

0Typology of Injustice

Emotional Injustice	Material Injustice	Physiological Injustice	Bereavement
E1: Distress, anger; frustration; outrage	M1: Financial loss	P1: Minor pain/injury/harm/illness	B1: Bereavement arising from avoidable death
E2: Anguish; worry; uncertainty etc	M2: Additional expense	P2: Serious pain/injury/harm/illness	B2: Bereavement where survival chances were compromised
E3: Distress at witnessing distress/pain to a loved one	M3: Inconvenience; additional time and trouble	P3: Severe physiological harm and mental illness	B3: Bereavement exacerbated by a poor standard of care
E4: Embarrassment; humiliation; loss of dignity	M4: Hardship/privation	P4: Loss of opportunity for better outcome, recovery or prognosis	B4: Bereavement exacerbated by poor communication with the family
E5: Loss of enjoyment of a significant event	M5: Loss of material opportunity	P5: Existing health condition worsened or recovery delayed	B5: Bereavement exacerbated by poor complaint handling
E6: Placed at unnecessary risk	M6: Tangible loss of quality of life	P6: Damage to fertility or ability to start a family	
E7: Significant traumatic experience	M7: Adverse impact on family life	P7: Permanent disability, disfigurement or loss of body part	
E8: Loss of opportunity to prepare properly for distressing news	M8: Service provision without reference to statutory rights	P8: Unnecessary or additional surgery or treatment	
E9: Loss of confidence in public service or health service	M9: Loss of entitlement to material benefit	P9: Serious illness spread to relatives/friends	
E10: Inability to move on or obtain closure	M10: Material uncertainty	P10: Extended convalescence time	
E11: Financial worry	M11: Loss of opportunity to correct (own) material error	P11: Unplanned or unwanted pregnancy	

E12: Disempowerment	M12: Loss of opportunity to make an informed choice		
E13: loss or sale of item of significant personal or sentimental value	M13: Loss of rights		
	M14: Incarceration; loss of liberty		
	M15: Impact of disclosure of confidential information		
	M16: Loss of opportunity to fully resolve a complaint		
	M17: Complaint not addressed or investigated adequately		
	M18: family/friends of patient left to provide care without support		
	M19: Material disadvantage		
	M20: Damage to reputation		
	M21: Non-provision of basic care needs		
	M22: Inappropriate refusal of entry or removal from the United Kingdom		