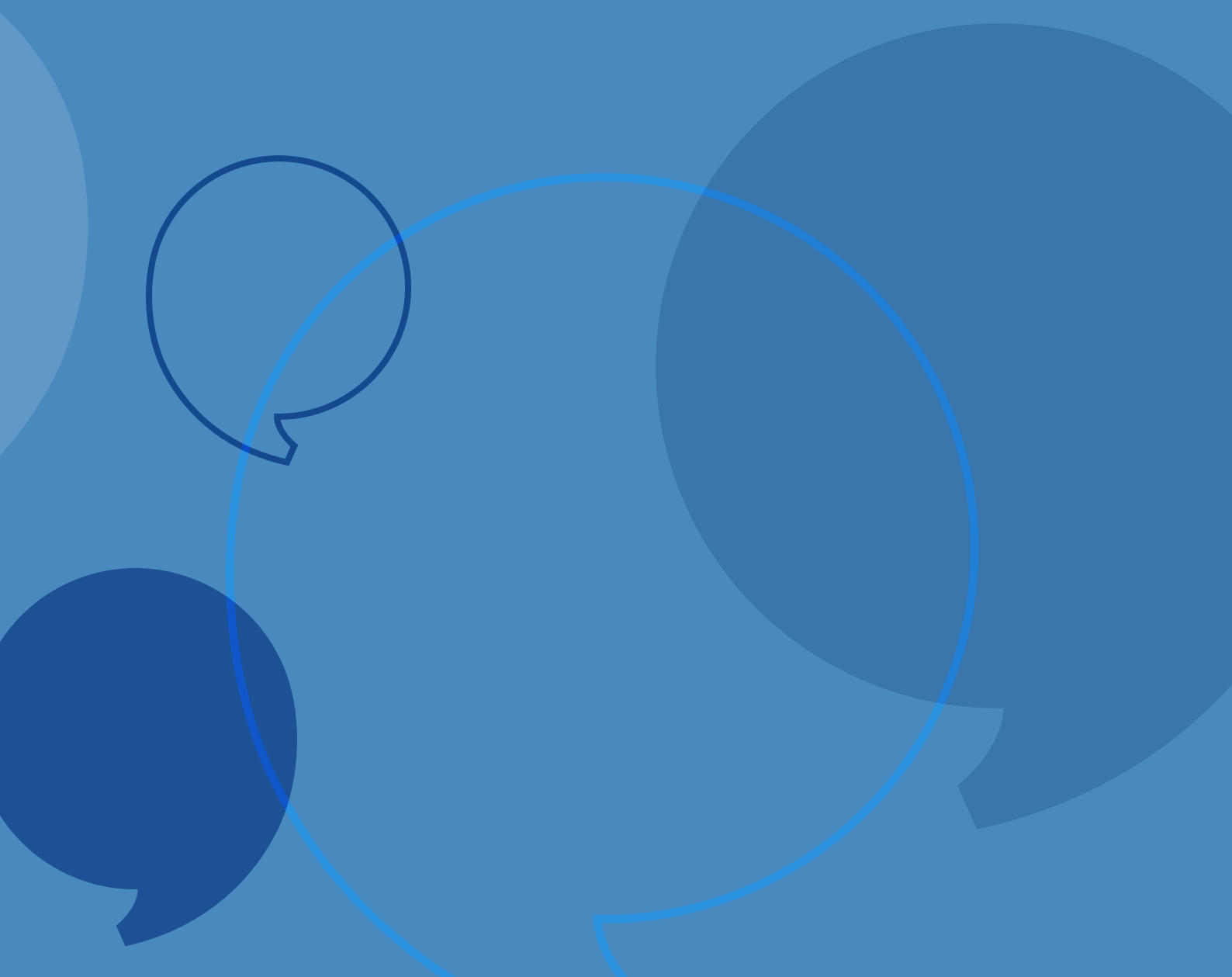


Complaints about acute trusts 2013-14 and Q1, Q2 2014-15





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Foreword

This report details the information we have collected about complaints involving acute trusts in England in 2013-14 and the first two quarters of 2014-15. The report provides details of the number of complaints we received for each trust, the outcomes of these complaints and the reasons which led people to complain. Over the course of the past 18 months we have upheld 44% of our investigations into complaints about acute trusts.

As part of our drive to provide transparency to people about the complaints that we handle, we want boards to see regular data about complaints so they can identify themes and recurring problems and take action. This is why I am pleased to be publishing the first of a series of regular publications outlining the insight we have drawn from our complaints data, broken down by trust.

We believe all complaints offer an insight into how trusts are performing. However, there are many factors that influence the number of complaints that different health organisations receive. This includes (but is not limited to) the size of the organisation, the specialisms it deals with and patients demographics. If complaints data is to be useful and encourage learning, it is important that this context is taken into account.

This is why we are asking chief executives and trust board members to use this data to examine how their organisation is performing relative to others, and to ask some searching questions.

The information contained within this report is not designed to rank trusts on the basis of their complaints information or assess the performance of individual trusts when it comes to handling complaints. There are lots of reasons why levels of complaints may vary from trust to trust, and these reasons are explored throughout this document.

However, our data does pose some interesting questions, and we hope it will enable trusts to better explore their approach to handling complaints. For instance, why are some trusts more successful than others at resolving complaints locally, and what can account for the 15-fold variation in how trusts handle complaints? Why are some trusts 11 times more likely to have their complaints investigated by us than others, even after accounting for their activity levels? And why are communication, diagnosis, and clinical care and treatment consistently ranked as the top three issues people come to us to complain about?

These results should remind the NHS about the need for a more personalised approach to care that welcomes feedback, rather than becoming defensive. It is this culture change that is needed if services are to be improved for everyone.

We hope that trusts will use the data and insight drawn directly from our casework as an opportunity to learn about and improve the care they provide, but also to start a debate about some of the answers to these important questions.

Dame Julie Mellor, DBE
Health Service Ombudsman

November 2014

Introduction

The *Complaints about acute trusts 2013-14* report provides a summary of the key statistics that we collect about the enquiries we receive and the investigations we undertake, which involve acute trusts in England. As part of our move towards providing regular statistics on the information we get from trusts, the report also discusses the complaints we have received from acute trusts in Q1 and Q2 of the current operational year (2014-15).

Our statistics

Following changes to how we handle complaints, we now investigate more complaints about the NHS and acute trusts. Over the whole of last year, we undertook a total of 855 investigations involving acute trusts. In the first six months of this year we have completed 868 investigations involving acute trusts. On a like-for-like basis, this represents a doubling of the number of investigations we have undertaken.

While it is not possible to make direct comparisons between our complaints data about acute trusts for 2013-14 and the start of this year, the data provides a useful insight into complaint trends over the last 18 months.

Nearly eight out of 10 of our investigations are about the NHS; the rest are about UK government departments and their agencies. Of the NHS complaints we investigate, just under half relate to acute trusts, and the remainder are spread across mental health trusts, health and care trusts, clinical commissioning groups, NHS England area teams (this includes complaints relating to GP surgeries, NHS dentists and so on) and other NHS organisations.

Our complete data tables for 2013-14 are available to download online by visiting our website www.ombudsman.org.uk. These data tables include a breakdown of the statistics we hold for all NHS bodies, together with full indications of the outcomes of all our investigations undertaken over this period.

Complaints about the NHS



Reasons for complaints

Complaints about non-medical aspects of patient care continue to be high:



Overview of complaints about acute trusts

Before coming to us with a complaint, an individual should give the organisation they are complaining about the opportunity to respond to the complaint and put things right. As a result, most complaints about NHS organisations are resolved at the local level. People can come to us if they remain unhappy once the NHS organisation has tried to resolve their complaint.

