medical Practice				No lessons learned.	Bannview Medical Practice

9353	10/08/2018	11/09/2018	21	GP Practices	Community	Bannview Medical Practice	Professional Assessment of Need	Personal Information redacted by the USI	No lessons learned.	
9353	10/08/2018	11/09/2018	21	GP Practices	Community	Bannview Medical Practice	Quality of Treatment & Care		No lessons learned.	

9353	10/08/2018	11/09/2018	21	GP Practices	Community	Bannview Medical Practice	Communication/Information	Personal Information redacted by the USI	No lessons learned.	
9361	13/08/2018	12/09/2018	21	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need		Doctor to be spoken to regarding attitude and treatment of young children.	Emergency Department CAH
9356	09/08/2018	12/09/2018	23	General Medicine	Craigavon Area Hospital	Stroke	Privacy/Dignity		Staff reminded to close toilet doors to ensure privacy for patients.	2 South Stroke
9316	01/08/2018	12/09/2018	29	Locality Support Services (C&B)	Craigavon Area Hospital	Switchboard (C/B)	Communication/Information		Ensure that the telephone numbers displayed on the Trust website are up to date. 8-8-18 E-mail sent from Head of Service to the Telecoms team requesting that they liaise with and update the Trust communications team as and when any Trust telephone numbers are changed. This will enable the communications team to update the telephone numbers on the Trust website as required.	Switchboard

9319	31/07/2018	12/09/2018	30	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI	No action plan	Emergency Department
9339	06/08/2018	12/09/2018	26	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need		Doctor has been reminded to take time to obtain a full history and to provide an x-ray if necessary.	Emergency Department
9115	05/06/2018	12/09/2018	69	Anaesthetics, Theatres and IC Services	Daisy Hill Hospital	Chronic Pain Management	Staff Attitude/Behaviour		Secretary was spoken to with regards to her attitude and actions towards the complainant.	Pain Management Clinic
9457	07/09/2018	12/09/2018	3	CWD Services	Community	Children With Disability Team C&B	Communication/Information		NONE	Personal Information redacted
9204	09/07/2018	12/09/2018	45	Learning Disability Community Services	Community	Learning Disability Team Armagh & Dungannon	Professional Assessment of Need		n/a	Personal Information redacted by the USI
9204	09/07/2018	12/09/2018	45	Learning Disability Community Services	Community	Learning Disability Team Armagh & Dungannon	Communication/Information		n/a	

9224	05/07/2018	12/09/2018	47	Community Services for Adults with Physical Disability	Community	Physical Disability Team C&B	Staff Attitude/Behaviour	Personal Information redacted by the USI	n/a	n/a	Home of client
9195	26/06/2018	13/09/2018	55	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour			No action plan	Delivery Suite, CAH
9377	14/08/2018	13/09/2018	21	Booking / Admin	Craigavon Area Hospital	Acute Booking Centre	Access to Premises				Booking Centre
9350	08/08/2018	13/09/2018	25	General Medicine	Craigavon Area Hospital	MAU	Access to Premises			No action plan	AMU

9336	03/08/2018	14/09/2018	29	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need
9325	02/08/2018	14/09/2018	30	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Discharge/Transfer Arrangements
9389	15/08/2018	14/09/2018	21	Cardiac Services	Craigavon Area Hospital	Cardiology	Professional Assessment of Need
9351	08/08/2018	14/09/2018	26	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need
9437	04/09/2018	14/09/2018	8	Community Nursing CYP Service	Community	Community Childrens Nursing Team	Professional Assessment of Need
9416	21/08/2018	17/09/2018	18	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need

Personal Information redacted by the USI

	No action plan	Emergency Department
	No action plan	Emergency Department
	No action plan	1 North Cardiology
	No action plan	Emergency Department CAH
N/A	None	Personal Information redacted by the USI
	No action plan	Emergency Department DHH

9171	18/06/2018	17/09/2018	63	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments	Personal Information redacted by the USI			Emergency Department
9171	18/06/2018	17/09/2018	63	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need				
9199	27/06/2018	17/09/2018	56	UROLOG	Craigavon Area Hospital	Urology and ENT	Staff Attitude/Behaviour				3 South
9434	31/08/2018	17/09/2018	11	Booking / Admin	Daisy Hill Hospital	Secretarial	Staff Attitude/Behaviour				General Medicine Clinic
9348	08/08/2018	17/09/2018	27	General Surgery	Craigavon Area Hospital	General Surgery	Waiting List, Delay/Cancellation Outpatient Appointments				Orthodontic Clinic
9381	24/08/2018	17/09/2018	15	Care Home Support Team	Independent/Voluntary Sector Locations	AD - Care Home Support Team	Policy/Commercial Decisions		response letter which advised that the Trust is not in a position to address this query and advised complainant to contact the relevant party handling the proceedings in the office of care and protection to share her concerns and to request the tapestry.	No lessons learned.	Personal Information PNH

9381	24/08/2018	17/09/2018	15	Care Home Support Team	Independent/Voluntary Sector Locations	AD - Care Home Support Team	Communication/Information	Personal Information redacted by the USI		Response letter which advised that the Trust is not in a position to address this query and advised complainant to contact the relevant party handling the proceedings in the office of care and protection to share her concerns and to request the tapestry.	No lessons learned.	
9450	04/09/2018	19/09/2018	11	UROLOG	Craigavon Area Hospital	Urology and ENT	Waiting List, Delay/Cancellation Outpatient Appointments	Complainant unhappy with how long he is having to wait for an appointment for follow up after surgery which was not successful.	Patient seen at clinic 17 September 2018.			Urology Clinic
9295	03/08/2018	20/09/2018	33	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments	Personal Information redacted by the USI				Emergency Department
9295	03/08/2018	20/09/2018	33	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Hotel/Support/Security Services (Excludes Contracted Services)					
9371	10/08/2018	20/09/2018	28	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour					Maternity Admissions/Assessment Unit
9346	07/08/2018	20/09/2018	31	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Waiting Times, A&E Departments			It is in combination with the opening of the Daisy Hill Pathfinder Direct Assessment Unit that the Trust hopes to improve the flow in the department and reduce any further waiting times.		Emergency Department DHH
9380	15/08/2018	20/09/2018	25	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need					Emergency Department CAH
9310	30/07/2018	20/09/2018	37	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need					Emergency Department
9310	30/07/2018	20/09/2018	37	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Waiting Times, A&E Departments					

9309	30/07/2018	20/09/2018	37	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Communication/Information	Personal Information redacted by the USI			Emergency Department
9362	13/08/2018	20/09/2018	27	Dietetics, Diabetes and HEF	Community	Nutrition and Dietetics C&B	Waiting Times, Community Services			No lessons learned.	SAUCS (GPOOH) Craigavon
9362	13/08/2018	20/09/2018	27	Dietetics, Diabetes and HEF	Community	Nutrition and Dietetics C&B	Communication/Information			No lessons learned.	
9362	13/08/2018	20/09/2018	27	Dietetics, Diabetes and HEF	Community	Nutrition and Dietetics C&B	Staff Attitude/Behaviour			No lessons learned.	
9490	30/08/2018	21/09/2018	16	Governance	Community	Governance					

9196	16/07/2018	24/09/2018	49	General Surgery	Craigavon Area Hospital	General Surgery	Quality of Treatment & Care	Personal Information redacted by the USI		No action plan	4 South
9196	16/07/2018	24/09/2018	49	General Surgery	Craigavon Area Hospital	General Surgery				No action plan	
9367	13/08/2018	24/09/2018	29	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour				2 West Maternity Post Natal
9286	23/07/2018	24/09/2018	44	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Communication/Information			Midwife has reflected on the comments she made to aid improvement in her practice.	Antenatal Clinic
9345	07/08/2018	24/09/2018	33	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care				Emergency Department CAH
9352	08/08/2018	24/09/2018	32	Midwifery and Gynaecology	Craigavon Area Hospital	Gynaecology	Professional Assessment of Need				Gynae Clinic
9430	24/08/2018	24/09/2018	20	Family Placement Services	Community	Family Placement Team A/D	Confidentiality		N/A	None	Personal Information redacted by the USI
9409	20/08/2018	25/09/2018	25	Midwifery and Gynaecology	Craigavon Area Hospital	Gynaecology	Delay/Cancellation for Inpatients				Gynae Clinic

9255	10/07/2018	25/09/2018	53	General Medicine	Craigavon Area Hospital	General Medicine	Communication/Information	Personal Information redacted by the USI			1 South Medical
9658	14/09/2018	25/09/2018	7	CwD Services	Community	Residential - Short Breaks	Quantity of Treatment & Care			None	Personal information redacted
9428	28/08/2018	25/09/2018	20	GP OOH/MIU	Community	GP Out of Hours	Staff Attitude/Behaviour			No lessons learned.	SAUCS (GPOOH) Craigavon
9099	31/05/2018	26/09/2018	82	General Medicine	Craigavon Area Hospital	General Medicine	Quality of Treatment & Care				2 North Medical
9099	31/05/2018	26/09/2018	82	General Medicine	Craigavon Area Hospital	General Medicine	Communication/Information				
9099	31/05/2018	26/09/2018	82	General Medicine	Craigavon Area Hospital	General Medicine	Staff Attitude/Behaviour				
9099	31/05/2018	26/09/2018	82	General Medicine	Craigavon Area Hospital	General Medicine	Records/Record Keeping				
9480	10/09/2018	26/09/2018	12	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments			No action plan	Emergency Department CAH
9449	06/09/2018	26/09/2018	14	Family Intervention Service	Community	Gateway Team N&M	Staff Attitude/Behaviour	Personal Information redacted by the USI		None.	Personal Information redacted by the USI

