

Complaints received

	Jan 2013- Mar 2014	2014-15	2015-16	2016-17	2017- 5 Jan 2018
Emergency Ops					
Attitude	181	225	144	179	115
Clinical Treatment and Assessment	133	207	142	142	103
Communication and Call Handling	17	68	14	18	14
Delay	45	61	39	19	34
Equipment	5	31	5	6	2
Transport and Driving	24	56	41	48	29
Other	89	329	67	72	54
Total	494	977	452	484	351

Emergency Operations Centre					
Attitude	11	11	9	5	3
Clinical Treatment and Assessment	46	30	21	22	42
Communication and Call Handling	21	27	20	39	20
Delay	272	168	343	414	325
Equipment	0	0	1	2	0
Transport and Driving	6	15	1	0	0
Other	64	38	37	24	35
Total	420	289	432	506	425

Patient Transport					
Attitude	22	25	25	42	31
Clinical Treatment and Assessment	6	8	9	4	8
Communication and Call Handling	12	4	5	12	11
Delay	54	46	80	277	242
Equipment	4	2	1	3	4
Transport and Driving	51	58	45	110	122
Other	37	33	14	25	18
Total	186	176	179	473	436

Closed & Outcomes

Closed & Outcome Code	Justified	Partially Justified	Not Justified
Emergency Ops			
Jan 2013- Mar 2014			
Attitude	80	27	67
Clinical Treatment & Assessment	52	23	48
Communication & Call Handling	4	3	7
Delay	24	3	14
Transport / Driving	2	0	2
2014-15			
Attitude	40	54	52
Clinical Treatment & Assessment	35	38	58
Communication & Call Handling	8	5	13
Delay	26	7	15
Transport / Driving	3	9	10
2015-16			
Attitude	33	72	45
Clinical Treatment & Assessment	35	45	58
Communication & Call Handling	2	6	7
Delay	12	15	12
Transport / Driving	7	14	16
2016-17			
Attitude	39	76	56
Clinical Treatment & Assessment	27	54	63
Communication & Call Handling	9	23	32
Delay	3	9	7
Transport / Driving	9	20	17
2017- 5 Jan 2018			
Attitude	26	48	47
Clinical Treatment & Assessment	21	31	46
Communication & Call Handling	1	4	4
Delay	4	11	9
Transport / Driving	11	6	15
Emergency Operations Centre			
Jan 2013- Mar 2014			
Attitude	11	0	6
Clinical Treatment & Assessment	31	4	18
Communication & Call Handling	8	6	8
Delay	296	48	83
Transport / Driving	3	0	4
2014-15			

Attitude	4	0	0
Clinical Treatment & Assessment	5	2	13
Communication & Call Handling	6	2	6
Delay	18	12	13
Transport / Driving	3	2	8
2015-16			
Attitude	0	0	4
Clinical Treatment & Assessment	7	3	11
Communication & Call Handling	4	0	0
Delay	202	54	44
Transport / Driving	0	0	3
2016-17			
Attitude	2	2	2
Clinical Treatment & Assessment	3	8	10
Communication & Call Handling	9	12	12
Delay	237	121	55
Transport / Driving	0	0	0
2017- 5 Jan 2018			
Attitude	0	1	1
Clinical Treatment & Assessment	6	10	19
Communication & Call Handling	4	11	8
Delay	187	103	25
Transport / Driving	0	0	0
Patient Transport			
Jan 2013- Mar 2014			
Attitude	10	3	12
Clinical Treatment & Assessment	0	1	3
Communication & Call Handling	4	0	8
Delay	33	4	16
Transport / Driving	22	6	15
2014-15			
Attitude	6	2	5
Clinical Treatment & Assessment	2	2	2
Communication & Call Handling	0	0	0
Delay	12	4	6
Transport / Driving	15	2	8
2015-16			
Attitude	5	8	3
Clinical Treatment & Assessment	1	2	4
Communication & Call Handling	2	1	3
Delay	38	20	12
Transport / Driving	22	12	11

2016-17			
Attitude	20	10	10
Clinical Treatment & Assessment	3	1	2
Communication & Call Handling	8	3	1
Delay	189	31	24
Transport / Driving	76	14	18
2017- 5 Jan 2018			
Attitude	8	8	10
Clinical Treatment & Assessment	1	1	0
Communication & Call Handling	2	4	0
Delay	119	56	37
Transport / Driving	60	28	16

PHSO referrals and outcomes

2013-14	Upheld	Partially Upheld	Not Upheld
A&E Ops	Data not available		
EOC	Data not available		
PTS	Data not available		
2014-15			
A&E Ops	2	2	7
EOC	0	0	4
PTS	0	0	3
111/OOHs	0	1	0
2015-16			
A&E Ops	2	2	6
EOC	0	1	5
PTS	0	0	1
111/OOHs	0	1	0
2016-17			
A&E Ops	0	2	4
EOC	0	0	12
PTS	0	0	0
111/OOHs			1
2017-18	0	0	
A&E Ops	0	0	1
EOC	1	1	2
PTS	0	0	0