All NHS organisations are under a statutory obligation to record the formal complaints they receive. This allows the Health and Social Care Information Centre to collect longitudinal information on the number of complaints made about healthcare providers across England.¹

The NHS recorded 174,872 written complaints in 2013-14 compared to 162,019 in the previous year. In 2013-14 we received just over one enquiry relating to a health care provider for every 10 written complaints recorded by the NHS.

We received 18,870 initial enquiries or complaints about separate² NHS organisations in 2013-14. Of those enquiries resolved by us, 3,592 were accepted for an investigation. Those enquiries which we don't take forward for investigation are usually because a complaint has been made to us before the organisation involved has had a chance to respond to the complaint itself, or because an individual has not made the complaint in an appropriate way. In these instances we provide advice and guidance to people on the best way to move forward with their enquiry.

In the first six months of this year we received 4,175 enquiries relating to separate acute trusts. In this period we accepted a total of 860 complaints for investigation and completed 868 investigations.

In 2013-14, we upheld a total of 391 complaints about acute trusts. During Q1 and Q2 this year, we upheld 365 complaints about acute trusts.

The average uphold rate across individual acute trusts was 44% in 2013-14. So far this year the average uphold rate is 42%.

Every time we complete an investigation, we record information about the issues which have led to each complaint. We divide this information into two categories:

1) For us to investigate a complaint, an attempt must have been made to resolve the complaint locally, at the trust level. Therefore our investigations information provides insight into why complainants are dissatisfied with the local resolution offered by trusts.

For instance, are people unhappy with the apology offered, or dissatisfied that changes have been implemented by the trust to prevent their experience from affecting other patients?

2) Secondly, our investigations information provides insight into the broader elements of service that have led people to complain in the first instance.

For instance, is their complaint about the clinical treatment, patient experience or other aspects of the service?

Therefore, the data we present in this section looks at two distinct aspects of patient experience.

This information relates to investigations completed rather than enquiries received. The analysis is based on our investigation data from the previous 18 months.

Issues with the complaints system

There is significant variation amongst trusts with regards to how they deal with complaints. Our data reveals that for some trusts for every 250 written complaints to the trust, we carry out one investigation. In comparison, for other trusts for every 17 written letters they receive we carry out an investigation.

In this section we consider those issues which are most likely to have led to dissatisfaction with local complaint handling by the trusts.

Over the past 18 months the main issues raised relating to the local complaints process of acute trusts include the following areas:

- 3 out of 10 - inadequate apology or personal remedy
- 2 out of 10 - poor explanation of decision
- 2 out of 10 - no acknowledgement of mistakes
- 1 out of 10 - inadequate financial remedy
- 1 out of 10 - inadequate systemic remedy
- 1 out of 10 - complaint response is wrong and/or incomplete
- 1 out of 10 - unnecessary delay in handling complaint

Within this broad data, there have been some particularly strong trends over the past 18 months.

¹ Full details of HSCIC's approach to collecting written complaints information, together with a full breakdown of complaints received, can be found at: www.hscic.gov.uk/catalogue/PUB14705.

² We received a total of 17,964 unique individual enquiries relating to at least one health organisation. However, the focus of this report is on complaints about separate health organisations, and acute trusts in particular. For the purposes of reporting this information, some individual complaints have been reported more than once if the complaint relates to multiple health organisations.

'three out of 10 complaints were about communication'

In 2014-15, receiving an inadequate apology or personal remedy was cited as the most common reason for dissatisfaction with the complaints service. This is an increase from previous years. In the first two quarters of 2014-15, 28% of our investigations into complaints about acute trusts involved complainants who felt they had received an inadequate apology or personal remedy from the trust. This has doubled from the 14% who indicated a similar dissatisfaction with complaint handling in 2013-14.

Poor explanation of decisions is one of the most commonly cited reasons for complaining. One in five of the complaints we investigate involves dissatisfaction with the explanations for decisions that trusts offer in response to complaints. Our casework suggests poor explanation remains one of the most consistently mentioned reasons for dissatisfaction with the complaints system.

Issues with the NHS

This section details the broader issues that have led people to complain about their hospital.

The following four issues have remained in the top five list of the most mentioned reasons for complaining about trusts over the past 18 months:

- 3 out of 10 - clinical care and treatment
- 3 out of 10 - communication
- 3 out of 10 - diagnosis (including delay, failure to diagnose, misdiagnosis)
- 2 out of 10 - attitude of staff

It is difficult to make direct comparisons between Q1-Q2 of 2014-15 and 2013-14 because the number of investigations we undertake has increased significantly. However, some interesting themes emerge from our investigation data.

Over the first two quarters of 2014-15 diagnosis (including delay, failure to diagnose and misdiagnosis), was the single most common reason leading individuals to complain, accounting for 36% of the complaints the Ombudsman investigates about acute trusts, a slight increase from the 35% of complaints caused by this issue in 2013-14.

The past two quarters of 2014-15 have seen a decrease in the proportion of investigated complaints involving communication. Across the whole of 2013-14, 42% of the complaints investigated by the Ombudsman involved communication issues, this compares to 26% of complaints involving this issue in the first two quarters of 2014-15.

There has also been a slight decrease in the number of investigated complaints involving clinical care and treatment. In 2013-14 the number of investigated complaints involving an issue with clinical care and treatment stood at 37%, in the first two quarters of 2014-15 this has reduced to 31%.

Complaint volumes for each acute trust

The table at the end of this report gives detailed information about the volume of enquiries we received and the outcomes of complaints and investigations for each acute trust.

All complaints provide insight into how individual trusts are performing. However, any complaint that we uphold gives the trust in question an opportunity to learn from its mistakes and over the course of the past 18 months we have upheld 44% of all those investigations we have undertaken into complaints about acute trusts. This involves putting things right for the complainant and taking steps to prevent similar issues from happening again.

In this year's report, we aim to give some context to the complaint information we hold on acute trusts, to help readers better assess the meaning of the raw complaint information provided for each acute trust.

For each acute trust we have compared the number of complaints we have accepted for investigation with the number of written complaints it has received at the local level, as well as the number of clinical incidents it has recorded.

NHS written complaints data

Comparing the number of complaints we have investigated with the number of written complaints made at the local level provides some insight into the effectiveness of complaint handling at each acute trust.

On average, we investigated 2.2 complaints for each acute trust for every 100 written complaints received by each acute trust. However, the 10 trusts with the highest number of complaints investigated (average of 5.95 investigations per 100 written complaints) were 15 times more likely to have a written complaint at the local level translate into an investigation by us than those trusts with the lowest proportion of investigations to written complaints (average of 0.41 investigations per 100 written complaints).

The table at the end of this report shows the number of complaints we investigated for every 100 written complaints to each acute trust.

‘On average, we investigated 2.2 complaints for each acute trust for every 100 written complaints received by each acute trust.’

Clinical incidents and complaints data

Clinical incident data gives a broad indication of the relative size of each acute trust. It therefore allows complaints information to be viewed within the context of the overall level of activity at each trust.

On average, we investigated 6.0 complaints for every 100,000 clinical incidents in each acute trust during 2013-14. However, there is a significant difference between the highest and lowest acute trusts in terms of the number of complaints investigated.

The 10 acute trusts with the highest proportion of complaints accepted for investigation per 100,000 clinical incidents were, on average, 11 times more likely to have a complaint investigated than the 10 trusts with the lowest proportion of investigations per 100,000 clinical incidents (an average of 1.72 per 100,000 investigations compared to 14.73 per 100,000 investigations).