9465	11/09/2018	26/09/2018	11	AHP's CYP Services	Community	Occupational Therapy CYP	Aids/Adaptions/Appliances	Personal Information redacted by the USI	N/A	None	Personal Information redacted by the USI
9413	22/08/2018	26/09/2018	24	Community Services for Adults with Physical Disability	Community	Physical Disability Team C&B	Quality of Treatment & Care		n/a	n/a	Home of client
9413	22/08/2018	26/09/2018	24	Community Services for Adults with Physical Disability	Community	Physical Disability Team C&B	Staff Attitude/Behaviour		n/a	n/a	

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned	Loc (Exact)
9487	14/09/2018	01/10/2018	11	CWD Services	Community	Children With Disability Team C&B	Aids/Adaptions/Appliances	Personal Information redacted by the USI		N/A	None	Personal Information
9312	31/07/2018	03/10/2018	45	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care				No action plan	Emergency Department
9126	06/06/2018	03/10/2018	83		Daisy Hill Hospital		Communication/Information				Midwives have reflected on their practice and will listen to the labouring mothers concerns in future.	Maternity Admissions/Assessment Unit
9432	31/08/2018	08/10/2018	26	General Surgery	Craigavon Area Hospital	Ophthalmology	Waiting Times, Outpatient Departments				Review of processes - future ophthalmology episodes will remain open in addition to visual fields episodes.	Ophthalmology Clinic
9482	11/09/2018	08/10/2018	19	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need				No action plan	Emergency Department CAH
9570	02/10/2018	08/10/2018	4	General Surgery	South Tyrone Hospital	ENT Surgery	Professional Assessment of Need				No action plan	ENT Clinic
9341	06/08/2018	08/10/2018	44	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour				Maternity Assistant reflected on her communication and actions and has since attended a Breastfeeding training day, which has given her confidence to help new mothers.	2 East Midwifery Led Unit
9341	06/08/2018	08/10/2018	44	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Quality of Treatment & Care				Maternity Assistant reflected on her communication and actions and has since attended a Breastfeeding training day, which has given her confidence to help new mothers.	

9495	01/10/2018	08/10/2018	5	Community Memory Services	Community	Memory Service C&B Locality	Professional Assessment of Need	Personal Information redacted by the USI		n/a	n/a	Home of client
9486	12/09/2018	09/10/2018	19	Diagnostic Services	Craigavon Area Hospital	Imaging - All other	Access to Premises				Patient not to be appointed to a mobile scanner on next visit, due to anxiety.	X-ray Dept (Radiology)
9299	03/08/2018	10/10/2018	47	UROLOG	Craigavon Area Hospital	Urology and ENT	Clinical Diagnosis	Family would like answers to questions over their late father's care and why he was not diagnosed with lung cancer earlier, while being treated for prostate cancer. They are also unhappy with the attitude of a doctor who attended their father at an appointment.	Condolences offered to family. Explanation given of care provided and advised that a pelvic MRI was carried out which showed that the cancer was confined to the prostate. Surgery was performed and patient suffered confusion as a result of treatment and medications. Consultant will discuss with ward staff, the importance of informing relatives re catheter management prior to discharge. Apology offered for upset caused during a consultation. In May 2017 patient complained of pain in side and was referred for CT which indicated changes in the lung. On review it is not thought that the lung cancer would have been picked up prior to patient displaying symptoms, as it is not standard imaging to scan the lungs in organ confined prostate cancer.		Consultant will discuss with ward staff, the importance of informing relatives re catheter management prior to discharge.	Urology Clinic
9299	03/08/2018	10/10/2018	47	UROLOG	Craigavon Area Hospital	Urology and ENT	Quality of Treatment & Care	Family would like answers to questions over their late father's care and why he was not diagnosed with lung cancer earlier, while being treated for prostate cancer. They are also unhappy with the attitude of a doctor who attended their father at an appointment.	Condolences offered to family. Explanation given of care provided and advised that a pelvic MRI was carried out which showed that the cancer was confined to the prostate. Surgery was performed and patient suffered confusion as a result of treatment and medications. Consultant will discuss with ward staff, the importance of informing relatives re catheter management prior to discharge. Apology offered for upset caused during a consultation. In May 2017 patient complained of pain in side and was referred for CT which indicated changes in the lung. On review it is not thought that the lung cancer would have been picked up prior to patient displaying symptoms, as it is not standard imaging to scan the lungs in organ confined prostate cancer.		Consultant will discuss with ward staff, the importance of informing relatives re catheter management prior to discharge.	

9299	03/08/2018	10/10/2018	47	UROLOG	Craigavon Area Hospital	Urology and ENT	Staff Attitude/Behaviour	Family would like answers to questions over their late father's care and why he was not diagnosed with lung cancer earlier, while being treated for prostate cancer. They are also unhappy with the attitude of a doctor who attended their father at an appointment.	Condolences offered to family. Explanation given of care provided and advised that a pelvic MRI was carried out which showed that the cancer was confined to the prostate. Surgery was performed and patient suffered confusion as a result of treatment and medications. Consultant will discuss with ward staff, the importance of informing relatives re catheter management prior to discharge. Apology offered for upset caused during a consultation. In May 2017 patient complained of pain in side and was referred for CT which indicated changes in the lung. On review it is not thought that the lung cancer would have been picked up prior to patient displaying symptoms, as it is not standard imaging to scan the lungs in organ confined prostate cancer.		Consultant will discuss with ward staff, the importance of informing relatives re catheter management prior to discharge.	
9340	06/08/2018	10/10/2018	46	Midwifery and Gynaecology	Craigavon Area Hospital	Gynaecology	Environmental	Personal Information redacted by the USI			Domestics reminded to adhere to work schedule.	1 East Maternity/Gynae
9340	06/08/2018	10/10/2018	46	Midwifery and Gynaecology	Craigavon Area Hospital	Gynaecology	Quality of Treatment & Care				Domestics reminded to adhere to work schedule.	
9340	06/08/2018	10/10/2018	46	Midwifery and Gynaecology	Craigavon Area Hospital	Gynaecology	Discharge/Transfer Arrangements				Domestics reminded to adhere to work schedule.	
9340	06/08/2018	10/10/2018	46	Midwifery and Gynaecology	Craigavon Area Hospital	Gynaecology	Staff Attitude/Behaviour				Domestics reminded to adhere to work schedule.	
9340	06/08/2018	10/10/2018	46	Midwifery and Gynaecology	Craigavon Area Hospital	Gynaecology	Staff Attitude/Behaviour				Domestics reminded to adhere to work schedule.	
9211	02/07/2018	10/10/2018	70	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Communication/Information				No action plan	Antenatal Clinic
9211	02/07/2018	10/10/2018	70	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Quality of Treatment & Care				No action plan	

9247	13/07/2018	10/10/2018	62	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Communication/Information	Personal Information redacted by the USI		Staff reminded to be flexible to concerns in view of previous history of quick labour.	Maternity Admissions/Assessment Unit
9059	24/05/2018	10/10/2018	96	General Medicine	Daisy Hill Hospital	General Medicine	Waiting Times, Outpatient Departments			No action plan	Diabetology Clinic
9400	20/08/2018	10/10/2018	36	Outpatients	Craigavon Area Hospital	Outpatients	Waiting List, Delay/Cancellation Outpatient Appointments			Consultant has now changed his practice as a result, and checks through his patient list at the end of his clinic to ensure no investigations are missed.	Fracture Clinic
9494	06/08/2018	10/10/2018	46	Acute Paediatric Services	Craigavon Area Hospital	Paediatrics	Communication/Information		N/A	None	Paediatric Ward
9546	26/09/2018	10/10/2018	10	CWD Services	Community	Children With Disability Team N&M	Professional Assessment of Need		N/A	None	Personal Information
9320	09/08/2018	12/10/2018	45	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need			Complaint shared with locum doctor and consultant for learning.	Emergency Department

9462	20/09/2018	12/10/2018	16	General Medicine	Craigavon Area Hospital	General Medicine	Communication/Information	Personal Information redacted by the USI		New specialist nurse requires further training before providing service to patients. Additional funding sought for IBD service.	General Medicine Clinic
9481	10/09/2018	12/10/2018	24	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need				Emergency Department DHH
9481	10/09/2018	12/10/2018	24	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Waiting Times, A&E Departments				
9298	26/07/2018	16/10/2018	57	Family Intervention Service	Community	South Armagh FIT only	Communication/Information		N/A	None	Personal Personal Information
9559	02/10/2018	16/10/2018	10	Community Dental Services	Community	Dental Services Armagh and Dungannon	Waiting List, Delay/Cancellation Community Based Appointments		N/A	None	Dental Clinic
9464	10/09/2018	16/10/2018	26	Family Intervention Service	Community	FIT Dungannon	Communication/Information		N/A	None	

9521	11/10/2018	16/10/2018		3 Integrated Care Team	Community		Aids/Adaptions/Appliances	Personal Information redacted by the USI	No lessons learned.	Home of client
9407	22/08/2018	16/10/2018		38 Financial Services	Community	Financial Services	Property/Expenses/Finances			
9491	17/10/2018	17/10/2018		0 Early Years and Parenting	Community	FIT Banbridge	Communication/Information		None	Banbridge HSSC
9251	25/07/2018	17/10/2018		59 CAMHS	Community	Autism Intervention Team	Quality of Treatment & Care		None	The Oaks
9474	24/09/2018	17/10/2018		17 16 + Leaving and After Care Services	Community	16+ N/M	Quality of Treatment & Care		None	Personal Information redacted by [REDACTED]

