

11 September 2025

Recorded Incidents and Complaints recorded by Royal Victoria Hospital, Royal Belfast Hospital for Sick Children and Belfast City Hospital

Q1: For the completed financial years 2023/24 and 2024/25, please provide the number of concerns* recorded on the Trust's Datix system for the Royal Victoria Hospital, Children's Hospital and Belfast City Hospital broken down by:

- Department/service area where the concern originated (eg, emergency department, surgery, maternity, mental health etc).
- Broad type/category of concern (eg patient safety, staffing levels, bullying/harassment, equipment, clinical incident, other).

****Requestor clarified that concerns should include incidents and whistleblowing***

Response:

The Belfast Trust Datix system records information in relation to incidents, but does not record information in relation to whistleblowing. Therefore, the response below relates to incident data only.

ROYAL BELFAST HOSPITAL FOR SICK CHILDREN

Incidents by Service Area and Incident date (Financial year):

	2023/2024	2024/2025
Acute and Community Paediatrics	848	834

Incidents by Incident type tier one and Incident date (Financial year):

Please scroll down to see further tables.

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	2023/2024	2024/2025
Accidents/Falls	61	66
Administrative Processes (Excluding Documentation)	45	44
Anaesthesia Care	7	4
Behaviour	45	68
Blood/Plasma Products	20	21
Communication	49	37
Diagnostic Processes/Procedures	44	47
Documentation	24	20
Exposure to Environmental Hazards	10	54
Fires, Fire Alarms and Fire Procedures	1	0
Infection Control Incident (Healthcare Associated Infection)	7	2
IT Systems	3	7
Maternity Care	0	1
Medical Devices, Equipment, Supplies	37	43
Medical Gases/Oxygen	1	2
Medication/Biologics/Fluids	260	254
Neonatal/Perinatal Care	6	0
Nutrition Food/Meals from Kitchen	8	9
Nutrition Pharmacy Products	3	17
Other	64	32
Personal Property/Data/Information	5	4
Pressure Ulcers	11	7
Security of Organisation's Property, Data and Buildings	5	5
Service Disruptions (environment, infrastructure, human resources)	102	64
Therapeutic Processes/Procedures- (except medications/fluids/blood/plasma products)	29	25
Unexpected Deaths or Severe Harm	1	1

ROYAL VICTORIA HOSPITAL

Incidents by Service Area and Incident date (Financial year):

Please scroll down for further information.

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	2023/2024	2024/2025
ACCTSS	936	987
Acute and Community Paediatrics	4	2
Administration and Business Support (ACOPS)	2	1
Adult Safeguarding Team	6	0
Allied Health Professionals	120	100
Cancer Services	2	12
Central Nursing	26	68
Chief Executive's Office	1	3
Child Protection / Gateway	2	0
Children with Disabilities	0	2
Children's Community Services Admin	1	1
Commissioned Services (ACOPS)	1	1
Community Child Health	0	1
Community Health Nursing	3	2
Community Mental Health Older Peoples Services	1	0
Community Social Work	6	2
Dental Services	153	167
Digital Services	0	16
Estates	16	6
Fostering, Adoption, Early Years	0	1
Home Care	0	1
Hospital Social Work	3	4
Imaging	285	289
Information Management	9	21
Intellectual Disability	4	9
Intermediate Care Services	4	6
Laboratories Services	304	381
LAC, Leaving and Aftercare	5	3
Meadowlands and Hospital at Home	2	0
Medical Illustration	3	3
Medical Specialties	2009	1880
Mental Health	86	76
Neuro-Rehabilitation Services	4	2
NISTAR	36	27
Occupational Health Services	2	1
Operations	5	1
Outpatients (certain areas)	109	78
Patient and Client Support Services	61	72
Patient Pathway Reform	1	0
Performance Management	22	15
Pharmacy and Medicines Management	145	170
Physical and Sensory Disability	2	2
Psychological Services	17	9
Regional Emergency Social Work Service (RESWS)	14	37
Regional Medical Physics Service	52	39
Residential Care	16	2
Risk and Governance	1	3
Safeguarding / Family Support	1	0
Specialist Medicine	27	27
Surgery	1360	1216
Trauma and Orthopaedics	997	779
Unscheduled	2672	2438
Women's and Maternity	1497	1119
Workforce Education and Research	12	9
IT and Telecommunications (code retired Jul 24)	34	20

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Incidents by Incident type tier one and Incident date (Financial year):