Investigations in 2014-15

Over the first two quarters of 2014-15, we undertook an average of 7.4 investigations³ for every 100,000 clinical incidents undertaken by acute trusts.

The tables at the end of this report show the number of complaints investigated for every 100,000 clinical incidents recorded by each acute trust.

In 2015 we will publish our acute trust complaints statistics more regularly. We hope that our NHS complaints statistics will be used to encourage timely discussions about how complaints feedback can be used to improve patients' service experience.

Data considerations and caveats

When interpreting the information at the end of this report, it is important to take into account the following caveats.

A number of complaints involve multiple trusts

A number of complaints we receive relate to more than one acute trust. In these cases, we have counted the complaint more than once. For instance, if a single enquiry from an individual or an investigation we have undertaken relates to three separate trusts, we would have counted this information three times. This differs from how we have reported on complaints in other reports, including our annual report, where information is reported on an individual complainant basis. This should be considered when comparing the findings of this report to our annual report.

Using the contextual information on written complaints and hospital activity data

The contextual information we provide has come from two sources: the NHS written complaints information and hospital activity data gathered by NHS England.

Written complaints information

The NHS written complaints information was briefly discussed on page 9. Comparing the number of complaints we investigated with the number of written complaints received by each acute trust gives a broad indication of the proportion of total complaints that come to us. This measure provides some insight into the effectiveness of complaint handling within each acute trust at the local level. We might expect those trusts with effective local complaints processes to see fewer complaints come to us. However, care should be taken when interpreting this statistic; a trust that is very open about giving complainants information about how to escalate their complaint if they are not happy with how it has been dealt with locally might expect to have a higher proportion of complainants contact us. This may, in turn, lead us to investigate a greater number of complaints.

Hospital activity data

Hospital activity data details the number of clinical incidents recorded by each trust in a year. This measure provides a broad indicator of the size of each trust. NHS England collects clinical incident data, which trusts submit to commissioners monthly and quarterly. A clinical incident relates to any elective general and acute admission (inpatient) and all first outpatient attendances in general and acute specialties.

³ Data excludes The Whittington Hospital NHS Trust and Heart of England NHS Foundation Trust as these organisations provided incomplete data returns for Q1 and Q2 2014-15. For the purposes of calculating average numbers of complaints per 100,000 clinical incidents, those trusts that have had no complaints accepted for investigation in Q1 and Q2 were excluded from the analysis. This relates to eight trusts.



It also includes GP-referred outpatient attendances in specialties other than general and acute.⁴

By looking at complaints in this manner we are able to compare larger and smaller trusts.

This information is not an all-encompassing measure of trust activity. For instance, it does not take into account the length of time an individual is required to stay in hospital, or the typology of specialisms a trust provides. For instance, a hospital with a cancer specialism will probably demonstrate a lower number of clinical incidents compared with a more generic hospital type, because cancer patients often require inpatient treatment over a longer period of time. Therefore trusts with a higher number of cancer patients may appear to have a higher investigation rate, simply because the activity measure does not accurately reflect all the activity taking place within the trusts. Also, certain specialties are excluded from the inpatient data (including obstetrics and various mental wellbeing and psychiatry specialisms). However, it is a good approximate measure of acute trust activity and overall there is a strong relationship between the number of clinical incidences recorded by each trust and the number of enquiries received by us. The use of clinical incident information is most effective when comparing similar hospital types.

For the 2014-15 Q1 and Q2 period both the Whittington Hospital NHS Trust and Heart of England NHS Foundation Trust have been excluded from any hospital activity analysis, as a result of multiple incomplete submissions of monthly activity data. For 2013-14 the results for Whittington Hospital NHS Trust have been included, but should be treated with caution due to a number of months within the year where the trust did not provide monthly activity information.

There is a time lag across different information sources

Care should be taken when making direct comparisons between our statistics and the NHS written complaints information as there is a time lag between when a complaint is made to a trust and when it is received by us. Moreover, trusts are not static bodies. From one year to the next, trusts merge or change size, and new trusts are created while others cease to exist.

There will be a similar time lag between the activity information recorded by acute trusts and when a complaint is received (and resolved) by us.

Nevertheless, there is reasonable year-on-year stability for activity data and written complaints data across most organisations. This means comparisons can be used to generate the questions that we envisage boards and the governing bodies of organisations would like to explore in greater detail.

Variability in uphold rates between organisations is high, caution must be used when comparing trusts

For most NHS organisations, we only investigate a small number of complaints over the course of a year. This means the upheld rate for specific organisations can vary significantly. For this reason, it is not appropriate to compare upheld rates in isolation across organisations.

Some isolated complaint outcomes may be subject to change

Information on the complaints that we receive by organisation is subject to revision at the end of the year. This is to account for any additional information we receive on the most appropriate organisation in jurisdiction for each complaint. This means that figures for Q1 and Q2 complaints data may be revised up (or down) at the end of the year. A minority of our cases are also subject to review, and this can lead to changes in the numbers of investigations that we uphold. However, should any of these changes occur, they would only affect a minority of cases.

Using this information

It is important to recognise that our data should not necessarily be seen as a measure of quality or performance. The purpose of this report is to provide statistical insight into the complaints that we receive and to encourage discussions about why some organisations appear to have a significantly higher (or lower) level of complaints that translate into investigations.

We hope that the information in this report will be of use to individuals working at each acute trust, when they assess the efficacy of their own complaint handling processes, and feed into a wider discussion across the sector about what is working well within the health complaints process and what can be improved.

⁴ Full details of the activity data used in this analysis, and information about what constitutes a clinical incident can be found at: www.england.nhs.uk/statistics/statistical-work-areas/hospital-activity/.

Summary data tables: Acute trusts

Figure: 1. Summary complaints data by acute trust 2013-14

Trusts	Complaints made to trust	Enquiries we received	Enquiries we accepted for investigation	Investigations we fully or partly upheld	Enquiries to us per 100 complaints to trust	Investigations by us per 100 written complaints to trust	Enquiries to us per 10,000 clinical incidents	Investigations by us per 100,000 clinical incidents	Total number of clinical incidents recorded by trust
Aintree University Hospital NHS Foundation Trust	307	67	10	1	21.8	3.3	4.21	6.29	159052
Airedale NHS Foundation Trust	73	11	3	0	15.1	4.1	1.18	3.22	93244
Alder Hey Children's NHS Foundation Trust	166	21	2	0	12.7	1.2	2.78	2.64	75629
Ashford and St Peter's Hospitals NHS Foundation Trust	548	37	5	1	6.8	0.9	2.03	2.74	182615
Barking, Havering and Redbridge University Hospitals NHS Trust	771	119	25	7	15.4	3.2	4.62	9.70	257688
Barnet and Chase Farm Hospitals NHS Trust	336	85	12	7	25.3	3.6	4.10	5.79	207171
Barnsley Hospital NHS Foundation Trust	279	19	3	2	6.8	1.1	1.66	2.62	114526
Barts Health NHS Trust	2451	289	43	12	11.8	1.8	4.99	7.42	579271
Basildon and Thurrock University Hospitals NHS Foundation Trust	833	65	11	1	7.8	1.3	3.96	6.70	164110
Bedford Hospital NHS Trust	285	40	9	4	14.0	3.2	4.00	9.01	99926
Birmingham Children's Hospital NHS Foundation Trust	110	20	2	2	18.2	1.8	2.64	2.64	75868
Birmingham Women's NHS Foundation Trust	146	23	2	0	15.8	1.4	4.21	3.66	54596
Blackpool Teaching Hospitals NHS Foundation Trust	434	56	19	7	12.9	4	2.68	9.10	208704
Bolton NHS Foundation Trust	564	31	3	0	5.5	0.5	1.90	1.84	163447
Bradford Teaching Hospitals NHS Foundation Trust	553	41	8	5	7.4	1.4	2.02	3.95	202663
Brighton and Sussex University Hospitals NHS Trust	1126	81	20	3	7.2	1.8	3.64	9.00	222276
Buckinghamshire Healthcare NHS Trust	613	52	9	4	8.5	1.5	2.61	4.51	199365
Burton Hospitals NHS Foundation Trust	475	25	9	3	5.3	1.9	1.88	6.79	132645
Calderdale and Huddersfield NHS Foundation Trust	564	63	7	2	11.2	1.2	2.86	3.17	220513
Cambridge University Hospitals NHS Foundation Trust	465	68	19	2	14.6	4.1	2.65	7.40	256771
Central Manchester University Hospitals NHS Foundation Trust	1192	120	17	2	10.1	1.4	3.13	4.44	382999
Chelsea and Westminster Hospital NHS Foundation Trust	356	40	9	2	11.2	2.5	2.99	6.72	133910