9587	05/10/2018	17/10/2018	8	Community Paediatric Service	Community	Community Paediatrics A&D	Waiting Times, Community Services	Personal Information redacted by the USI		None	Personal Information
9585	05/10/2018	17/10/2018	8	AHP's CYP Services	Community	Speech and Language Therapy	Communication/Information			None	Lisanally House, Armagh
9516	21/09/2018	17/10/2018	18	Integrated Care Team	Community	Lurgan	Policy/Commercial Decisions			No lessons learned.	Brownlow HSSC, Legahorry Centre
9458	21/09/2018	19/10/2018	20	Family Intervention Service	Community	FIT Armagh Rural	Communication/Information			None	Lisanally Day/Resource Centre
9536	25/09/2018	19/10/2018	18	Family Intervention Service	Community	FIT Armagh Urban	Communication/Information			None	Lisanally House, Armagh

9452	04/09/2018	22/10/2018	34	General Medicine	Craigavon Area Hospital	General Medicine	Waiting List, Delay/Cancellation Outpatient Appointments	Personal Information redacted by the USI	No action plan	Rheumatology Clinic
9410	20/08/2018	22/10/2018	44	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Quality of Treatment & Care		No action plan	Emergency Department DHH
9569	02/10/2018	23/10/2018	15	Community Memory Services	Community	Memory Service N&M Locality	Waiting List, Delay/Cancellation Community Based Appointments		n/a	Home of client
9612	15/10/2018	24/10/2018	7	Residential Care	Community	Long Term Residential Care	Quality of Treatment & Care		None	Personal Information redacted by the USI
9354	04/10/2018	24/10/2018	14	Domicillary Care	Community	Domicillary Care N/M	Quantity of Treatment & Care		No lessons learned	Home of client

9354	04/10/2018	24/10/2018	14	Domicillary Care	Community	Domicillary Care N/M	Quality of Treatment & Care	Personal Information redacted by the USI	No lessons learned	
9387	15/08/2018	25/10/2018	50	General Surgery	Daisy Hill Hospital	General Surgery	Staff Attitude/Behaviour			Male Surgical/HDU
9578	04/10/2018	25/10/2018	15	Locality Support Services (C&B)	Craigavon Area Hospital	Security (C/B)	Access to Premises		Ongoing work to enforce parking restrictions.	Car Park/Grounds
9015	11/05/2018	25/10/2018	116	Acute Paediatric Services	Craigavon Area Hospital	Paediatrics	Quality of Treatment & Care		Trust to ensure that Paediatric Consultants are made aware of the roles, responsibilities and remit of the Continence Service. Development of a template in relation to agreed treatment plans to support effective communication.	Paediatric Ward
9606	10/10/2018	26/10/2018	12	Looked After Children Services	Community	Looked After Childrens Team N/M	Communication/Information		None	Personal Information redacted by the

9228	04/07/2018	29/10/2018	81	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Professional Assessment of Need	Personal Information redacted by the USI		Case has been shared with obstetric colleagues so lessons are learned with regards to opiate drug use in pregnancy and communication regarding same.	Maternity Admissions/Assessment Unit
9228	04/07/2018	29/10/2018	81	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour			Case has been shared with obstetric colleagues so lessons are learned with regards to opiate drug use in pregnancy and communication regarding same.	
9549	25/09/2018	29/10/2018	24	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need			No action required.	Emergency Department CAH
9412	20/08/2018	29/10/2018	49	Cardiac Services	Daisy Hill Hospital	Neurology	Clinical Diagnosis				Neurology Clinic
9451	04/09/2018	30/10/2018	40	General Surgery	Craigavon Area Hospital	General Surgery	Waiting List, Delay/Cancellation Outpatient Appointments			No action plan	Opthamology Clinic
9618	15/10/2018	30/10/2018	11	16 + Leaving and After Care Services	Community	16+ N/M	Communication/Information		n/a	None	Personal Information redacted by the

9492	12/06/2018	31/10/2018	99	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Communication/Information	Personal Information redacted by the USI			Staff now realise the significance of a low bicarb level - a low level should trigger further investigation. A patient presenting with sickness and shortness of breath - usually staff rely on probes on fingers to diagnose or rule out pulmonary embolism. When this is ruled out, other avenues should be explored. Blood gases should be requested at that stage, however it is recognised that blood gas tests are not pleasant for the patient. Case to be used for teaching purposes. For future admissions - Emergency Department to be given a letter from Rheumatology consultant to ensure correct pathway of treatment.	Maternity Admissions/Assessment Unit

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned	Loc (Exact)
9566	02/10/2018	01/11/2018	22	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments	Personal Information redacted by the USI			No action plan	Emergency Department CAH
9398	20/08/2018	01/11/2018	52	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need				Staff advised that conversations involving patients are confidential and not to be held in public.	Emergency Department CAH
9614	12/10/2018	01/11/2018	14	Cardiac Services	Craigavon Area Hospital	Dermatology	Waiting Times, Outpatient Departments				No action required.	Dermatology Clinic
9586	04/10/2018	01/11/2018	20	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Waiting Times, Outpatient Departments				No further action.	Antenatal Clinic
8895	30/05/2018	01/11/2018	109	General Surgery	Craigavon Area Hospital	General Surgery	Quality of Treatment & Care				Sr discussed perceived defensive and unhelpful behaviour of staff towards complainant with staff for the purposes of learning and reflection.	4 North
8895	30/05/2018	01/11/2018	109	General Surgery	Craigavon Area Hospital	General Surgery	Communication/Information				Sr discussed perceived defensive and unhelpful behaviour of staff towards complainant with staff for the purposes of learning and reflection.	

8895	30/05/2018	01/11/2018	109	General Surgery	Craigavon Area Hospital	General Surgery	Discharge/Transfer Arrangements	Personal Information redacted by the USI		Sr discussed perceived defensive and unhelpful behaviour of staff towards complainant with staff for the purposes of learning and reflection.	
9435	20/09/2018	01/11/2018	30	Cardiac Services	Craigavon Area Hospital	Cardiology	Quality of Treatment & Care			No action plan	
9605	10/10/2018	01/11/2018	16	Public Health Nursing Service	Community	Health Visiting Team Lurgan and Brownlow	Communication/Information		n/a	None	Personal Information redacted by the USI
9476	13/09/2018	01/11/2018	35	Acute Paediatric Services	Community	Paediatrics	Quality of Treatment & Care		Parents/carers are now provided with an information leaflet.	in addition to the Consultant providing an explanation and proposed treatment plan it would be helpful to provide a written information leaflet about the condition.	Paediatric Ward

8747	23/02/2018	02/11/2018	173	Family Intervention Service	Community	South Armagh FIT only	Communication/Information	Personal Information redacted by the USI	n/a	None	Personal Information redacted by the USI
9609	11/10/2018	02/11/2018	16	CAMHS	Community	CAMHS ADHD Team	Other		n/a	None	Personal Information redacted by the USI
9469	12/09/2018	02/11/2018	37	Support and Recovery Services	Community	Autistic SD Services (Adult)	Clinical Diagnosis		N/A	None	Home of client
9469	12/09/2018	02/11/2018	37	Support and Recovery Services	Community	Autistic SD Services (Adult)	Staff Attitude/Behaviour		N/A	None	

9571	09/10/2018	02/11/2018	18	Integrated Care Team	Community	South Down	Quality of Treatment & Care	Personal Information redacted by the USI	No lessons learned.	Home of client
9571	09/10/2018	02/11/2018	18	Integrated Care Team	Community	South Down	Professional Assessment of Need		No lessons learned.	

9601	22/10/2018	02/11/2018	9	GP OOH/MIU	Community	GP Out of Hours	Professional Assessment of Need	Personal Information redacted by the USI	No lessons learned.	SAUCS (GPOOH) Newry
9601	22/10/2018	02/11/2018	9	GP OOH/MIU	Community	GP Out of Hours	Policy/Commercial Decisions		No lessons learned.	

