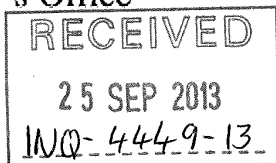


Departmental Solicitor's Office



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Anne Dillon  
Inquiry into Hyponatraemia-Related Deaths  
Arthur House  
41 Arthur Street  
BELFAST BT1 4GB

Your Ref: AD-0642-13

Our Ref: LIT 0477/2008/CR

Date 25<sup>th</sup> September 2013

Dear Ms Dillon

**COMPLAINTS REGARDING CLINICAL INCIDENTS AND SERIOUS ADVERSE INCIDENTS**

I refer to the above and your correspondence of 17 September 2013 and would confirm that the departmental paper **C9 COMPLAINTS PROCEDURE**, which was sent to the Inquiry on 20 September 2013, outlines the evolution of the complaints process from 1992 to date.

I am instructed that it is not possible to provide information on complaints and SAIs, which relate solely to clinical incidents, as data is not collected by this category.

Information on the number of complaints from 2009 onwards can be accessed at [http://www.dhsspsni.gov.uk/complaints\\_2012-13\\_v2.pdf](http://www.dhsspsni.gov.uk/complaints_2012-13_v2.pdf). Complaints data prior to 1999 is not available and I would hope to be in a position to provide you with complaints data from 1999 to 2008 by the end of this week.

Information on the number of SAIs from 1 January 2007 to 31 August 2013 is outlined below. Data on SAIs from 1 May 2010 to 31 August 2013 has been provided by the HSCB.

I have enclosed a copy of the current HSCB guidance on the reporting and follow up of SAIs, including near misses. The HSCB intends to produce new guidance on the SAI process with effect from 1 October 2013. I understand they have already forwarded a copy of this guidance to you.

Current guidance on reporting colleagues is outlined in paragraphs 16-19 of departmental paper **C2 - SUBMISSION ON CLINICAL AND SOCIAL CARE GOVERNANCE, QUALITY AND PATIENT SAFETY**, a copy of which was also sent to the Inquiry on 20 September 2013.

I hope this is of assistance, however, should you require anything further, please do not hesitate to contact me.

Yours sincerely

**CATHERINE RODGERS**  
for The Solicitor

Encs



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