Trusts	Complaints made to trust	Enquiries we received	Enquiries we accepted for investigation	Investigations we fully or partly upheld	Enquiries to us per 100 complaints to trust	Investigations by us per 100 written complaints to trust	Enquiries to us per 10,000 clinical incidents	Investigations by us per 100,000 clinical incidents	Total number of clinical incidents recorded by trust
Chesterfield Royal Hospital NHS Foundation Trust	805	32	9	2	4.0	1.1	2.27	6.40	140706
City Hospitals Sunderland NHS Foundation Trust	721	50	10	0	6.9	1.4	2.02	4.04	247820
Colchester Hospital University NHS Foundation Trust	1257	66	18	5	5.3	1.4	3.65	9.96	180813
Countess Of Chester Hospital NHS Foundation Trust	228	18	4	0	7.9	1.8	1.20	2.66	150251
County Durham and Darlington NHS Foundation Trust	547	80	19	6	14.6	3.5	2.88	6.85	277469
Croydon Health Services NHS Trust	705	62	5	2	8.8	0.7	4.62	3.73	134184
Dartford and Gravesham NHS Trust	451	21	3	4	4.7	0.7	1.69	2.41	124276
Derby Hospitals NHS Foundation Trust	681	48	10	2	7.0	1.5	1.94	4.03	247954
Doncaster and Bassetlaw Hospitals NHS Foundation Trust	417	31	5	5	7.4	1.2	1.24	2.01	249360
Dorset County Hospital NHS Foundation Trust	428	21	3	0	4.9	0.7	2.43	3.48	86283
Ealing Hospital NHS Trust	223	21	1	2	9.4	0.4	2.49	1.19	84381
East and North Hertfordshire NHS Trust	868	84	18	8	9.7	2.1	4.63	9.91	181593
East Cheshire NHS Trust	184	31	6	3	16.8	3.3	3.75	7.25	82719
East Kent Hospitals University NHS Foundation Trust	895	102	25	6	11.4	2.8	2.69	6.60	378869
East Lancashire Hospitals NHS Trust	700	81	15	3	11.6	2.1	3.30	6.12	245185
East Sussex Healthcare NHS Trust	521	57	17	2	10.9	3.3	2.96	8.83	192541
Epsom and St Helier University Hospitals NHS Trust	480	34	5	4	7.1	1.0	1.86	2.73	182972
Frimley Park Hospital NHS Foundation Trust	382	33	3	1	8.6	0.8	1.97	1.80	167104
Gateshead Health NHS Foundation Trust	234	13	5	3	5.6	2.1	1.28	4.91	101908
George Eliot Hospital NHS Trust	326	28	7	2	8.6	2.1	3.42	8.56	81778
Gloucestershire Hospitals NHS Foundation Trust	836	84	24	5	10.0	2.9	3.01	8.60	279163
Great Ormond Street Hospital For Children NHS Foundation Trust	123	23	6	2	18.7	5	3.30	8.61	69688
Great Western Hospitals NHS Foundation Trust	360	50	13	4	13.9	3.6	3.06	7.97	163211
Guy's and St Thomas' NHS Foundation Trust	926	93	17	4	10.0	1.8	2.74	5.01	339436
Hampshire Hospitals NHS Foundation Trust	606	45	8	1	7.4	1.3	2.15	3.82	209676
Harrogate and District NHS Foundation Trust	215	36	8	2	16.7	3.7	3.67	8.15	98122
Heart of England NHS Foundation Trust	958	113	15	4	11.8	1.6	2.79	3.71	404697
Heatherwood and Wexham Park Hospitals NHS Foundation Trust	548	73	17	2	13.3	3.1	5.10	11.87	143223
Hinchingbrooke Health Care NHS Trust	242	17	4	0	7.0	1.7	2.33	5.48	72957
Homerton University Hospital NHS Foundation Trust	271	49	8	0	18.1	3.0	4.99	8.15	98131
Hull and East Yorkshire Hospitals NHS Trust	789	51	7	2	6.5	0.9	1.72	2.36	297217
Imperial College Healthcare NHS Trust	884	106	16	2	12.0	1.8	2.79	4.20	380584

Trusts	Complaints made to trust	Enquiries we received	Enquiries we accepted for investigation	Investigations we fully or partly upheld	Enquiries to us per 100 complaints to trust	Investigations by us per 100 written complaints to trust	Enquiries to us per 10,000 clinical incidents	Investigations by us per 100,000 clinical incidents	Total number of clinical incidents recorded by trust
Ipswich Hospital NHS Trust	709	34	9	1	4.8	1.3	1.76	4.67	192788
Isle of Wight NHS Trust	194	44	12	3	22.7	6	7.39	20.17	59507
James Paget University Hospitals NHS Foundation Trust	266	30	9	2	11.3	3.4	2.42	7.27	123824
Kettering General Hospital NHS Foundation Trust	369	45	10	6	12.2	2.7	3.54	7.86	127236
King's College Hospital NHS Foundation Trust	980	178	24	5	18.2	2.4	4.80	6.47	370820
Kingston Hospital NHS Foundation Trust	401	30	4	0	7.5	1.0	2.29	3.05	131117
Lancashire Teaching Hospitals NHS Foundation Trust	582	90	25	6	15.5	4	3.58	9.94	251590
Leeds Teaching Hospitals NHS Trust	1066	118	15	3	11.1	1.4	3.10	3.94	380315
Lewisham and Greenwich NHS Trust	807	63	11	5	7.8	1.4	3.71	6.48	169821
Liverpool Heart and Chest Hospital NHS Foundation Trust	59	11	4	0	18.6	7	4.75	17.29	23141
Liverpool Women's NHS Foundation Trust	213	11	1	0	5.2	0.5	2.22	2.02	49463
Luton and Dunstable University Hospital NHS Foundation Trust	624	54	7	3	8.7	1.1	2.77	3.60	194649
Maidstone and Tunbridge Wells NHS Trust	574	47	16	9	8.2	2.8	2.05	7.00	228726
Medway NHS Foundation Trust	628	87	13	0	13.9	2.1	5.18	7.75	167850
Mid Cheshire Hospitals NHS Foundation Trust	228	27	3	2	11.8	1.3	1.87	2.08	144206
Mid Essex Hospital Services NHS Trust	839	82	12	4	9.8	1.4	4.72	6.91	173684
Mid Staffordshire NHS Foundation Trust	268	25	7	3	9.3	2.6	2.31	6.47	108207
Mid Yorkshire Hospitals NHS Trust	1405	67	15	1	4.8	1.1	2.33	5.22	287267
Milton Keynes Hospital NHS Foundation Trust	395	38	6	2	9.6	1.5	3.05	4.82	124482
Moorfields Eye Hospital NHS Foundation Trust	249	26	4	1	10.4	1.6	2.22	3.42	117044
Norfolk and Norwich University Hospitals NHS Foundation Trust	986	55	13	4	5.6	1.3	1.70	4.02	323685
North Bristol NHS Trust	755	92	15	2	12.2	2.0	4.49	7.32	205052
North Cumbria University Hospitals NHS Trust	365	43	9	2	11.8	2.5	2.81	5.89	152919
North Middlesex University Hospital NHS Trust	497	56	9	3	11.3	1.8	4.73	7.59	118518
North Tees and Hartlepool NHS Foundation Trust	319	34	15	2	10.7	5	2.65	11.68	128479
North West London Hospitals NHS Trust	784	95	10	3	12.1	1.3	4.97	5.23	191159
Northampton General Hospital NHS Trust	526	53	20	4	10.1	3.8	3.52	13.30	150413
Northern Devon Healthcare NHS Trust	324	19	7	1	5.9	2.2	2.10	7.75	90347
Northern Lincolnshire and Goole NHS Foundation Trust	537	62	4	2	11.5	0.7	2.97	1.91	209025
Northumbria Healthcare NHS Foundation Trust	510	57	14	5	11.2	2.7	2.81	6.90	202965
Nottingham University Hospitals NHS Trust	693	73	17	1	10.5	2.5	2.48	5.77	294493
Oxford University Hospitals NHS Trust	890	67	13	2	7.5	1.5	1.76	3.41	381294