9601	22/10/2018	02/11/2018	9	GP OOH/MIU	Community	GP Out of Hours	Staff Attitude/Behaviour	Personal Information redacted by the USI			No lessons learned.	
9501	08/10/2018	05/11/2018	20	General Surgery	Craigavon Area Hospital	Urology Surgery	Waiting List, Delay/Cancellation Planned Admission to Hospital	Complainant unhappy with the length of time her father is having to wait on a prostate operation.	Advised that unfortunately the waiting time is 216 weeks for urgent cases and assured complainant that patients are managed in strict chronological order.		No action plan	Urology Clinic
9425	24/08/2018	06/11/2018	51	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Professional Assessment of Need	Personal Information redacted by the USI			An electronic system for bloods sign off has been implemented to ensure all bloods are followed up in future. Staff to check for heterotopic pregnancies in future and learning from this case will be shared to reduce likelihood of it happening again.	Early Pregnancy Problem Clinic
9661	29/10/2018	06/11/2018	6	Health Records	Craigavon Area Hospital	Health Records	Communication/Information	Personal Information redacted by the USI			No action plan	General Surgery Clinic

9661	29/10/2018	06/11/2018	6	Health Records	Craigavon Area Hospital	Health Records	Waiting Times, Outpatient Departments	Personal Information redacted by the USI		No action plan	
9662	05/11/2018	06/11/2018	1	AHP's CYP Services	Lurgan Hospital	Speech and Language CYP	Waiting List, Delay/Cancellation Planned Admission to Hospital		/a	None	Child Development Centre
9376	14/08/2018	07/11/2018	60	General Medicine	Daisy Hill Hospital	Stroke	Communication/Information			No action plan	Stroke / Rehab
9664	30/10/2018	07/11/2018	6	Locality Support Services (C&B)	Craigavon Area Hospital	Catering (C/B)	Hotel/Support/Security Services (Excludes Contracted Services)			New hot beverages machine to be installed in the hospital foyer.	Emergency Department CAH
9552	26/09/2018	07/11/2018	30	Midwifery and Gynaecology	Daisy Hill Hospital	Gynaecology	Environmental			No action plan	GUM Clinic
9197	13/08/2018	07/11/2018	61	Diagnostic Services	Craigavon Area Hospital	Imaging - CT	Communication/Information			No action plan	X-ray Dept (Radiology)
9197	13/08/2018	07/11/2018	61	Diagnostic Services	Craigavon Area Hospital	Imaging - CT	Communication/Information			No action plan	

9257	10/07/2018	07/11/2018	84	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI				No action plan	Emergency Department
9503	20/09/2018	08/11/2018	35	Family Intervention Service	Community	South Down FIT only	Communication/Information				n/a	None	Dromalane Mill, Newry
9581	04/10/2018	09/11/2018	26	Family Intervention Service	Community	FIT Armagh Rural	Communication/Information				n/a	None	Lisanally House, Armagh
9619	22/10/2018	12/11/2018	15	Learning Disability Specialist Services	Community	Community Forensic Teams	Staff Attitude/Behaviour				N/A	None	Home of client

9595	03/10/2018	12/11/2018	28	Domicillary Care	Community	Domicillary Care C/B	Quality of Treatment & Care	Personal Information redacted by the USI	The importance of communication and to ensure that a safe and timely person-centred moving and handling assessment is in place.	Home of client
9595	03/10/2018	12/11/2018	28	Domicillary Care	Community	Domicillary Care C/B	Staff Attitude/Behaviour		The importance of communication and to ensure that a safe and timely person-centred moving and handling assessment is in place.	
9441	04/09/2018	13/11/2018	50	Financial Services	Craigavon Area Hospital	Financial Services				

9580	15/10/2018	13/11/2018	21	Learning Disability Community Services	Community	Learning Disability Team Armagh & Dungannon	Discharge/Transfer Arrangements	Personal Information redacted by the USI		n/a	n/a	Home of client
9580	15/10/2018	13/11/2018	21	Learning Disability Community Services	Community	Learning Disability Team Armagh & Dungannon	Policy/Commercial Decisions			n/a	n/a	
9649	23/10/2018	14/11/2018	16	Early Years and Parenting	South Tyrone Hospital	Court Childrens Service	Staff Attitude/Behaviour			n/a	None	Social Work Study Centre
9642	22/10/2018	14/11/2018	17	Looked After Children Services	Community	Looked After Childrens Team C/B	Communication/Information			n/a	None	Legahory Centre

9655	25/10/2018	15/11/2018	15	AHP's CYP Services	Community	Speech and Language Therapy	Waiting List, Delay/Cancellation Community Based Appointments	Personal Information redacted by the USI	n/a	None	Child Development Centre
9617	29/10/2018	15/11/2018	13	Community Memory Services	Community	Memory Service N&M Locality	Contracted Regulated Domiciliary Agency	Personal Information redacted by the USI	n/a	n/a	Home of client
9617	29/10/2018	15/11/2018	13	Community Memory Services	Community	Memory Service N&M Locality	Quality of Treatment & Care	Personal Information redacted by the USI	n/a	n/a	
9610	10/10/2018	16/11/2018	27	General Medicine	Craigavon Area Hospital	General Medicine	Policy/Commercial Decisions	Personal Information redacted by the USI		Consideration to be given to patient's medical history before placing them as an extra patient on main ward.	Patient Flow Team
9602	08/10/2018	16/11/2018	29	Midwifery and Gynaecology	Craigavon Area Hospital	Gynaecology	Communication/Information	Personal Information redacted by the USI		No action required.	Fertility Clinic
9602	08/10/2018	16/11/2018	29	Midwifery and Gynaecology	Craigavon Area Hospital	Gynaecology	Staff Attitude/Behaviour	Personal Information redacted by the USI		No action required.	
9550	25/09/2018	16/11/2018	38	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI		No action required.	Emergency Department DHH
9550	25/09/2018	16/11/2018	38	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Waiting Times, A&E Departments	Personal Information redacted by the USI		No action required.	

9405	06/09/2018	16/11/2018	51	Midwifery and Gynaecology	Craigavon Area Hospital	Gynaecology	Communication/Information	Personal Information redacted by the USI		No action required.	Colposcopy Clinic
9677	05/11/2018	16/11/2018	9	Family Intervention Service	Community	Gateway Team N&M	Communication/Information		n/a	None	Dromalane Mill, Newry
9690	02/11/2018	19/11/2018	11	Locality Support Services (C&B)	Craigavon Area Hospital	Security (C/B)	Access to Premises			No action required.	Car Park/Grounds
9577	03/10/2018	20/11/2018	34	General Medicine	Craigavon Area Hospital	General Medicine	Waiting Times, Outpatient Departments			No action required.	Diabetology Clinic
9588	16/10/2018	20/11/2018	25	Early Years and Parenting	Community	FIT Lurgan	Quality of Treatment & Care		Staff to be reminded of the importance of ensuring the health and safety of service users.	None	Personal Information
9484	14/09/2018	21/11/2018	48	General Medicine	Craigavon Area Hospital	MAU	Property/Expenses/Finances			Concerns raised by Sr with staff at daily safety briefings.	AMU
9525	24/09/2018	21/11/2018	42	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Professional Assessment of Need			Follow-up by Sr on staff malpractice. More clarity to be provided to patients regarding their circumstances.	Delivery Suite, CAH

9525	24/09/2018	21/11/2018	42	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Quality of Treatment & Care	Personal Information redacted by the USI				Follow-up by Sr on staff malpractice. More clarity to be provided to patients regarding their circumstances.	
9671	31/10/2018	21/11/2018	15	Family Intervention Service	South Tyrone Hospital	FIT Dungannon	Staff Attitude/Behaviour				n/a	None	E Floor
9676	02/11/2018	22/11/2018	14	Family Intervention Service	Community	Gateway Team N&M	Communication/Information				n/a	None	Dromalane House, Newry
9669	06/11/2018	23/11/2018	13	Community Services for Adults with Physical Disability	Community	Physical Disability Team C&B	Aids/Adaptions/Appliances						Home of client

9637	22/10/2018	23/11/2018	24	Specialist Primary Care Services Nursing	Community	ICATS	Quality of Treatment & Care	Personal Information redacted by the USI	No lessons learned.	ICATS Orthopaedic Clinic
9637	22/10/2018	23/11/2018	24	Specialist Primary Care Services Nursing	Community	ICATS	Waiting Times, Community Services		No lessons learned.	

9637	22/10/2018	23/11/2018	24	Specialist Primary Care Services Nursing	Community	ICATS	Policy/Commercial Decisions	Personal Information redacted by the USI	No lessons learned.	
9637	22/10/2018	23/11/2018	24	Specialist Primary Care Services Nursing	Community	ICATS	Staff Attitude/Behaviour		No lessons learned.	
9738	14/11/2018	27/11/2018	9	Locality Support Services (C&B)	Craigavon Area Hospital	Catering (C/B)	Hotel/Support/Security Services (Excludes Contracted Services)		Signage in vending areas to be increased	Emergency Department CAH

9732	12/11/2018	27/11/2018	11	General Surgery	Craigavon Area Hospital	General Surgery	Waiting List, Delay/Cancellation Outpatient Appointments	Personal Information redacted by the USI		No further action.	General Surgery Clinic
9623	22/10/2018	27/11/2018	26	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Communication/Information			Maternity staff to be reminded of the importance of ensuring a call bell is within easy reach for patient to summon help.	Antenatal Clinic
9623	22/10/2018	27/11/2018	26	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Quality of Treatment & Care			Maternity staff to be reminded of the importance of ensuring a call bell is within easy reach for patient to summon help.	
9623	22/10/2018	27/11/2018	26	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics				Maternity staff to be reminded of the importance of ensuring a call bell is within easy reach for patient to summon help.	
9623	22/10/2018	27/11/2018	26	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Quality of Treatment & Care			Maternity staff to be reminded of the importance of ensuring a call bell is within easy reach for patient to summon help.	
9741	14/11/2018	27/11/2018	9	Locality Support Services (C&B)	Craigavon Area Hospital	Catering (C/B)	Hotel/Support/Security Services (Excludes Contracted Services)			Signage in vending areas to be improved.	Emergency Department CAH
9596	05/10/2018	27/11/2018	37	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need			Nurse has raised the importance of providing pillows and blankets in the Emergency Department for long-stay patients and has increased the laundry allocation to the department.	Emergency Department CAH

