

10 March 2023

Complaints for Specialist Surgery and number of Operations

I am seeking information about the number of complaints received by your hospital trust in the past five years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery.

Specifically, I would like to request the following information for each specialty:

- **The total number of complaints received for each specialty in each of the past five years;**

With regard to the number of complaints received for each specialty in each of the past five years, please be advised of the following:

7 complaints received in the past 5 years relating to Neurosurgery.
 31 complaints received in the past 5 years relating to Cardiac Surgery.
 40 complaints received in the past 5 years relating to Thoracic Surgery.
 95 complaints received in the past 5 years relating to Vascular Surgery.

Unfortunately Orthopaedic complaints are not recorded in a way that allows for those relating specifically to Orthopaedic Surgery to be extracted. There have been a total of 613 Orthopaedic complaints received in the past 5 years, and specific identification of any surgery-related issues of complaint within these would require a manual review of all 613 complaint records which would entail > 18 hours of work.

This would exceed the costs limit specified in the FOI act.

We estimate that compliance with this (element of the) request for information would exceed the appropriate costs limit. Under Section 12 of the Freedom of Information 2000, the limit has been specified as £450 and represents the estimated cost of one or more persons spending 18 hours in determining whether we hold the information, locating, retrieving and extracting this information.

- **The nature of the complaint;**

With regard to the nature of complaints received within the other various surgical specialties, please see summary details below:

Neurosurgery Complaint Subjects 01Jan18 - 31Jan23	
Quality of Treatment and Care	3
Communication/ Information	2
Quantity of Treatment and Care	1
Clinical Diagnosis	1
Grand Total	7

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Cardiac Surgery Complaint Subjects 01Jan18 - 31Jan23	
Communication/ Information	8
Quality of Treatment and Care	8
Waiting List, Delay/ Cancellation Planned Admission to Hospital	5
Discharge/ Transfer Arrangements	3
Property/ Expenses/ Finances	2
Staff Attitude/ Behaviour	2
Waiting List, Delay/ Cancellation Outpatient Appointments	1
Waiting Times, Outpatient Departments	1
Aids/ Adaptions/ Appliances	1
Grand Total	31

Thoracic Surgery Complaint Subjects 01Jan18 - 31Jan23	
Quality of Treatment and Care	16
Waiting List, Delay/ Cancellation Planned Admission to Hospital	14
Staff Attitude/ Behaviour	2
Communication/ Information	2
Waiting List, Delay/ Cancellation Outpatient Appointments	2
Confidentiality	1
Clinical Diagnosis	1
Discharge/ Transfer Arrangements	1
Other	1
Grand Total	40

Vascular Surgery Complaint Subjects 01Jan18 - 31Jan23	
Waiting List, Delay/ Cancellation Planned Admission to Hospital	31
Quality of Treatment and Care	22
Communication/ Information	17
Staff Attitude/ Behaviour	13
Waiting List, Delay/ Cancellation Outpatient Appointments	7
Consent to Treatment/ Care	2
Professional Assessment of Need	1
Waiting Times, Outpatient Departments	1
Quantity of Treatment and Care	1
Grand Total	95

- **The outcome of the complaint, including any actions taken by the hospital trust to address the issue;**

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The attached spreadsheet details all complaints including the outcomes / actions taken as well as guidance to explain the various subject of complaints, and the grading allocated to each complaint.

- **Number of operations performed in the past five calendar years for the following specialties:**
 - **orthopaedic surgery**
 - MPH Orthopaedics
 Year 2018 – 7411 Patients
 Year 2019- 6,994 patients
 Year 2020- 2,807 patients
 Year 2021- 2,167 patients
 Year 2022- 4,654 patients.
 - **Neurosurgery, cardiothoracic surgery, vascular surgery**

The Trust collates data by financial year (April-March) and as such the full period for 22/23 is not yet available

Other years are below

	2017/18	2018/19	2019/20	2020/21	2021/22
Neurosurgery	1108	1042	1034	730	739
Fractures	3420	3124	3088	2297	2911
Thoracic	770	672	675	469	505
Vascular	1086	980	1080	923	1126
Cardiac	1063	887	903	525	662

- **Number of reportable / recordable patient safety incidents in the past five calendar years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery**
 - **Breakdown by incident category (if available);**

Please see the attached document