Trusts	Complaints made to trust	Enquiries we received	Enquiries we accepted for investigation	Investigations we fully or partly upheld	Enquiries to us per 100 complaints to trust	Investigations by us per 100 written complaints to trust	Enquiries to us per 10,000 clinical incidents	Investigations by us per 100,000 clinical incidents	Total number of clinical incidents recorded by trust
Papworth Hospital NHS Foundation Trust	48	9	2	0	18.8	4.2	2.09	4.63	43165
Pennine Acute Hospitals NHS Trust	813	112	31	11	13.8	3.8	2.96	8.20	378255
Peterborough and Stamford Hospitals NHS Foundation Trust	502	39	6	2	7.8	1.2	2.16	3.33	180165
Plymouth Hospitals NHS Trust	860	64	20	2	7.4	2.3	2.84	8.86	225693
Poole Hospital NHS Foundation Trust	467	15	1	0	3.2	0.2	1.15	0.77	130412
Portsmouth Hospitals NHS Trust	692	47	13	0	6.8	1.9	1.74	4.82	269930
Queen Victoria Hospital NHS Foundation Trust	80	3	0	0	3.8	0.0	0.49	0.00	61269
Robert Jones and Agnes Hunt Orthopaedic and District Hospital NHS Trust	87	3	1	1	3.4	1.1	0.71	2.38	42081
Royal Berkshire NHS Foundation Trust	411	31	7	0	7.5	1.7	1.33	3.01	232909
Royal Brompton and Harefield NHS Foundation Trust	65	14	4	2	21.5	6	2.66	7.59	52686
Royal Cornwall Hospitals NHS Trust	491	47	14	3	9.6	2.9	2.07	6.17	226901
Royal Devon and Exeter NHS Foundation Trust	497	69	18	3	13.9	3.6	3.10	8.10	222263
Royal Free London NHS Foundation Trust	652	78	23	4	12.0	3.5	3.76	11.09	207363
Royal Liverpool and Broadgreen University Hospitals NHS Trust	277	72	16	6	26.0	6	3.24	7.19	222506
Royal National Hospital For Rheumatic Diseases NHS Foundation Trust	12	2	0	0	16.7	0.0	2.32	0	8607
Royal National Orthopaedic Hospital NHS Trust	91	11	2	1	12.1	2.2	3.17	5.76	34711
Royal Surrey County NHS Foundation Trust	430	27	3	0	6.3	0.7	1.59	1.77	169588
Royal United Hospital Bath NHS Trust	365	51	6	3	14.0	1.6	2.56	3.01	199381
Salford Royal NHS Foundation Trust	383	26	4	0	6.8	1.0	1.32	2.03	197375
Salisbury NHS Foundation Trust	330	29	8	1	8.8	2.4	2.59	7.14	112060
Sandwell and West Birmingham Hospitals NHS Trust	663	90	12	2	13.6	1.8	3.36	4.48	267644
Sheffield Children's NHS Foundation Trust	116	8	3	1	6.9	2.6	1.28	4.79	62613
Sheffield Teaching Hospitals NHS Foundation Trust	949	101	19	1	10.6	2.0	2.20	4.13	459675
Sherwood Forest Hospitals NHS Foundation Trust	699	75	16	5	10.7	2.3	4.43	9.44	169432
Shrewsbury and Telford Hospital NHS Trust	444	47	17	2	10.6	3.8	2.08	7.51	226374
South Devon Healthcare NHS Foundation Trust	241	32	9	1	13.3	3.7	2.13	5.99	150220
South Tees Hospitals NHS Foundation Trust	391	47	10	1	12.0	2.6	1.62	3.45	289644
South Tyneside NHS Foundation Trust	221	21	6	0	9.5	2.7	3.17	9.07	66162
South Warwickshire NHS Foundation Trust	190	15	7	0	7.9	3.7	1.39	6.49	107903
Southend University Hospital NHS Foundation Trust	883	43	17	5	4.9	1.9	2.32	9.16	185520
Southport and Ormskirk Hospital NHS Trust	330	48	4	3	14.5	1.2	3.97	3.31	120779