9289	09/08/2018	27/11/2018	77	Family Intervention Service	Community	Gateway Team N&M	Confidentiality	Personal Information redacted by the USI	Trust process has been amended.	The Trust apologise that the letter was sent in error and have since amended the process for sending out correspondence when referrals are made.	Personal Information redacted by the USI
9418	23/08/2018	28/11/2018	68	Cardiac Services	Craigavon Area Hospital	Neurology	Delay/Cancellation for Inpatients			No action required.	Neurology Clinic
9705	07/11/2018	28/11/2018	15	Locality Support Services (C&B)	Craigavon Area Hospital	Security (C/B)	Access to Premises			No action required.	Car Park/Grounds
9632	17/10/2018	28/11/2018	30	General Surgery	Craigavon Area Hospital	General Surgery	Property/Expenses/Finances				Scheduling Team
9535	24/09/2018	28/11/2018	47	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need			No action required.	Emergency Department DHH

9290	24/07/2018	28/11/2018	90	General Surgery	Craigavon Area Hospital	Urology Surgery	Quality of Treatment & Care	Patient has requested a full explanation of the procedure carried out during a circumcision, were these necessary? Why is he being called back to learn how to use a catheter which he states he does not need? Why were several tests carried out when he presented with chest pain and each test appeared to be clear.	Patient provided with a full explanation of the procedure by the surgeon and referred to the continence team in Person to be taught self-meatal dilation. Patient advised that as part of the chest tests, and ECG and exercise treadmill were carried out and the result showed minor changes.		No action required.	Day Procedure/Day Surgery Unit
9290	24/07/2018	28/11/2018	90	General Surgery	Craigavon Area Hospital	Urology Surgery	Communication/Information	Patient has requested a full explanation of the procedure carried out during a circumcision, were these necessary? Why is he being called back to learn how to use a catheter which he states he does not need? Why were several tests carried out when he presented with chest pain and each test appeared to be clear.	Patient provided with a full explanation of the procedure by the surgeon and referred to the continence team in Newry to be taught self-meatal dilation. Patient advised that as part of the chest tests, and ECG and exercise treadmill were carried out and the result showed minor changes.		No action required.	
9290	24/07/2018	28/11/2018	90	General Surgery	Craigavon Area Hospital	Urology Surgery	Quality of Treatment & Care	Patient has requested a full explanation of the procedure carried out during a circumcision, were these necessary? Why is he being called back to learn how to use a catheter which he states he does not need? Why were several tests carried out when he presented with chest pain and each test appeared to be clear.	Patient provided with a full explanation of the procedure by the surgeon and referred to the continence team in Newry to be taught self-meatal dilation. Patient advised that as part of the chest tests, and ECG and exercise treadmill were carried out and the result showed minor changes.		No action required.	
9477	17/09/2018	28/11/2018	52	Emergency Department Services	Daisy Hill Hospital	Paediatrics	Professional Assessment of Need	Personal Information redacted by the USI			Staff reminded that good communication is essential at all times.	Emergency Department DHH
9599	08/10/2018	28/11/2018	37	Cardiac Services	Craigavon Area Hospital	Cardiology	Records/Record Keeping				No further action.	ECG Clinic

9551	26/09/2018	29/11/2018	46	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care	Personal Information redacted by the USI		Issues raised by complainant shared by consultant with nursing staff.	Emergency Department CAH
9551	26/09/2018	29/11/2018	46	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments			Issues raised by complainant shared by consultant with nursing staff.	
9551	26/09/2018	29/11/2018	46	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Staff Attitude/Behaviour			Issues raised by complainant shared by consultant with nursing staff.	
9620	16/10/2018	29/11/2018	32	General Surgery	Daisy Hill Hospital	General Surgery	Professional Assessment of Need				General Surgery Clinic
9714	12/11/2018	30/11/2018	14	Anaesthetics, Theatres and IC Services	Craigavon Area Hospital	Day Procedure/Surgery	Property/Expenses/Finances			No further action	Day Procedure/Day Surgery Unit

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned	Loc (Exact)	
9666	30/10/2018	03/12/2018	24	CAMHS	St Lukes Hospital	Autism Diagnostic Team	Quality of Treatment & Care	Personal Information redacted by the USI				/A	Cedarwood
9799	05/11/2018	03/12/2018	20	Financial Services	Community	Financial Services	Property/Expenses/Finances						
9679	05/11/2018	03/12/2018	20	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - CLOUGHMORE	Communication/Information				Importance of staff wearing their name badge and/or photo ID whilst at all times when on duty.	Cloughmore Ward	
9679	05/11/2018	03/12/2018	20	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - CLOUGHMORE	Hotel/Support/Security Services (Excludes Contracted Services)				Importance of staff wearing their name badge and/or photo ID whilst at all times when on duty.		
9679	05/11/2018	03/12/2018	20	Acute Mental Health Services	Craigavon Area Hospital	Psychiatric Inpatient Services - CLOUGHMORE	Aids/Adaptations/Appliances				Importance of staff wearing their name badge and/or photo ID whilst at all times when on duty.		
9731	14/11/2018	03/12/2018	13	GP OOH/MIU	Community	GP Out of Hours	Quality of Treatment & Care				0 lessons identified.	SAUCS (GPOOH) Craigavon	
9731	14/11/2018	03/12/2018	13	GP OOH/MIU	Community	GP Out of Hours	Professional Assessment of Need				0 lessons identified.		
9731	14/11/2018	03/12/2018	13	GP OOH/MIU	Community	GP Out of Hours	Staff Attitude/Behaviour				0 lessons identified.		

9769	21/11/2018	04/12/2018	9	General Medicine	Craigavon Area Hospital	General Medicine	Waiting Times, A&E Department	Personal Information redacted by the USI		Cardiology Clinic
9659	29/11/2018	04/12/2018	3	CAMHS	Community	Autism Diagnostic Team	Quality of Treatment Care		None	Russel Drive, Lurgan
9725	13/11/2018	04/12/2018	15	GP OOH/MIU	Community	GP Out of Hours	Communication/Information		No lessons identified.	
9721	13/11/2018	05/12/2018	16	Community Paediatric Service	Community	Child Development	Quality of Treatment Care		N/A	Russel Drive, Lurgan
9526	20/09/2018	06/12/2018	55	General Medicine	Craigavon Area Hospital	General Medicine	Quality of Treatment Care		No action plan	2 North Medical
9723	12/11/2018	06/12/2018	18	Learning Disability Community Services	Community	Learning Disability Team Craigavon and Banbridge	Aids/Adaptations/Appliances		n/a	Home of client
9723	12/11/2018	06/12/2018	18	Learning Disability Community Services	Community	Learning Disability Team Craigavon and Banbridge	Policy/Commercial Decisions		n/a	
9680	22/11/2018	06/12/2018	10	GP OOH/MIU	Community	GP Out of Hours	Confidentiality		No lessons identified.	Home of client
9680	22/11/2018	06/12/2018	10	GP OOH/MIU	Community	GP Out of Hours	Communication/Information	Personal Information redacted by the USI	No lessons identified.	
9717	12/11/2018	06/12/2018	18	GP OOH/MIU	Community	GP Out of Hours	Quality of Treatment Care		It may have been more supportive if contact had been facilitated with Macmillan which is to be shared with the team.	SAUCS (GPOOH) Craigavon

9717	12/11/2018	06/12/2018		18	GP OOH/MIU	Community	GP Out of Hours	Professional Assessment of Need		may have been more supportive if contact had been facilitated with Macmillan which is to be shared with the team.			
9718	09/11/2018	11/12/2018		22	TRAUMA	Craigavon Area Hospital	Trauma and Orthopaedics	Professional Assessment of Need		No action plan	Orthopaedic Clinic		
9718	09/11/2018	11/12/2018		22	TRAUMA	Craigavon Area Hospital	Trauma and Orthopaedics	Waiting List, Delay/Cancellation Community Based Appointments		No action plan			
9718	09/11/2018	11/12/2018		22	TRAUMA	Craigavon Area Hospital	Trauma and Orthopaedics	Communication/Information		No action plan			
9797	29/11/2018	11/12/2018		8	Early Years and Parenting	Community	FIT Craigavon	Communication/Information		None	Legahory Centre		
9699	07/11/2018	11/12/2018		24	Acute Paediatric Services	Craigavon Area Hospital	Paediatric Ambulatory	Communication/Information		There is wider learning for the paediatric team in respect of managing communication clearly with parents.	Paediatric Ward		
9715	14/11/2018	11/12/2018		19	Support and Recovery Services	Community	Support and Recovery Team C&B Locality	Communication/Information		Importance of timely communication	Home of client		
9715	14/11/2018	11/12/2018		19	Support and Recovery Services	Community	Support and Recovery Team C&B Locality	Staff Attitude/Behaviour		Importance of timely communication			
9444	14/09/2018	12/12/2018		63	UROLOG	Craigavon Area Hospital	Urology and ENT	Professional Assessment of Need	Complainant concerned at the infrequent attendance of medical staff to his wife when she was a patient for over 7 days. Also concerned that his wife was left to lie in wet bedclothes and does not believe she was fed properly.	Complainant provided with full record of wife's stay and failures acknowledged. Apologies offered for all misdemeanours.	Complainant letter highlighted at staff meetings for learning which address the importance of communication with relatives and accurate information being passed over on discharge.	3 South	
9701	20/11/2018	12/12/2018		16	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI			No further action required.	Emergency Department CAH
9687	01/11/2018	13/12/2018		30	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI			No further action required.	Emergency Department DHH
9687	01/11/2018	13/12/2018		30	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Discharge/Transfer Arrangements	Personal Information redacted by the USI			No further action required.	
9790	26/11/2018	13/12/2018		13	Community Services for Adults with Physical Disability	Community	Physical Disability Team C&B	Aids/Adaptations/Appliances	N/A		None	Home of client	

