

Departmental Solicitor's Office



Department of
**Finance and
Personnel**

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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 477/08/CR



Date: 30 September 2013

Dear Ms Dillon

RE: COMPLAINTS REGARDING CLINICAL INCIDENTS AND SERIOUS ADVERSE INCIDENTS

I refer to the above and to my letter to you of 25 September 2013, please find attached information on the number of complaint issues received by Trusts between 1998/99 and 2012/13.

I am instructed that as a result of the Reform of Public Administration (RPA) in 2007, information for the period 1998/99 to 2006/07 refers to complaints received by Legacy Health and Social Services (HSS) Trusts, whilst information from 2007/08 onwards refers to complaints received by Health and Social Care Trusts. It is therefore not possible to compare this information by Trust over the time period requested.

In addition to this I am instructed that there were a number of difficulties with the information prior to 2007, ie concerns over the consistency of how information was being recorded in each HSS Trust, and, with this in mind I am asked by the Department to request that care is exercised when making comparisons with information for any year prior to 2006/07.

The Department does not hold any information on complaints received by Trusts prior to 1998/99.

Should you require anything further please do not hesitate to contact me.

Yours sincerely

CATHERINE RODGERS
for The Solicitor
Direct Dial: [REDACTED]

Encs



DF1/13/631929-CR-BM

HSS Trust	1998/99	1999/2000	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07
Belfast City Hospital	288	343	196	163	110	195	153	163	365
Down Lisburn	247	335	303	274	289	HSS Trust Year			525
Green Park Healthcare	107	239	281	188	132	144	203	222	166
Mater Infirmorum	60	125	113	119	136	92	98	91	91
North & West Belfast	157	234	156	130	150	110	143	153	123
Royal Group	284	558	589	657	490	415	623	839	972
South & East Belfast	146	243	250	205	270	284	252	294	401
Ulster Community & Hospitals	422	583	515	400	360	382	294	356	419
Causeway	127	241	305	420	506	455	456	531	288
Homefirst Community	47	92	88	148	185	286	327	264	1,252
United Hospitals	201	190	243	191	262	275	310	311	355
Armagh & Dungannon	66	105	103	86	85	77	69	99	93
Craigavon & Banbridge Community	48	84	97	106	82	90	128	100	94
Craigavon Area Hospital Group	56	99	210	225	193	168	220	194	234
Newry & Mourne	82	102	118	158	112	141	150	230	204

Altnagelvin Hospitals	108	124	173	234	200	229	213	333	374
Foyle	30	59	54	70	55	78	71	77	103
Sperrin Lakeland	55	93	93	82	96	54	64	136	183
Northern Ireland Ambulance Service	37	71	148	168	157	181	144	178	131
Total	2,568	3,920	4,035	4,024	3,870	3,938	4,217	4,944	6,373

HSC Trust	Year					
	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13
Belfast	1,793	1,521	1,772	1,855	2,122	2,113
Northern	1,087	749	658	697	862	856
South Eastern	743	734	977	1,182	1,172	1,459
Southern	494	571	741	777	764	839
Western	636	671	487	450	467	591
NIAS	105	78	98	92	98	140
Total	4,858	4,324	4,733	5,053	5,485	5,998