

FOI 3777

8th June 2026

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Under the Freedom of Information Act 2000, I request the following information for the past five financial years (or latest available period).

1. Please provide the total number of formal complaints received by the Trust in each year.

Response:

Financial Year	Number of Formal Complaints
2021/2022	576
2022/2023	792
2023/2024	571
2024/2025	559
2025/2026	1095

The reported increase in 25/26 complaint numbers, reflects a change in the complaint's procedure following the implementation of the MCHP framework. Under the previous procedure, a proportion of concerns and queries raised by service users/3rd parties, were managed and resolved informally at a local level and were not captured within formal complaints reporting systems.

2. Please provide a breakdown of complaints by category, including:

- * Waiting times**
- * Misdiagnosis**
- * Patient safety**
- * Delayed treatment**
- * Medication errors**
- * Communication failures**

Response: A complaint may include more than one category, the information provided is the number of complaint categories identified within complaints.

From 1st April 2025, the SHSCT amended the complaint categories to align with the regional categories provided by the Strategic Performance Planning Group (SPPG). Any complaints categorised prior to April 2025 were categorised using a different list.

The two sets of categories are not directly comparable.
Details have been provided of the categories included within the request.

Waiting times

Number of complaint categories for complaints received between April 2021 – March 2025 with a complaint category:

- Delayed admission from A/E
- Waiting List, Delay/Cancellation Community Based Appointments
- Waiting List, Delay/Cancellation Planned Admission to Hospital
- Waiting Times, A&E Departments
- Waiting times, out-patient departments
- Waiting Times, community Services

Number of complaint categories for complaints received between April 2025 – March 2026 with a complaint category:

- Delay access
- Delayed admission from ED

Financial Year	Number of Complaint categories which relate to Waiting times
2021/2022	34
2022/2023	64
2023/2024	71
2024/2025	45
2025/2026	76

Misdiagnosis

Number of complaint categories for complaints received between April 2021 – March 2025 with a complaint category:

- Clinical diagnosis (not necessarily about a misdiagnosis but the complaint relates to the diagnosis)
- Error diagnosis

Number of complaint categories for complaints received between April 2025 – March 2026 with a complaint category:

- Error diagnosis

Financial Year	Number of Complaint categories which relate to Misdiagnosis
2021/2022	18
2022/2023	40
2023/2024	50
2024/2025	40

2025/2026	22
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Patient Safety

Number of complaint categories for complaints received between April 2021 – March 2025 with a complaint category:

- Infection Control
- Professional Assessment of Need
- Treatment and care quality
- Treatment and care quantity
- Examination and monitoring
- Making and following care plan
- Neglect general
- Neglect hygiene and personal care
- Outcomes and side effects
- Error diagnosis
- Error general
- Error medication
- Clinician / Professional skills
- Failure to respond

Number of complaint categories for complaints received between April 2025 – March 2026 with a complaint category:

- Examination and monitoring
- Making and following care plan
- Neglect general
- Neglect hygiene and personal care
- Neglect nourishment and hydration
- Outcomes and side effects
- Rough handling
- Clinical / professional skills
- Error diagnosis
- Error general
- Error Medication
- Failure to respond
- Infection control
- Teamwork
- Transport (safe transfer / driving skills)

Financial Year	Number of Complaint categories which relate to Patient Safety
2021/2022	152
2022/2023	198
2023/2024	219
2024/2025	317
2025/2026	648

Delayed Treatment

Number of complaint categories for complaints received between April 2021 – March 2025 with a complaint category:

- Theatre/operation/procedure, delay/cancellation
- Delayed admission from A/E
- Admission into hospital (delay cancellation) (inpatients)
- Appointments, delay/cancellation (outpatients)
- Delay diagnosis
- Delay general
- Delay procedure
- Delayed / Cancelled Appointment
- Delayed / Planned Discharge
- Delayed admission from ED

Number of complaint categories for complaints received between April 2025 – March 2026 with a complaint category:

- Delay diagnosis
- Delay general
- Delay procedure
- Delayed / Cancelled Appointment
- Delayed / Planned Discharge
- Delayed admission from ED

Financial Year	Number of Complaint categories which relate to Delayed Treatment
2021/2022	7
2022/2023	16
2023/2024	15
2024/2025	30
2025/2026	201

Medication Errors

There was no specific category available for medication errors complaints prior to April 2025.