Trusts	Complaints made to trust	Enquiries we received	Enquiries we accepted for investigation	Investigations we fully or partly upheld	Enquiries to us per 100 complaints to trust	Investigations by us per 100 written complaints to trust	Enquiries to us per 10,000 clinical incidents	Investigations by us per 100,000 clinical incidents	Total number of clinical incidents recorded by trust
St George's Healthcare NHS Trust	1083	62	6	1	5.7	0.6	2.41	2.33	257237
St Helens and Knowsley Hospitals NHS Trust	325	25	6	2	7.7	1.8	1.38	3.31	181283
Stockport NHS Foundation Trust	708	44	6	1	6.2	0.8	2.61	3.56	168714
Surrey and Sussex Healthcare NHS Trust	482	37	5	0	7.7	1.0	2.27	3.06	163321
Tameside Hospital NHS Foundation Trust	412	34	5	2	8.3	1.2	2.91	4.27	116985
Taunton and Somerset NHS Foundation Trust	182	33	5	0	18.1	2.7	2.06	3.13	159942
The Christie NHS Foundation Trust	66	4	2	0	6.1	3.0	1.20	6.02	33201
The Clatterbridge Cancer Centre NHS Foundation Trust	19	2	2	0	10.5	10.5	1.42	14.19	14092
The Dudley Group NHS Foundation Trust	330	31	5	3	9.4	1.5	1.64	2.64	189411
The Hillingdon Hospitals NHS Foundation Trust	423	54	12	0	12.8	2.8	4.57	10.16	118077
The Newcastle Upon Tyne Hospitals NHS Foundation Trust	702	97	29	3	13.8	4	1.95	5.83	497003
The Princess Alexandra Hospital NHS Trust	389	45	7	4	11.6	1.8	3.24	5.03	139078
The Queen Elizabeth Hospital, King's Lynn. NHS Foundation Trust	569	35	6	2	6.2	1.1	2.57	4.41	136201
The Rotherham NHS Foundation Trust	595	22	8	1	3.7	1.3	1.36	4.96	161373
The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	370	42	6	1	11.4	1.6	2.02	2.88	208315
The Royal Marsden NHS Foundation Trust	175	20	6	1	11.4	3.4	4.97	14.91	40233
The Royal Orthopaedic Hospital NHS Foundation Trust	146	9	3	0	6.2	2.1	2.65	8.83	33979
The Royal Wolverhampton NHS Trust	402	69	14	2	17.2	3.5	2.85	5.79	241810
The Walton Centre NHS Foundation Trust	180	12	1	0	6.7	0.6	2.25	1.87	53430
The Whittington Hospital NHS Trust	460	58	8	3	12.6	1.7	13.33	18.38	43520
United Lincolnshire Hospitals NHS Trust	712	94	14	5	13.2	2.0	3.08	4.59	305302
University College London Hospitals NHS Foundation Trust	788	108	19	2	13.7	2.4	3.12	5.48	346409
University Hospital Of North Staffordshire NHS Trust	809	82	15	6	10.1	1.9	3.17	5.80	258597
University Hospital of South Manchester NHS Foundation Trust	622	52	11	0	8.4	1.8	3.28	6.93	158670
University Hospital Southampton NHS Foundation Trust	563	63	17	4	11.2	3.0	2.39	6.46	263336
University Hospitals Birmingham NHS Foundation Trust	664	70	14	2	10.5	2.1	3.21	6.43	217769
University Hospitals Bristol NHS Foundation Trust	775	69	16	1	8.9	2.1	2.84	6.59	242729
University Hospitals Coventry and Warwickshire NHS Trust	490	48	14	8	9.8	2.9	1.74	5.09	275261
University Hospitals Of Leicester NHS Trust	2034	101	19	2	5.0	0.9	2.51	4.73	401821
University Hospitals of Morecambe Bay NHS Foundation Trust	489	49	16	7	10.0	3.3	2.64	8.61	185814
Walsall Healthcare NHS Trust	354	33	8	3	9.3	2.3	2.45	5.95	134528

Trusts	Complaints made to trust	Enquiries we received	Enquiries we accepted for investigation	Investigations we fully or partly upheld	Enquiries to us per 100 complaints to trust	Investigations by us per 100 written complaints to trust	Enquiries to us per 10,000 clinical incidents	Investigations by us per 100,000 clinical incidents	Total number of clinical incidents recorded by trust
Warrington and Halton Hospitals NHS Foundation Trust	422	66	15	2	15.6	3.6	4.77	10.85	138243
West Hertfordshire Hospitals NHS Trust	619	49	8	2	7.9	1.3	2.84	4.63	172640
West Middlesex University Hospital NHS Trust	384	42	5	1	10.9	1.3	4.24	5.05	98959
West Suffolk NHS Foundation Trust	356	34	5	1	9.6	1.4	2.63	3.87	129141
Western Sussex Hospitals NHS Foundation Trust	522	65	14	0	12.5	2.7	2.86	6.15	227564
Weston Area Health NHS Trust	225	25	6	1	11.1	2.7	3.82	9.17	65446
Wirral University Teaching Hospital NHS Foundation Trust	463	49	10	3	10.6	2.2	2.48	5.05	197900
Worcestershire Acute Hospitals NHS Trust	600	46	6	3	7.7	1.0	1.81	2.36	253900
Wrightington, Wigan and Leigh NHS Foundation Trust	391	44	4	4	11.3	1.0	2.57	2.34	171161
Wye Valley NHS Trust	242	46	14	1	19.0	6	4.73	14.39	97293
Yeovil District Hospital NHS Foundation Trust	266	15	2	1	5.6	0.8	2.10	2.81	71284
York Teaching Hospital NHS Foundation Trust	564	78	13	4	13.8	2.3	2.99	4.99	260579



Figure: 2. Summary complaints data by acute trust, Q1 & Q2 2014-15

Trusts	Enquiries we received	Enquiries we accepted for investigation	Investigations we fully or partly upheld	Investigations we did not uphold	Enquiries to us per 10,000 clinical incidents	Investigations by us per 100,000 clinical incidents	Total number of clinical incidents recorded by trust
Aintree University Hospitals NHS Foundation Trust	35	8	2	5	5.16	11.80	67769
Airedale NHS Foundation Trust	6	2	1	1	1.54	5.14	38924
Alder Hey Children's NHS Foundation Trust	6	1	0	1	1.80	2.99	33419
Ashford and St Peter's Hospitals NHS Foundation Trust	21	8	1	4	2.68	10.21	78323
Barking, Havering and Redbridge University Hospitals NHS Trust	62	11	10	2	5.12	9.09	121021
Barnsley Hospital NHS Foundation Trust	9	4	1	2	1.98	8.79	45500
Barts Health NHS Trust	132	16	14	9	5.67	6.87	232935
Basildon and Thurrock University Hospitals NHS Foundation Trust	47	9	4	3	6.29	12.05	74681
Bedford Hospital NHS Trust	32	6	2	1	7.52	14.09	42574
Birmingham Children's Hospital NHS Foundation Trust	4	0	0	0	1.28	0.00	31231
Birmingham Women's NHS Foundation Trust	5	2	0	2	2.16	8.64	23152
Blackpool Teaching Hospitals NHS Foundation Trust	27	7	4	4	3.19	8.27	84641
Bolton NHS Foundation Trust	17	2	0	1	2.47	2.91	68696
Bradford Teaching Hospitals NHS Foundation Trust	25	7	1	1	3.02	8.46	82731
Brighton and Sussex University Hospitals NHS Trust	36	9	3	8	4.11	10.27	87667
Buckinghamshire Healthcare NHS Trust	30	8	3	1	3.29	8.78	91146
Burton Hospitals NHS Foundation Trust	14	6	1	5	2.54	10.88	55172
Calderdale and Huddersfield NHS Foundation Trust	20	6	1	2	2.17	6.51	92190
Cambridge University Hospitals NHS Foundation Trust	29	10	5	3	2.65	9.15	109304
Central Manchester University Hospitals NHS Foundation Trust	61	8	3	3	3.76	4.93	162181
Chelsea and Westminster Hospital NHS Foundation Trust	23	3	2	2	4.03	5.25	57098
Chesterfield Royal Hospital NHS Foundation Trust	18	4	2	5	3.14	6.98	57274

