

5 May 2026

Complaints Concerning Ward 6C Vascular at RVH

How many complaints were received in relation to Ward 6C Vascular at the Royal Victoria Hospital (RVH) for the 24/25 year and 25/26 year?

Belfast Health and Social Care Trust records complaints in line with the Health and Social Care Complaints Procedure. The number of complaints received in relation to Ward 6C Vascular RVH during the requested periods is as follows:

Financial Year	Number of Complaints
2024/25	16
2025/26 (to date)	19

Could I have a breakdown in relation to categories for the complaints?

Complaints are categorised at the point of receipt using a standard set of categories required of Trusts by the Department of Health Strategic Planning and Performance Group (SPPG). A breakdown by the categories of complaints relating to Ward 6C Vascular for the requested period is provided below:

Please note:

- Any single complaint may have more than one subject and so the number of subjects will be larger than the number of complaints.
- In September 2025, the system for categorising complaints was changed regionally by the Department of Health Strategic Performance and Planning Group. Where the subject given is followed by “(code retired Sept 2025)” - this refers to the previous system for categorising complaints

Complaints Subjects 2024/2025

Category & Sub-Category	Total
Communication / Information (code retired Sept 2025)	<5
Delay / Cancellation for Inpatients (code retired Sept 2025)	<5
Institutional - Delay procedure	<5
Listening - Dismissive	<5
Privacy / Dignity (code retired Sept 2025)	<5
Quality – Examination and Monitoring	<5
Quality – Making and Following a Care Plan	<5

5 May 2026

Category & Sub-Category	Total
Quality of Treatment and Care (code retired Sept 2025)	<5
Rights – Statutory Rights (includes discrimination	<5
Safety – Clinician / Professional Skills	<5
Waiting List, Delay / Cancellation Outpatient Appointments (code retired Sept 2025)	<5
Waiting List, Delay / Cancellation Planned Admission to Hospital (code retired Sept 2025)	<5
Total	20

Complaints Subjects 2025/2026

Category & Sub-Category	Total
Communication – Absent Communication	5
Communication – Incorrect Communication	<5
Environment - Accommodation	<5
Institutional – Delay Procedure	<5
Quality – Examination and Monitoring	<5
Quality – Making and Following Care Plan	<5
Quality – Neglect General	<5
Rights - Consent	<5
Rights - Disrespect	<5
Rights - Privacy	<5
Safety – Clinician / Professional Skills	<5
Safety – Infection Control	<5
Total	20

Use of <5 (less than five): We are unable to provide an exact figure - exempt from release under Section 40(2) of the Freedom of Information Act - Personal Information relating to a third party, as the small numbers involved could make patients personally identifiable. Disclosure would constitute a breach of the principles of the General Data Protection Regulation 2018.

Also, what is the ratio of permanent Trust staff and agency staff that are used?

Belfast Trust can confirm that staffing within Ward 6C Vascular is primarily provided by substantive Trust-employed staff, with agency staff utilised on an 'as-required' basis to maintain safe staffing levels.

The Trust does not routinely record staffing deployment as a fixed ratio between permanent and agency staff for individual wards.

5 May 2026

However, the table below reflects the percentage split based on recorded workforce deployment data held by the Trust, by financial year.

Staff Type	2024/25 (%)		2025/26 (to date) (%)	
	Registered	Unregistered	Registered	Unregistered
Substantive Trust Staff	43.57	17.48	42.70	15.28
Bank Staff	3.85	1.66	3.52	1.24
Agency Staff	19.33	14.11	21.77	15.49
Totals	66.75	33.25	67.99	32.01

To calculate staffing ratios beyond this recorded information (for example, real-time or shift-by-shift ratios) would require the creation of new information by extracting and analysing data from multiple systems.

In line with Section 1 of the Freedom of Information Act 2000, the Trust is obliged to provide recorded information held at the time of the request but is not required to create new information in order to respond.