Number of complaint categories for complaints received between April 2025 – March 2026 with a complaint category:

- Error medication

Financial Year	Number of Complaint categories which relate to Medication errors
2025/2026	11

Communication failures

Number of complaint categories for complaints received between April 2021 – March 2025 with a complaint category:

- Communication/information to patients

Number of complaint categories for complaints received between April 2025 – March 2026 with a complaint category:

- Absent communication
- Delayed communication
- Incorrect communication

Financial Year	Number of Complaint categories which relate to Communication Failures
2021/2022	93
2022/2023	115
2023/2024	128
2024/2025	169
2025/2026	281

3. How many Serious Adverse Incidents (SAIs) were recorded in each year?

Response:

Financial Year	Number of SAIs reported
2021/2022	95
2022/2023	104
2023/2024	74
2024/2025	89
2025/2026	67

4. How many SAIs resulted in:

- * Serious injury
- * Permanent disability
- * Patient death

Response:

SAIs are not categorised on the Datix Risk Management System according to the outcome. To locate, retrieve and collate this information, it would be necessary to undertake a manual search of records.

A manual search would exceed the “appropriate limit” as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. It would exceed the £450 limit and is therefore cost prohibitive.

Under section 12 of the Freedom of Information Act 2000, Public Authorities are not obliged to comply with an information request where to do so would exceed the cost limit.

5. How many patient deaths were identified as preventable, potentially preventable, or linked to clinical error or malpractice?

Response: To locate, retrieve and collate this information, it would be necessary to undertake a manual search of records.

A manual search would exceed the “appropriate limit” as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. It would exceed the £450 limit and is therefore cost prohibitive.

Under section 12 of the Freedom of Information Act 2000, Public Authorities are not obliged to comply with an information request where to do so would exceed the cost limit.

6. Please provide the number of clinical negligence or malpractice claims made against the Trust in each year.

Response:

Financial Year	Number of clinical negligence or malpractice claims made against the Trust
2021/2022	61
2022/2023	64
2023/2024	75
2024/2025	63
2025/2026	74

7. Of those claims:

- * How many were settled?**
- * How many were rejected?**
- * How many remain ongoing?**

Response:

Settled	41
Rejected	0

Remain Ongoing	241
Comments - Re: Rejected - claims are generally not rejected but allegations can be rejected and cases subsequently closed.	

8. Please provide the total amount paid out in compensation for clinical negligence or malpractice in each year.

Response:

Financial Year	Total amount paid out in compensation for clinical negligence or malpractice
2021/2022	£2,404,116
2022/2023	£6,134,575
2023/2024	£11,171,816
2024/2025	£5,541,637
2025/2026	£9,762,780

**Please note above figures include payments made on Periodic Payment Cases.*

9. Please provide the total legal costs incurred by the Trust in relation to negligence or malpractice claims in each year.

Response:

Financial Year	Total legal costs incurred by the Trust in relation to negligence or malpractice claims
2021/2022	£1,447,589
2022/2023	£847,943
2023/2024	£2,770,354
2024/2025	£2,011,084
2025/2026	£1,862,193

**Please note above figures include payments made on Periodic Payment Cases.*

10. Please provide copies of any reports, audits, reviews, or investigations carried out in the past three years relating to:

*** Patient safety**

- * **Serious adverse incidents**
- * **Clinical negligence**
- * **Preventable deaths**

I would prefer the information in spreadsheet or electronic format where possible.

Response: In order to locate, retrieve and collate the relevant data, it would be necessary to undertake a manual search of records.

A manual search would exceed the “appropriate limit” as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. It would exceed the £450 limit and is therefore cost prohibitive.

Under section 12 of the Freedom of Information Act 2000, Public Authorities are not obliged to comply with an information request where to do so would exceed the cost limit.

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