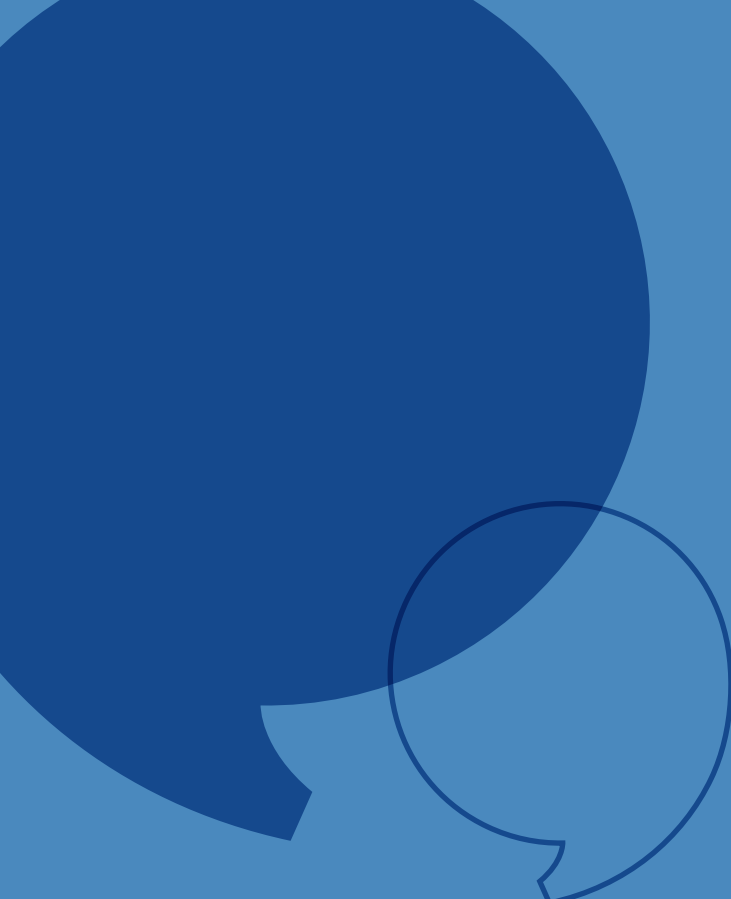
Trusts	Enquiries we received	Enquiries we accepted for investigation	Investigations we fully or partly upheld	Investigations we did not uphold	Enquiries to us per 10,000 clinical incidents	Investigations by us per 100,000 clinical incidents	Total number of clinical incidents recorded by trust
City Hospitals Sunderland NHS Foundation Trust	34	4	1	3	3.29	3.87	103366
Colchester Hospital University NHS Foundation Trust	43	9	3	2	5.68	11.88	75767
Countess of Chester Hospital NHS Foundation Trust	9	1	1	1	1.38	1.53	65414
County Durham and Darlington NHS Foundation Trust	33	11	7	5	2.78	9.26	118784
Croydon Health Services NHS Trust	41	5	2	2	7.73	9.43	53024
Dartford and Gravesham NHS Trust	16	1	0	0	2.87	1.79	55798
Derby Hospitals NHS Foundation Trust	32	8	3	3	2.99	7.48	106984
Doncaster and Bassetlaw Hospitals NHS Foundation Trust	27	4	1	0	2.55	3.77	106070
Dorset County Hospital NHS Foundation Trust	14	2	2	0	3.75	5.36	37312
East and North Hertfordshire NHS Trust	48	5	1	6	5.77	6.01	83174
East Cheshire NHS Trust	11	1	2	1	3.24	2.95	33952
East Kent Hospitals University NHS Foundation Trust	83	18	6	10	5.51	11.94	150695
East Lancashire Hospitals NHS Trust	41	13	2	5	4.10	13.00	100011
East Sussex Healthcare NHS Trust	20	7	8	3	2.41	8.42	83143
Epsom and St Helier University Hospitals NHS Trust	26	4	1	1	3.31	5.10	78439
Frimley Health NHS Foundation Trust	41	7	4	5	3.07	5.24	133537
Gateshead Health NHS Foundation Trust	10	3	1	0	2.40	7.19	41728
George Eliot Hospital NHS Trust	18	1	2	1	5.08	2.82	35426
Gloucestershire Hospitals NHS Foundation Trust	48	13	7	11	4.15	11.24	115657
Great Ormond Street Hospital for Children NHS Foundation Trust	5	1	1	0	1.54	3.08	32487
Great Western Hospitals NHS Foundation Trust	24	7	1	2	3.82	11.13	62870
Guy's and St Thomas' NHS Foundation Trust	55	9	4	3	3.67	6.00	150053
Hampshire Hospitals NHS Foundation Trust	12	4	3	2	1.36	4.55	87960
Harrogate and District NHS Foundation Trust	11	5	0	3	2.56	11.63	42984
Heart of England NHS Foundation Trust	65	20	3	6	-	-	107558
Hinchingbrooke Health Care NHS Trust	6	1	0	2	1.89	3.15	31793
Homerton University Hospital NHS Foundation Trust	27	4	0	3	5.70	8.44	47410
Hull and East Yorkshire Hospitals NHS Trust	24	5	2	1	1.89	3.94	126961
Imperial College Healthcare NHS Trust	69	9	5	3	4.43	5.78	155722
Ipswich Hospital NHS Trust	17	3	1	2	2.05	3.61	83002
Isle of Wight NHS Trust	19	6	3	2	6.80	21.47	27951
James Paget University Hospitals NHS Foundation Trust	7	3	1	3	1.38	5.92	50698

Trusts	Enquiries we received	Enquiries we accepted for investigation	Investigations we fully or partly upheld	Investigations we did not uphold	Enquiries to us per 10,000 clinical incidents	Investigations by us per 100,000 clinical incidents	Total number of clinical incidents recorded by trust
Kettering General Hospital NHS Foundation Trust	14	2	1	0	2.52	3.60	55606
King's College Hospital NHS Foundation Trust	79	9	4	4	3.98	4.53	198672
Kingston Hospital NHS Foundation Trust	16	3	0	2	2.93	5.49	54654
Lancashire Teaching Hospitals NHS Foundation Trust	45	10	3	5	4.24	9.42	106179
Leeds Teaching Hospitals NHS Trust	56	8	4	6	3.44	4.92	162650
Lewisham and Greenwich NHS Trust	61	10	0	3	6.22	10.19	98092
Liverpool Heart and Chest Hospital NHS Foundation Trust	2	1	1	2	2.09	10.44	9577
Liverpool Women's NHS Foundation Trust	10	2	0	0	4.67	9.34	21408
London North West Healthcare NHS Trust	56	12	2	2	4.70	10.07	119120
Luton and Dunstable Hospital NHS Foundation Trust	23	5	2	1	2.86	6.21	80543
Maidstone and Tunbridge Wells NHS Trust	24	6	2	2	2.40	6.00	99951
Medway NHS Foundation Trust	50	11	3	7	7.19	15.81	69564
Mid Cheshire Hospitals NHS Foundation Trust	8	4	0	1	1.37	6.84	58445
Mid Essex Hospital Services NHS Trust	25	7	7	1	3.38	9.47	73898
Mid Staffordshire NHS Foundation Trust	17	7	0	1	3.96	16.32	42887
Mid Yorkshire Hospitals NHS Trust	35	5	6	0	2.82	4.03	124019
Milton Keynes Hospital NHS Foundation Trust	30	2	0	3	6.03	4.02	49768
Moorfields Eye Hospital NHS Foundation Trust	15	1	1	0	3.06	2.04	48992
Norfolk and Norwich University Hospitals NHS Foundation Trust	16	3	3	4	1.16	2.18	137887
North Bristol NHS Trust	44	11	2	5	5.63	14.08	78101
North Cumbria University Hospitals NHS Trust	18	5	3	3	2.62	7.28	68640
North Middlesex University Hospital NHS Trust	29	5	2	4	5.04	8.69	57523
North Tees and Hartlepool NHS Foundation Trust	15	3	4	2	2.77	5.55	54073
Northampton General Hospital NHS Trust	20	4	2	5	2.95	5.90	67771
Northern Devon Healthcare NHS Trust	10	0	0	2	2.63	0.00	38039
Northern Lincolnshire and Goole Hospitals NHS Foundation Trust	33	9	3	0	3.80	10.36	86882
Northumbria Healthcare NHS Foundation Trust	21	9	0	6	2.38	10.22	88071
Nottingham University Hospitals NHS Trust	35	9	5	8	2.55	6.56	137289
Oxford University Hospitals NHS Trust	44	8	4	1	2.64	4.79	166941
Papworth Hospital NHS Foundation Trust	1	1	0	0	0.54	5.42	18467
Pennine Acute Hospitals NHS Trust	29	7	4	5	1.85	4.46	156804
Peterborough and Stamford Hospitals NHS Foundation Trust	23	5	1	2	2.95	6.41	78061

