# Dataset for the Monitoring of HSC Trust and PCARE Complaints

Dataset below to be used for submission of monthly report to SPPG on closed complaints – report to submitted to safety.team@hscni.net five working days prior to month end to include all complaints closed the previous month.

Note - all complaints issues must be detailed within the report.

| Information Requested | Field Type |
|---|---|
| Reporting Organisation | Drop Down (Table 1) |
| Complaint ID | Number |
| Date Received | Date Field |
| Trust Response Sent / Closed Date | Date Field |
| Time for substantive response / Closure (Days) | Number |
| Extension for response granted | Y / N* |
| Programme of Care | Drop Down (Table 2) |
| Specialty | Drop Down (Table 3) |
| Site / Location (Hospital Site / Facility) | Drop Down (Trust specific) |
| Location (Where complaint occurred) | Drop Down (Trust specific) |
| Grading | Drop Down (Table 4) |
| Category of Complaint | Drop Down (Table 5) |
| Sub-category | Drop Down (Progressive Disclosure) (Table 5) |
| Regional Focus | Drop Down (Table 6) |
| Outcome of Complaint | Drop Down (Table 7) |
| Linked to a SAI | Y / N |
| Linked to an AI | Y / N |

*this information will be mandatory upon full implementation of the MCHP, 1 January 2026.*

**Table 1 – Reporting Organisation**

| Reporting Organisation |
| --- |
| BHSCT |
| SHSCT |
| SEHSCT |
| NHSCT |
| NIAS |
| WHSCT |
| PCARE |

**Table 2 – Programme of Care**

| Programme of Care |
| --- |
| Acute |
| Maternal & Child Health |
| (i)  Complaints under Children Order |
| (ii)  Complaints other than under Children Order |
| Elderly Services |
| Mental Health |
| Learning Disability |
| Sensory Impairment and Physical Disability |
| Health Promotion and Disease Prevention |
| Primary Health & Adult Community |
| Prison Healthcare |
| None (No POC assigned) |

**Table 3 – Specialty / Service Area**

| Specialty / Service Area |
|---|
| Accident & Emergency |
| Anaesthetics |
| Blood Transfusion Service |
| Breast Surgery |
| Burns and Plastic |
| Cancer Services |
| Cardiology |
| Cardiothoracic Surgery (including Cardiac Surgery) |
| Child Speciality Health and Disability (inc Community Paediatrics) |
| Children and Young People Services – Contracted |
| Children and Young People Services - Statutory |
| Clinical Neuro-physiology |
| Corporate Parenting |
| Corporate Support Services (including Car Parking / Catering / Security) |
| Cystic Fibrosis |
| Dentistry |
| Dermatology |
| Dementia |
| Dietetics |
| District Nursing |
| Domiciliary Services - Contracted |
| Domiciliary Services - Statutory |
| Endocrinology (includes Diabetology) |
| ENT |
| Estate Services (grounds / building / maintenance) (Rachel) |
| Family Support / Safeguarding |
| Gastroenterology |
| General Medicine |
| General Practice |
| General Surgery |
| Genito-Urinary Medicine |
| Geriatric Medicine |
| Gynaecology |
| Haematology (Clinical) |
| Health Visiting |
| Hepatology |
| Immunology |
| Infectious Diseases |
| Laboratory Services (Includes Pathology) |

| Specialty / Service Area |
| --- |
| Learning Disability |
| Mental Health (Acute) |
| Mental Health (Community) |
| Neonatology |
| Nephrology |
| Neurology |
| Neurosurgery |
| Nuclear Medicine |
| Nursing Home Care - Contracted |
| Nursing Home Care - Statutory |
| Obstetrics |
| Occupational Health Medicine |
| Occupational Therapy |
| Oncology |
| Ophthalmology (includes Orthoptics) |
| Oral Surgery (includes Oral Maxillary Facial) |
| Orthodontics |
| Other Contracted |
| Out of Hours Service |
| Acute Paediatrics |
| Pain Management |
| Palliative Care / Medicine |
| Pharmacology |
| Physiotherapy |
| Podiatry |
| Psychology |
| Radiology |
| Radiotherapy |
| Rehabilitation |
| Renal |
| Residential Care - Contracted |
| Residential Care - Statutory |
| Respiratory |
| Rheumatology |
| Speech & Language Therapy |
| Stroke |
| Thoracic Medicine |
| Trauma & Orthopaedics |
| Urology |
| Vascular |
| NIAS EOC (Emergency Operations Centre) |

| Specialty / Service Area |
| --- |
| NIAS NEAOC (Non-Emergency Ambulance Operation Centre) |
| NIAS Scheduled Care Services |
| NIAS Emergency Care Services |
| Other |

**Table 4 – Grading**

| Grading* |
| --- |
| Low |
| Medium *(advise if linked to AI)* |
| High *(advise if linked to AI)* |
| Extreme *(advise if linked to AI)* |

*actual grading following closure

*Impact on patient as opposed to the Organisation

**Table 5 – Category / Sub-category of complaint**

| Category | Sub-category |
|---|---|
| Quality | Neglect hygiene and personal care<br>Neglect nourishment and hydration<br>Neglect general<br>Rough handling<br>Examination and monitoring<br>Making and following care plan<br>Outcomes and side effects |
| Safety | Error diagnosis<br>Error medication<br>Error general<br>Failure to respond<br>Clinician / Professional skills<br>Teamwork<br>Infection Control |
| Environment | Accommodation<br>Preparedness<br>Cleanliness<br>Equipment<br>Staffing<br>Security (Staff / Service User / Organisation)<br>Transport<br>Accessibility (Disability Access) |
| Institutional | Delayed admission from ED<br>Delay access<br>Delay diagnosis<br>Delay procedure<br>Delayed / Planned Discharge<br>Delayed / Cancelled Appointment<br>Delay general<br>Bureaucracy<br>Visiting<br>Transport, Late or Non-arrival/Journey Time |
| Communication | Delayed communication<br>Incorrect communication<br>Absent communication<br>Access to Contact Points / Web |
| Administration | Record Keeping<br>Data Breach<br>Documentation *(code was previously under institutional)* |
| Listening | Ignored<br>Dismissive<br>Token listening |
| Rights | Disrespect<br>Violence / Aggression<br>Confidentiality<br>Statutory Rights (Includes Discrimination)<br>Consent<br>Privacy |

**Table 6 – Regional Focus**

| Regional Focus |
| --- |
| Suicide (Inc suspected Suicide) |
| Self-harm |
| Falls |
| Sepsis |
| Pressure Ulcer |
| Unexpected Death (Not Suicide) |
| Choking |
| Venous Thromboembolism |
| Capacity / Waiting List |
| Safeguarding |
| Criminal activity |
| Staff Attitude / Behaviour |
| Complaints / Incident Handling |
| Avoidable harm to patient / SU |
| Theft/Fraud/Damage – Property/finances |
| Professional Assessment of Need |

**Table 7 – Outcome of Complaints**

| Outcome* |
| --- |
| Resolved |
| Upheld |
| Not Upheld |
| Partially Upheld |

*\* this information will be mandatory upon full implementation of the MCHP, 1 January 2026.*