9531	04/10/2018	13/12/2018	50	Integrated Care Team	Community	Lurgan	Quantity of Treatment & Care	Personal Information redacted by the USI	(1) The importance of leaving the catheter in place will be shared as learning with all district nursing staff. (2) Mechanisms have been put in place to improve communication within the district nursing service. This learning has been shared with the team; to ensure timely follow up of incidents within the team, and that all staff must complete incident reporting in a timely manner. (3) Record keeping should have been in greater detail; nurse involved attended a record keeping course with the Clinical Education Centre.	Home of client
9531	04/10/2018	13/12/2018	50	Integrated Care Team	Community	Lurgan	Quality of Treatment & Care		(1) The importance of leaving the catheter in place will be shared as learning with all district nursing staff. (2) Mechanisms have been put in place to improve communication within the district nursing service. This learning has been shared with the team; to ensure timely follow up of incidents within the team, and that all staff must complete incident reporting in a timely manner. (3) Record keeping should have been in greater detail; nurse involved attended a record keeping course with the Clinical Education Centre.	
9663	12/11/2018	13/12/2018	23	Integrated Care Team	Community	Dungannon			Learning for trust staff is that when recommending flooring only nonslip flooring is to be recommended in case of a future need for equipment.	Home of client

9663	12/11/2018	13/12/2018	23	Integrated Care Team	Community	Dungannon	Quality of Treatment & Care	Personal Information redacted by the USI	Learning for trust staff is that when recommending flooring only nonslip flooring is to be recommended in case of a future need for equipment.	
9157	14/06/2018	17/12/2018	130	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care		No action to be taken	Emergency Department
9157	14/06/2018	17/12/2018	130	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need		No action to be taken	
9157	14/06/2018	17/12/2018	130	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care		No action to be taken	
9157	14/06/2018	17/12/2018	130	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need		No action to be taken	
9630	16/10/2018	17/12/2018	44	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour		No action to be taken	Antenatal Clinic
9630	16/10/2018	17/12/2018	44	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour		No action to be taken	Emergency Department
9563	28/09/2018	17/12/2018	56	General Surgery	Craigavon Area Hospital	General Surgery	Waiting List, Delay/Cancellation Outpatient Appointments		New procedures have been put in place to ensure relevant surgery investigations are treated as urgent as a result of complainant concerns.	General Surgery Clinic
9693	01/11/2018	17/12/2018	32	Specialist Primary Care Services Nursing	Craigavon Area Hospital	ICATS	Waiting List, Delay/Cancellation Outpatient Appointments		Other nurses will be trained to deal with the removal of ear wax but won't be able to treat patients until after Christmas. Appointments have been offered in Daisy Hill and South Tyrone Hospitals.	ICATS Orthopaedic Clinic
9703	05/11/2018	17/12/2018	30	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Communication/Information		Staff have been reminded of the importance of tracking notes	Gynae Clinic
9685	31/10/2018	17/12/2018	33	Cardiac Services	Craigavon Area Hospital	Cardiology	Waiting List, Delay/Cancellation Outpatient Appointments		Trust has secured funding for nine extra catheterisation sessions per week due to the increased demand	Cardiology Clinic
9700	29/11/2018	17/12/2018	12	TRAUMA	Craigavon Area Hospital	Trauma and Orthopaedics	Waiting List, Delay/Cancellation Outpatient Appointments		No action to be taken	Orthopaedic Clinic
9702	05/11/2018	17/12/2018	30	General Medicine	South Tyrone Hospital	General Medicine	Communication/Information		No action to be taken	Rheumatology Clinic
9691	02/11/2018	17/12/2018	31	General Surgery	Craigavon Area Hospital	General Surgery	Staff Attitude/Behaviour		Sr has spoken with staff and advised them of the importance of using effective communication when addressing patients.	4 South
9554	27/09/2018	17/12/2018	57	Midwifery and Gynaecology	Community	Obstetrics	Communication/Information		No action to be taken	

9752	21/11/2018	17/12/2018	18	Podiatry	Independent /Voluntary Sector Locations	Podiatry C/B	Quality of Treatment & Care	Personal Information redacted by the USI	No lessons identified.	Booking Centre
9752	21/11/2018	17/12/2018	18	Podiatry	Independent /Voluntary Sector Locations	Podiatry C/B	Waiting Times, Community Services		No lessons identified.	

9752	21/11/2018	17/12/2018	18	Podiatry	Independent /Voluntary Sector Locations	Podiatry C/B	Communication/Information	Personal Information redacted by the USI		No lessons identified.	
9748	19/11/2018	17/12/2018	20	Integrated Care Team	Community	Newry & South Armagh	Quality of Treatment & Care			No lessons identified.	Commarket Health Centre
9600	08/10/2018	18/12/2018	51	TRAUMA	Daisy Hill Hospital	Trauma and Orthopaedics	Professional Assessment of Need			In future, patients will have the opportunity to discuss handovers with their Physiotherapist to ensure smooth transitions.	Orthopaedic Clinic
9600	08/10/2018	18/12/2018	51	TRAUMA	Daisy Hill Hospital	Trauma and Orthopaedics	Quality of Treatment & Care			In future, patients will have the opportunity to discuss handovers with their Physiotherapist to ensure smooth transitions.	
9631	17/10/2018	18/12/2018	44	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Staff Attitude/Behaviour			Sr has reminded all Nursing Staff of the need to be professional at all times. Has also pledged to have patients' blood pressure check daily where applicable.	Emergency Department DHH
9724	20/11/2018	18/12/2018	20	Support and Recovery Services	Independent /Voluntary Sector Locations	Support and Recovery Team A&D Locality	Professional Assessment of Need				Chestnut Lodge PNH
9812	03/12/2018	19/12/2018	12	CAMHS	Community	Autism Diagnostic Team	Quality of Treatment & Care			None	Russel Drive, Lurgan
9757	22/11/2018	19/12/2018	19	Acute Paediatric Services	Craigavon Area Hospital	Paediatric Ambulatory	Staff Attitude/Behaviour			- Trust to consider the importance of good support and induction of staff to ensure the best experience for Service Users. - Trust to consider providing play materials for the use of transient patients. - There is currently Trust wide staff training in relation to improving communication and engagement with service users and their families, and the Trust will ensure that this issue is included within the training programme.	Paediatric Ward

9806	04/12/2018	19/12/2018	11	GP Practices	Community	Bannview Medical Practice	Professional Assessment of Need	Personal Information redacted by the USI		The Infant feeding guidelines (2017) have been issued to all clinicians within the practice on 12 Dec 2018 and there will also be a review of the practice systems such as reviewing children after prescribing of hydrolysed milks such as Similac to ensure that such an incident as this does not happen again.	Bannview Medical Practice
9768	21/11/2018	20/12/2018	21	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments				Emergency Department CAH
9419	13/09/2018	20/12/2018	70	Diagnostic Services	Craigavon Area Hospital	Imaging - CT	Professional Assessment of Need				CT Scanner
9567	02/10/2018	20/12/2018	57	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need			No further action required.	Emergency Department CAH
9567	02/10/2018	20/12/2018	57	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments			No further action required.	
9611	11/10/2018	20/12/2018	50	Diagnostic Services	Craigavon Area Hospital	Imaging - Ultrasound	Records/Record Keeping				X-ray Dept (Radiology)
9686	01/11/2018	20/12/2018	35	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments			No Further Action Required.	Emergency Department CAH
9686	01/11/2018	20/12/2018	35	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care			No Further Action Required.	
9686	01/11/2018	20/12/2018	35	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need			No Further Action Required.	
9568	02/10/2018	20/12/2018	57	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Quality of Treatment & Care				Emergency Department DHH
9654	22/10/2018	20/12/2018	43	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care			No further action required.	Emergency Department CAH

9654	22/10/2018	20/12/2018	43	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Discharge/Transfer Arrangements	Personal Information redacted by the USI				No further action required.	
9278	19/07/2018	20/12/2018	109	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI				No further action.	Emergency Department
9553	25/09/2018	20/12/2018	62	General Medicine	Daisy Hill Hospital	General Medicine	Discharge/Transfer Arrangements	Personal Information redacted by the USI				No further action required.	General Male Medical,
9553	25/09/2018	20/12/2018	62	General Medicine	Daisy Hill Hospital	General Medicine	Property/Expenses/Finances	Personal Information redacted by the USI				No further action required.	
9553	25/09/2018	20/12/2018	62	General Medicine	Daisy Hill Hospital	General Medicine	Professional Assessment of Need	Personal Information redacted by the USI				No further action required.	
9417	20/09/2018	20/12/2018	65	Diagnostic Services	Craigavon Area Hospital	Imaging - CT	Quality of Treatment & Care	Personal Information redacted by the USI				No further action.	CT Scanner
9598	04/10/2018	20/12/2018	55	UROLOG	Craigavon Area Hospital	Urology and ENT	Waiting List, Delay/Cancellation Planned Admission to Hospital	Complainant unhappy with the length of time it is taking for her father to have a urology procedure carried out.	Complainant advised that waiting time for urgent procedure is 222 weeks. Apologies given for the long wait and explained Urology Department prioritise cancer patients.		No further action required.	Urology Clinic	
9755	22/11/2018	20/12/2018	20	Physiotherapy	South Tyrone Hospital	Outpatients A&D	Quality of Treatment & Care	Personal Information redacted by the USI			No lessons identified.	Physiotherapy Outpatients Department	

9839	10/12/2018	21/12/2018		9 Integrated Care Team	Community	Dungannon	Professional Assessment of Need	Personal Information redacted by the USI	No lessons learned.	Home of client
9839	10/12/2018	21/12/2018		9 Integrated Care Team	Community	Dungannon	Aids/Adaptions/Appliances		No lessons learned.	
9773	27/11/2018	27/12/2018		20 Early Years and Parenting	Community	FIT Lurgan	Staff Attitude/Behaviour		None	Lurgan HSSC
9771	23/11/2018	28/12/2018		23 Midwifery and Gynaecology	Craigavon Area Hospital	Gynaecology	Waiting Times, A&E Departments		No action to be taken	1 East Maternity/Gynaecology
9778	26/11/2018	28/12/2018		22 Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Staff Attitude/Behaviour		No further action.	Maternity Ward
9636	19/10/2018	28/12/2018		48 General Surgery	Craigavon Area Hospital	Orthodontics	Staff Attitude/Behaviour		No further action required.	Orthodontic Clinic
9706	07/11/2018	28/12/2018		35 Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Staff Attitude/Behaviour		No further action required.	Emergency Department DHH
9706	07/11/2018	28/12/2018		35 Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Privacy/Dignity		No further action required.	

