

April 2012

Please complete the information required in the following table about complaints and hospital activity.

Questions	2009-2010	2010-2011	2011-2012
<i>The total number of formal complaints received by year</i>	629	670	746
<i>The total number of formal complaints resolved with first response by year</i>	499	540	610
<i>The total number of formal complaints your Trust accepted for investigation by the Parliamentary Health Service Ombudsman by year</i>	2	1	1
<i>The top five categories of complaint by year</i>	Staff Attitude Medical Treatment Nursing Care Waiting Times Information	Nursing Care Medical Treatment Waiting Times Attitude Information	Waiting Times Staff Attitudes Medical Treatment Nursing Care Health Outcome
<i>The five areas (wards/departments) with the highest number of complaints by year (stating the number of complaints for each area)</i>	A&E 52 Orthopaedics 43 Eye Clinic 30 Eye Clinic (Orsett) 21 Women's Clinic 19	A&E 66 Orthopaedics 44 Eye Clinic 42 Central Delivery Suite 15 Heart & Chest 15	A&E 79 Main Outpatients 33 Orthopaedics 32 A&E Minors 22 Eye Clinic 21

Trust activity per year broken down by:	2009-2010	2010-2011	2011-2012
<i>Inpatient (number of admissions) - includes elective & non elective</i>	49,101	49,813	48,785
<i>Outpatient (number of attendances)</i>	540,190	554,131	553,609
<i>A&E (number of attendances)</i>	92,646	92,077	91,844
<i>Day case (number of admissions)</i>	39,810	39,966	41,034