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Plymouth Hospitals NHS Trust	47	11	7	4	4.98	11.66	94347
Poole Hospital NHS Foundation Trust	14	1	0	0	2.51	1.80	55679
Portsmouth Hospitals NHS Trust	39	7	4	4	3.34	5.99	116766
Queen Victoria Hospital NHS Foundation Trust	2	0	0	0	0.76	0.00	26253
Royal Berkshire NHS Foundation Trust	12	3	3	1	1.26	3.16	94978
Royal Brompton and Harefield NHS Foundation Trust	7	0	0	1	3.06	0.00	22887
Royal Cornwall Hospitals NHS Trust	27	4	1	5	2.84	4.21	95108
Royal Devon and Exeter NHS Foundation Trust	18	3	3	6	1.84	3.07	97569
Royal Free London NHS Foundation Trust	86	14	7	10	4.83	7.86	178113
Royal Liverpool and Broadgreen University Hospitals NHS Trust	29	10	7	8	3.02	10.42	95926
Royal National Orthopaedic Hospital NHS Trust	5	1	0	0	3.34	6.68	14967
Royal Surrey County NHS Foundation Trust	12	2	1	1	1.67	2.79	71712
Royal United Hospital Bath NHS Trust	21	4	1	2	2.49	4.74	84447
Salford Royal NHS Foundation Trust	20	4	1	2	2.29	4.57	87434
Salisbury NHS Foundation Trust	12	4	1	2	2.50	8.33	48038
Sandwell and West Birmingham Hospitals NHS Trust	37	9	2	4	3.45	8.39	107267
Sheffield Children's NHS Foundation Trust	8	1	0	1	3.38	4.22	23696
Sheffield Teaching Hospitals NHS Foundation Trust	77	11	3	10	3.86	5.52	199308
Sherwood Forest Hospitals NHS Foundation Trust	28	3	2	7	4.19	4.49	66755
Shrewsbury and Telford Hospital NHS Trust	19	2	6	1	1.97	2.07	96632
South Devon Healthcare NHS Foundation Trust	17	4	4	3	2.71	6.38	62723
South Tees Hospitals NHS Foundation Trust	18	6	3	2	1.48	4.94	121437
South Tyneside NHS Foundation Trust	6	1	1	1	2.20	3.67	27285
South Warwickshire NHS Foundation Trust	14	2	1	1	3.02	4.32	46300
Southend University Hospital NHS Foundation Trust	25	12	2	6	3.14	15.07	79608
Southport and Ormskirk Hospital NHS Trust	21	5	2	2	4.18	9.95	50256
St George's Healthcare NHS Trust	45	6	0	0	4.26	5.67	105746
St Helens and Knowsley Teaching Hospitals NHS Trust	18	4	1	3	2.28	5.07	78824
Stockport NHS Foundation Trust	21	7	1	7	2.97	9.89	70779
Surrey and Sussex Healthcare NHS Trust	13	2	0	0	1.86	2.86	69876
Tameside Hospital NHS Foundation Trust	19	5	1	2	4.17	10.98	45520
Taunton and Somerset NHS Foundation Trust	15	1	2	1	2.22	1.48	67446

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The Christie NHS Foundation Trust	1	0	0	0	0.75	0.00	13372
The Clatterbridge Cancer Centre NHS Foundation Trust	5	2	1	0	8.85	35.40	5649
The Dudley Group NHS Foundation Trust	16	5	2	1	2.02	6.30	79379
The Hillingdon Hospitals NHS Foundation Trust	27	5	3	2	5.17	9.57	52228
The Newcastle Upon Tyne Hospitals NHS Foundation Trust	47	18	7	10	2.29	8.76	205366
The Princess Alexandra Hospital NHS Trust	38	7	1	3	6.51	11.99	58393
The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	13	4	2	0	2.23	6.85	58394
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	6	0	0	0	3.30	0.00	18195
The Rotherham NHS Foundation Trust	17	1	2	1	2.48	1.46	68586
The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	18	2	2	2	2.04	2.26	88380
The Royal Marsden NHS Foundation Trust	6	4	2	1	3.49	23.25	17201
The Royal Orthopaedic Hospital NHS Foundation Trust	8	1	0	1	5.73	7.17	13954
The Royal Wolverhampton Hospitals NHS Trust	32	6	7	3	3.01	5.65	106190
The Walton Centre NHS Foundation Trust	12	3	1	1	5.42	13.56	22126
The Whittington Hospital NHS Trust	31	4	1	0	-	-	7586
United Lincolnshire Hospitals NHS Trust	73	8	4	1	5.67	6.22	128671
University College London Hospitals NHS Foundation Trust	56	6	2	6	3.68	3.94	152310
University Hospital Of North Staffordshire NHS Trust	38	8	4	4	3.34	7.03	113855
University Hospital of South Manchester NHS Foundation Trust	17	3	3	2	2.42	4.27	70269
University Hospital Southampton NHS Foundation Trust	35	9	5	4	3.16	8.14	110607
University Hospitals Birmingham NHS Foundation Trust	47	15	5	3	4.98	15.89	94373
University Hospitals Bristol NHS Foundation Trust	19	5	5	5	1.82	4.78	104574
University Hospitals Coventry and Warwickshire NHS Trust	31	5	2	3	2.56	4.13	121210
University Hospitals Of Leicester NHS Trust	41	10	1	9	2.18	5.31	188334
University Hospitals of Morecambe Bay NHS Foundation Trust	24	8	6	1	3.03	10.10	79223
Walsall Healthcare NHS Trust	27	4	3	2	4.00	5.93	67490
Warrington and Halton Hospitals NHS Foundation Trust	23	9	5	3	3.95	15.45	58270
West Hertfordshire Hospitals NHS Trust	40	3	2	3	5.38	4.04	74348
West Middlesex University Hospital NHS Trust	17	1	0	1	3.98	2.34	42688
West Suffolk NHS Foundation Trust	11	2	0	0	2.04	3.71	53849

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Western Sussex Hospitals NHS Foundation Trust	31	8	1	7	3.10	8.01	99897
Weston Area Health NHS Trust	14	3	2	2	5.07	10.86	27636
Wirral University Teaching Hospital NHS Foundation Trust	18	6	2	0	2.18	7.25	82748
Worcestershire Acute Hospitals NHS Trust	29	3	1	2	2.64	2.73	109876
Wrightington, Wigan and Leigh NHS Foundation Trust	14	10	1	2	1.94	13.85	72180
Wye Valley NHS Trust	12	2	2	7	2.87	4.79	41747
Yeovil District Hospital NHS Foundation Trust	4	1	0	2	1.30	3.25	30749
York Teaching Hospitals NHS Foundation Trust	26	5	4	3	2.55	4.89	102159



If you would like this report in a different format, such as DAISY or large print, please contact us.

**Parliamentary and Health Service
Ombudsman**

Millbank Tower
Millbank
London SW1P 4QP

Tel: 0345 015 4033

Fax: 0300 061 4000

Email: phso.enquiries@ombudsman.org.uk

www.ombudsman.org.uk

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