9651	06/12/2018	28/12/2018	14	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care	Personal Information redacted by the USI		No further action	Emergency Department CAH
9697	22/11/2018	28/12/2018	24	General Medicine	Daisy Hill Hospital	General Medicine	Records/Record Keeping			Nurses and Mortician reminded of the importance of initiating 'Doctors Authorisation to mortuary service for release of remains of Deceased Patient to funeral Director pending MCCD completion'.	General Male Medical,
9697	22/11/2018	28/12/2018	24	General Medicine	Daisy Hill Hospital	General Medicine	Communication/Information			Nurses and Mortician reminded of the importance of initiating 'Doctors Authorisation to mortuary service for release of remains of Deceased Patient to funeral Director pending MCCD completion'.	
9210	28/06/2018	28/12/2018	127	General Medicine	Craigavon Area Hospital	MAU	Quality of Treatment & Care			Ward sister has been spoken to about communication skills.	AMU
9210	28/06/2018	28/12/2018	127	General Medicine	Craigavon Area Hospital	MAU	Staff Attitude/Behaviour			Ward sister has been spoken to about communication skills.	AMU
9210	28/06/2018	28/12/2018	127	General Medicine	Craigavon Area Hospital	MAU	Staff Attitude/Behaviour			Ward sister has been spoken to about communication skills.	AMU
9767	26/11/2018	28/12/2018	22	Booking / Admin	Craigavon Area Hospital	Acute Booking Centre	Communication/Information			Trust recognises that it is not best practice to be giving conflicting advice to service users and plan to share this experience with the Trusts Lead for Colposcopy.	Booking Centre
9833	06/12/2018	28/12/2018	14	Cardiac Services	Craigavon Area Hospital	Dermatology	Staff Attitude/Behaviour			No further action	Dermatology Clinic
9833	06/12/2018	28/12/2018	14	Cardiac Services	Craigavon Area Hospital	Dermatology	Quality of Treatment & Care			No further action	
9485	12/09/2018	28/12/2018	75	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Professional Assessment of Need			Patient advised that her case will be discussed at the Morbidity and Mortality meeting attended by Medical and Nursing Staff from the Emergency Department.	Emergency Department DHH
9485	12/09/2018	28/12/2018	75	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Staff Attitude/Behaviour			Patient advised that her case will be discussed at the Morbidity and Mortality meeting attended by Medical and Nursing Staff from the Emergency Department.	
9485	12/09/2018	28/12/2018	75	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Staff Attitude/Behaviour			Patient advised that her case will be discussed at the Morbidity and Mortality meeting attended by Medical and Nursing Staff from the Emergency Department.	
9811	28/11/2018	28/12/2018	20	General Medicine	Craigavon Area Hospital	General Medicine	Quality of Treatment & Care				CEAW
9811	28/11/2018	28/12/2018	20	General Medicine	Craigavon Area Hospital	General Medicine	Quality of Treatment & Care				
9789	28/11/2018	28/12/2018	20	Public Health Nursing Service	South Tyrone Hospital	Health Visiting Team Dungannon	Communication/Information		n/a	None	Child and Family Clinic
9756	16/11/2018	31/12/2018	29	General Medicine	Daisy Hill Hospital	General Medicine	Quality of Treatment & Care			No further action	Female Medical
9646	19/10/2018	31/12/2018	49	Acute Paediatric Services	Craigavon Area Hospital	Paediatrics	Quality of Treatment & Care		n/a	None	Paediatric Outpatient Clinic

9629	18/10/2018	31/12/2018	50	Family Intervention Service	Community	South Down FIT only	Communication/Information	Personal Information redacted by the USI		n/a	None	Dromalane Mill, Newry
9628	18/10/2018	31/12/2018	50	Family Intervention Service	Community	South Down FIT only	Communication/Information			n/a	None	Dromalane Mill, Newry
9711	04/12/2018	31/12/2018	17	Family Intervention Service	Community	South Armagh FIT only	Communication/Information			n/a	None	Lisanally House, Armagh

Personal Information redacted by the USI

Personal Information redacted by the USI

ID	First received	Closed	Response time	Service Area	Site	Speciality	Subjects (Subjects)	Description	Outcome	Action taken (Investigation)	Lessons learned	Loc (Exact)
10035	01/02/2019	01/04/2019	40	Anaesthetics, Theatres and IC Services	South Tyrone Hospital	Radiology - Nursing	Staff Attitude/Behaviour	Personal Information redacted by the USI			No further action.	X-ray Dept (Radiology)
10172	11/03/2019	01/04/2019	14	Diagnostic Services	Craigavon Area Hospital	Imaging - Nuclear Medicine	Communication/Information					X-ray Dept (Radiology)
10139	01/03/2019	03/04/2019	22	Financial Services	Community	Financial Services	Property/Expenses/Finances					Finance Department
10181	13/03/2019	03/04/2019	14	CWD Services	Community	Short Breaks Team	Quantity of Treatment & Care			N/A	None	Personal Information redacted by the USI
10189	14/03/2019	03/04/2019	13	AHP's CYP Services	Community	Occupational Therapy CYP	Professional Assessment of Need			na	none	Dromalane House, Newry
9414	18/09/2018	04/04/2019	138	Cardiac Services	Craigavon Area Hospital	Dermatology	Professional Assessment of Need					Dermatology Clinic
9414	18/09/2018	04/04/2019	138	Cardiac Services	Craigavon Area Hospital	Dermatology	Quality of Treatment & Care					Dermatology Clinic

9959	29/01/2019	05/04/2019	47	General Surgery	Daisy Hill Hospital	General Surgery	Staff Attitude/Behaviour	Personal Information redacted by the USI			General Surgery Clinic
9959	29/01/2019	05/04/2019	47	General Surgery	Daisy Hill Hospital	General Surgery	Professional Assessment of Need				General Surgery Clinic
10060	05/02/2019	05/04/2019	42	General Medicine	Daisy Hill Hospital	General Medicine	Quality of Treatment & Care		Meeting occurred on day of discharge of patient with consultant present. Documented evidence in patient's notes of same Meeting with Radiologist and Consultant	Communication between the wards and CT to improve as per a patient's concern Meeting to occur between ward sister and CT lead to review case	Female Medical

10060	05/02/2019	05/04/2019	42	General Medicine	Daisy Hill Hospital	General Medicine	Quality of Treatment & Care	Personal Information redacted by the USI	Meeting occurred on day of discharge of patient with consultant present. Documented evidence in patient's notes of same Meeting with Radiologist and Consultant	Communication between the wards and CT to improve as per a patient's concern Meeting to occur between ward sister and CT lead to review case	Xray dept
10060	05/02/2019	05/04/2019	42	General Medicine	Daisy Hill Hospital	General Medicine	Communication/Information		Meeting occurred on day of discharge of patient with consultant present. Documented evidence in patient's notes of same Meeting with Radiologist and Consultant	Communication between the wards and CT to improve as per a patient's concern Meeting to occur between ward sister and CT lead to review case	Female Medical
10081	11/02/2019	05/04/2019	38	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Staff Attitude/Behaviour				Emergency Department DHH

10214	15/03/2019	05/04/2019	14	Booking / Admin	Craigavon Area Hospital	Acute Booking Centre	Policy/Commercial Decisions	Personal Information redacted by the USI			Booking Centre
10018	28/01/2019	05/04/2019	48	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Waiting Times, A&E Departments				Emergency Department CAH
10018	28/01/2019	05/04/2019	48	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Staff Attitude/Behaviour				Emergency Department CAH
10018	28/01/2019	05/04/2019	48	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quantity of Treatment & Care				Emergency Department CAH
10018	28/01/2019	05/04/2019	48	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Discharge/Transfer Arrangements				1 East Maternity/ Gynae
10039	01/02/2019	05/04/2019	44	General Surgery	Daisy Hill Hospital	General Surgery	Professional Assessment of Need				General Surgery Clinic

9881	17/12/2018	05/04/2019	75	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Professional Assessment of Need	Personal Information redacted by the USI			Emergency Department CAH
9947	16/01/2019	08/04/2019	57	General Medicine	Craigavon Area Hospital	General Medicine	Discharge/Transfer Arrangements				2 North Respiratory

