

Ref: FOI/GS/ID 8009

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

22 March 2023

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Complaints.

You asked:

I am seeking information about the number of complaints received by your hospital trust in the past five years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery.

Specifically, I would like to request the following information for each specialty:

- 1. The total number of complaints received for each specialty in each of the past five years;*
- 2. The nature of the complaint;*
- 3. The outcome of the complaint, including any actions taken by the hospital trust to address the issue;*

I did have a quick question as to whether I could incorporate two further questions into my request. This would put any complaint data you able to provide into an appropriate context (e.g. to contextualise 10 complaints with the fact 1,000 operations were performed):

- 4. Number of operations performed in the past five calendar years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery;*
- 5. Number of reportable / recordable patient safety incidents in the past five calendar years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery*
 - a. Breakdown by incident category (if available);*

Trust response:

Please note: The Trust does not provide a neurosurgery and vascular surgery. We do not undertake major cardiothoracic. All questions relate to orthopaedic surgery only.

1, 2 and 3. Please see the attached spreadsheet.

4.

Years	Waiting List Elective	Emergency	Private Patient Routine	Private Patient Emergency	Total
2018	2697	2338	10	2	5047
2019	3022	2222	7	3	5254
2020	1567	1861	2	4	3434
2021	2327	2102	9	4	4442
2022	2595	2363	10	3	4971

5. Please note: it is not possible to tell if these incidents relate to surgical procedures only. This is all the reported incidents for Orthopaedics.

a.

ORTHOPAEDICS	2018	2019	2020	2021	2022	Total
Abusive/disruptive/self-harming/violent behaviour	10	9	13	21	22	75
Access/appointment/admission/transfer/discharge	52	68	23	59	73	275
Accident that may result in personal injury	128	133	101	135	162	659
Anaesthesia	1	1	0	0	0	2
Clinical assessment (investigations/images/laboratory tests)	9	11	5	11	10	46
Consent/confidentiality/communication	17	12	5	8	13	55
Diagnosis (failed or delayed)	0	1	0	2	1	4
Financial loss	0	0	1	1	1	3
Implementation of care/ongoing monitoring/review	56	91	100	151	154	552
Infrastructure/resources (staffing, facilities, environment)	13	30	13	38	38	132
Medical device/equipment	4	8	10	9	17	48
Medication	32	41	31	44	27	175
Patient information (records/documents/test results/scans)	13	113	9	11	28	174
Security	3	1	0	2	2	8
Treatment/procedure	50	39	140	707	61	997
Total	388	558	451	1199	609	3205