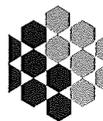


Departmental Solicitor's Office

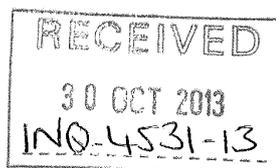


Department of  
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Ms Anne Dillon  
Inquiry into Hyponatraemia-Related Deaths  
Arthur House  
41 Arthur Street  
BELFAST BT1 4GB



Your Ref: AD-0679-13

Our Ref: LIT 477/2008/B5/CR

Date: 29<sup>th</sup> October 2013

Dear Ms Dillon

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

I refer to the above and your correspondence of 21 October 2013 seeking further information on Complaints, Adverse Incidents and Serious Adverse Incidents.

I am instructed by my client that not all Adverse Incidents/Serious Adverse Incidents result in a complaint and not all complaints relate to Adverse Incidents/Serious Adverse Incidents.

By way of assistance to the Inquiry the Department have forwarded the following documents which I enclose for your information. These detail classifications against which we understand Adverse Incidents/Serious Adverse Incidents are classified by HSC Trusts (Appendix 1). This document identifies the classifications against which information can be extracted.

I also enclose information on the classifications used to code complaints made to HSC Trusts (Appendix 2). Complaints can also be analysed by Programme of Care (POC) and I attach herewith – document which shows the POC codes.

I trust this is of some assistance in clarifying the matter.

Yours sincerely

**CATHERINE RODGERS**  
for The Solicitor  
Direct Dial: 90542433

Encs



DFI/13/706785/CR/YH