	2023/2024	2024/2025
Accidents/Falls	1911	1778
Administrative Processes (Excluding Documentation)	340	325
Anaesthesia Care	43	42
Behaviour	992	1024
Blood/Plasma Products	79	154
Communication	490	550
Diagnostic Processes/Procedures	792	726
Documentation	468	451
Exposure to Environmental Hazards	181	207
Fires, Fire Alarms and Fire Procedures	10	17
Infection Control Incident (Healthcare Associated Infection)	70	39
Injury of unknown origin	31	30
IT Systems	48	134
Maternity Care	466	411
Medical Devices, Equipment, Supplies	338	409
Medical Gases/Oxygen	16	14
Medication/Biologics/Fluids	1615	1359
Neonatal/Perinatal Care	96	86
Nutrition Food/Meals from Kitchen	37	37
Nutrition Pharmacy Products	7	13
Other	829	442
Personal Property/Data/Information	137	122
Pressure Ulcers	798	723
Public Order/Crowd Control	1	0
Security of Organisation's Property, Data and Buildings	59	63
Service Disruptions (environment, infrastructure, human resources)	938	633
Therapeutic Processes/Procedures- (except medications/fluids/blood/plasma products)	263	292
Unexpected Deaths or Severe Harm	26	30

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BELFAST CITY HOSPITAL

Incidents by Service Area and Incident date (Financial year):

	2023/2024	2024/2025
ACCTSS	341	341
Acute and Community Paediatrics	0	1
Administration and Business Support (ACOPS)	0	3
Allied Health Professionals	10	16
Cancer Services	973	1074
Central Nursing	3	1
Child Protection / Gateway	0	1
Community Health Nursing	0	1
Community Mental Health Older Peoples Services	0	1
Digital Services	0	25
Children with Disabilities	1	0
Community Social Work	1	0
Dental Services	1	0
Estates	9	9
Hospital Social Work	2	1
Imaging	127	151
Information Management	5	11
Intellectual Disability	7	31
Laboratories Services	168	175
LAC, Leaving and Aftercare	0	1
Meadowlands and Hospital at Home	1	0
Medical Specialties	60	48
Mental Health	3930	4561
NISTAR	1	0
Operations	1	3
Outpatients (certain areas)	110	96
Patient and Client Support Services	29	36
Performance Management	10	5
Pharmacy and Medicines Management	100	113
Physical and Sensory Disability	0	1
Psychological Services	2	0
Regional Emergency Social Work Service (RESWS)	6	2
Regional Medical Physics Service	42	49
Residential Care	0	1
Risk and Governance	1	1
Specialist Medicine	207	191
Surgery	395	335
Trauma and Orthopaedics	0	2
Unscheduled	10	6
Women's and Maternity	80	112
Workforce Education and Research	5	6
IT and Telecommunications (code retired Jul 24)	21	9

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Incidents by Incident type tier one and Incident date (Financial year):

	2023/2024	2024/2025
Accidents/Falls	576	627
Administrative Processes (Excluding Documentation)	82	159
Anaesthesia Care	11	10
Behaviour	2793	3158
Blood/Plasma Products	39	44
Communication	157	188
Diagnostic Processes/Procedures	270	255
Documentation	206	198
Exposure to Environmental Hazards	85	115
Fires, Fire Alarms and Fire Procedures	18	12
Infection Control Incident (Healthcare Associated Infection)	48	32
Injury of unknown origin	7	14
IT Systems	31	68
Medical Devices, Equipment, Supplies	180	222
Medical Gases/Oxygen	0	1
Medication/Biologics/Fluids	848	891
Nutrition Food/Meals from Kitchen	13	15
Nutrition Pharmacy Products	5	8
Other	235	129
Personal Property/Data/Information	92	69
Pressure Ulcers	179	138
Security of Organisation's Property, Data and Buildings	25	37
Service Disruptions (environment, infrastructure, human resources)	515	791
Therapeutic Processes/Procedures- (except medications/fluids/blood/plasma products administration)	230	232
Unexpected Deaths or Severe Harm	14	7

Q2: For the same period, please provide a summary of outcomes, namely:

- a. Number of concerns* that were investigated and actioned.**
- b. Number of concerns* closed with no further action.**
- c. Number still under investigation.**

Response:

The Belfast Trust Datix system records information in relation to incidents, but does not record information in relation to whistleblowing. Therefore, the response below relates to incident data only.

- a. Appropriate immediate action is expected for all incidents where applicable, and all incidents are subject to a level of review or investigation. The severity and/or risk grade of the incident will determine the level of review or investigation required.
- b. As above
- c. The approval status of incidents on the Datix system is currently showing 6% (2023-24) and 8% (2024-25) as 'Investigation ongoing'. Services are responsible for updating the approval status to 'Investigation complete' when the appropriate review has concluded.