9947	16/01/2019	08/04/2019	57	General Medicine	Craigavon Area Hospital	General Medicine	Staff Attitude/B ehaviour	Personal Information redacted by the USI			2 North Respiratory
9869	14/12/2018	08/04/2019	77	General Medicine	Craigavon Area Hospital	General Medicine	Privacy/Di gnity				1 South Medical
10050	07/03/2019	08/04/2019	21	Support and Recovery Services	Communit y	Psychiatry of Old Age	Communic ation/Infor mation				Home of client

10050	07/03/2019	08/04/2019	21	Support and Recovery Services	Community	Psychiatry of Old Age	Professional Assessment of Need	Personal Information redacted by the USI			Home of client
10195	19/03/2019	10/04/2019	16	GP OOH/MIU	Community	GP Out of Hours	Quality of Treatment & Care			No lessons learned.	SAUCS (GPOOH) Craigavon

10195	19/03/2019	10/04/2019	16	GP OOH/MIU	Communit y	GP Out of Hours	Communic ation/Infor mation	Personal Information redacted by the USI		No lessons learned.	SAUCS (GPOOH) Craigavon

10195	19/03/2019	10/04/2019	16	GP OOH/MIU	Community	GP Out of Hours	Waiting Times, Community Services	Personal Information redacted by the USI	No lessons learned.	SAUCS (GPOOH) Craigavon
10142	01/03/2019	10/04/2019	27	Acute Paediatric Services	Craigavon Area Hospital	Paediatrics	Quality of Treatment & Care		N/A	Paediatric Ward
9987	22/01/2019	11/04/2019	56	Scheduling Team	Craigavon Area Hospital	T&O Scheduling	Communication/Information			Orthopaedic Clinic

9987	22/01/2019	11/04/2019	56	Scheduling Team	Craigavon Area Hospital	T&O Scheduling	Waiting List, Delay/Cancellation Planned Admission to Hospital	Personal Information redacted by the USI				Orthopaedic Clinic
10116	22/02/2019	11/04/2019	33	Laboratory Services	Craigavon Area Hospital	Haematology / Blood Transfusion	Communication/Information					Laboratory
9994	22/01/2019	11/04/2019	56	General Medicine	Daisy Hill Hospital	General Medicine	Privacy/Dignity				Staff advised to be more vigilant with regards to unknown persons in the cubicle areas and to address the person as to their reason for being there.	Emergency Department DHH
9929	08/01/2019	11/04/2019	66	UROLOG	Craigavon Area Hospital	Urology and ENT	Waiting List, Delay/Cancellation Planned Admission to Hospital					Urology Clinic

10096	20/02/2019	11/04/2019	35	General Surgery	Craigavon Area Hospital	General Surgery	Waiting List, Delay/Cancellation Outpatient Appointments	Personal Information redacted by the USI					General Surgery Clinic
10040	01/02/2019	11/04/2019	48	Midwifery and Gynaecology	Daisy Hill Hospital	Gynaecology	Professional Assessment of Need						Gynae Clinic
10040	01/02/2019	11/04/2019	48	Midwifery and Gynaecology	Daisy Hill Hospital	Gynaecology	Quality of Treatment & Care						Emergency Dept. DHH

9742	27/11/2018	11/04/2019	93	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour	Personal Information redacted by the USI					1 East Maternity/Gynae
10284	11/04/2019	11/04/2019	0	Residential Care	Community	Long Term Residential Care	Other				none	na	Edenvilla Childrens Home, Banbridge
10043	04/02/2019	11/04/2019	47	Early Years and Parenting	Lurgan Hospital	FIT Lurgan	Professional Assessment of Need				None	NA	Lurgan HSSC
10179	13/03/2019	11/04/2019	20	CAMHS	Community	Autism Diagnostic Team	Quality of Treatment & Care				None	NA	Russel Drive, Lurgan
10083	19/03/2019	12/04/2019	18	General Surgery	Craigavon Area Hospital	General Surgery	Staff Attitude/Behaviour						General Surgery Clinic

10102	05/03/2019	12/04/2019	27	Emergency Department Services	South Tyrone Hospital	Minor Injuries Unit	Professional Assessment of Need	Personal Information redacted by the USI					Minor Injuries Unit
10084	28/02/2019	12/04/2019	30	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Quality of Treatment & Care						Emergency Department CAH
9968	15/01/2019	12/04/2019	62	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Environmental						Maternity Ward
10074	07/02/2019	12/04/2019	45	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Staff Attitude/Behaviour						Antenatal Clinic

10053	05/02/2019	12/04/2019	47	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Professional Assessment of Need	Personal Information redacted by the USI			Maternity Admissions/Assessment Unit
10053	05/02/2019	12/04/2019	47	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Quality of Treatment & Care				Antenatal Clinic

10053	05/02/2019	12/04/2019	47	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Staff Attitude/Behaviour	Personal Information redacted by the USI				2 East Midwifery Led Clinic
10052	08/12/2018	12/04/2019	86	Midwifery and Gynaecology	Craigavon Area Hospital	Obstetrics	Quality of Treatment & Care					2 East Midwifery Led Unit

10109	21/02/2019	12/04/2019	35	Cardiac Services	Craigavon Area Hospital	Cardiology	Communication/Information	Personal Information redacted by the USI				Cardiology Clinic
9415	21/08/2018	12/04/2019	163	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Staff Attitude/Behaviour					Delivery Suite, DHH

9415	21/08/2018	12/04/2019	163	Midwifery and Gynaecology	Daisy Hill Hospital	Obstetrics	Quality of Treatment & Care	Personal Information redacted by the USI			Delivery Suite, DHH
10110	22/02/2019	12/04/2019	34	General Surgery	Craigavon Area Hospital	General Surgery	Waiting List, Delay/Cancellation Outpatient Appointments				General Surgery Clinic
10070	11/02/2019	12/04/2019	43	Locality Support Services (C&B)	Craigavon Area Hospital	Catering (C/B)	Environmental				Reception/Waiting Area Emergency Department CAH
10070	11/02/2019	12/04/2019	43	Locality Support Services (C&B)	Craigavon Area Hospital	Catering (C/B)	Hotel/Support/Security Services (Excludes Contracted Services)				Reception/Waiting Area Emergency Department CAH

10219	25/03/2019	12/04/2019	14	Learning Disability Community Services	Community	Learning Disability Team Craigavon and Banbridge	Transport, Late or Non-arrival/Journey Time	Personal Information redacted by the USI			Mental health Dept. DHH
9937	10/01/2019	16/04/2019	67	Cancer Services	Craigavon Area Hospital	Oncology	Communication/Information				Oncology Clinic, Mandeville Unit
9937	10/01/2019	16/04/2019	67	Cancer Services	Craigavon Area Hospital	Oncology	Waiting Times, Outpatient Departments				Oncology Clinic, Mandeville Unit
9937	10/01/2019	16/04/2019	67	Cancer Services	Craigavon Area Hospital	Oncology	Professional Assessment of Need				Oncology Clinic, Mandeville Unit
10118	07/03/2019	17/04/2019	28	General Surgery	Daisy Hill Hospital	General Surgery	Quality of Treatment & Care				Female Surgical/Gynae

10136	01/03/2019	17/04/2019	32	Domicillary Care	Community	Domicillary Care A/D	Communication/Information	Personal Information redacted by the USI	No lessons learned	Home of client

10136	01/03/2019	17/04/2019	32	Domicill y Care	Communit y	Domicill y Care A/D	Quantity of Treatment & Care	Personal Information redacted by the USI		No lessons learned	Home of client
9652	24/10/2018	18/04/2019	122	General Medicine	Daisy Hill Hospital	General Medicine	Quality of Treatment & Care				Female Medical
9652	24/10/2018	18/04/2019	122	General Medicine	Daisy Hill Hospital	General Medicine	Communic ation/Infor mation				Female Medical
9652	24/10/2018	18/04/2019	122	General Medicine	Daisy Hill Hospital	General Medicine	Communic ation/Infor mation				Trauma Ward

9652	24/10/2018	18/04/2019	122	General Medicine	Daisy Hill Hospital	General Medicine	Quality of Treatment & Care	Personal Information redacted by the USI			Trauma Ward
10069	07/02/2019	18/04/2019	49	Emergenc y Departme nt Services	Daisy Hill Hospital	Accident and Emergenc y	Professio al Assessme nt of Need			No further action.	Emergency Department DHH

10069	07/02/2019	18/04/2019	49	Emergency Department Services	Daisy Hill Hospital	Accident and Emergency	Discharge/Transfer Arrangements	Personal Information redacted by the USI			No further action.	Emergency Department CAH
10051	31/01/2019	18/04/2019	54	General Medicine	Craigavon Area Hospital	General Medicine	Professional Assessment of Need					2 South Medical

10051	31/01/2019	18/04/2019	54	General Medicine	Craigavon Area Hospital	General Medicine	Quality of Treatment & Care	Personal Information redacted by the USI				2 South Medical
10215	15/03/2019	18/04/2019	23	Emergenc y Departme nt Services	Craigavon Area Hospital	Accident and Emergenc y	Waiting Times, A&E Departme nts					Emergency Department CAH

10215	15/03/2019	18/04/2019	23	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Communication/Information	Personal Information redacted by the USI				Emergency Department CAH
10215	15/03/2019	18/04/2019	23	Emergency Department Services	Craigavon Area Hospital	Accident and Emergency	Environmental					Emergency Department CAH