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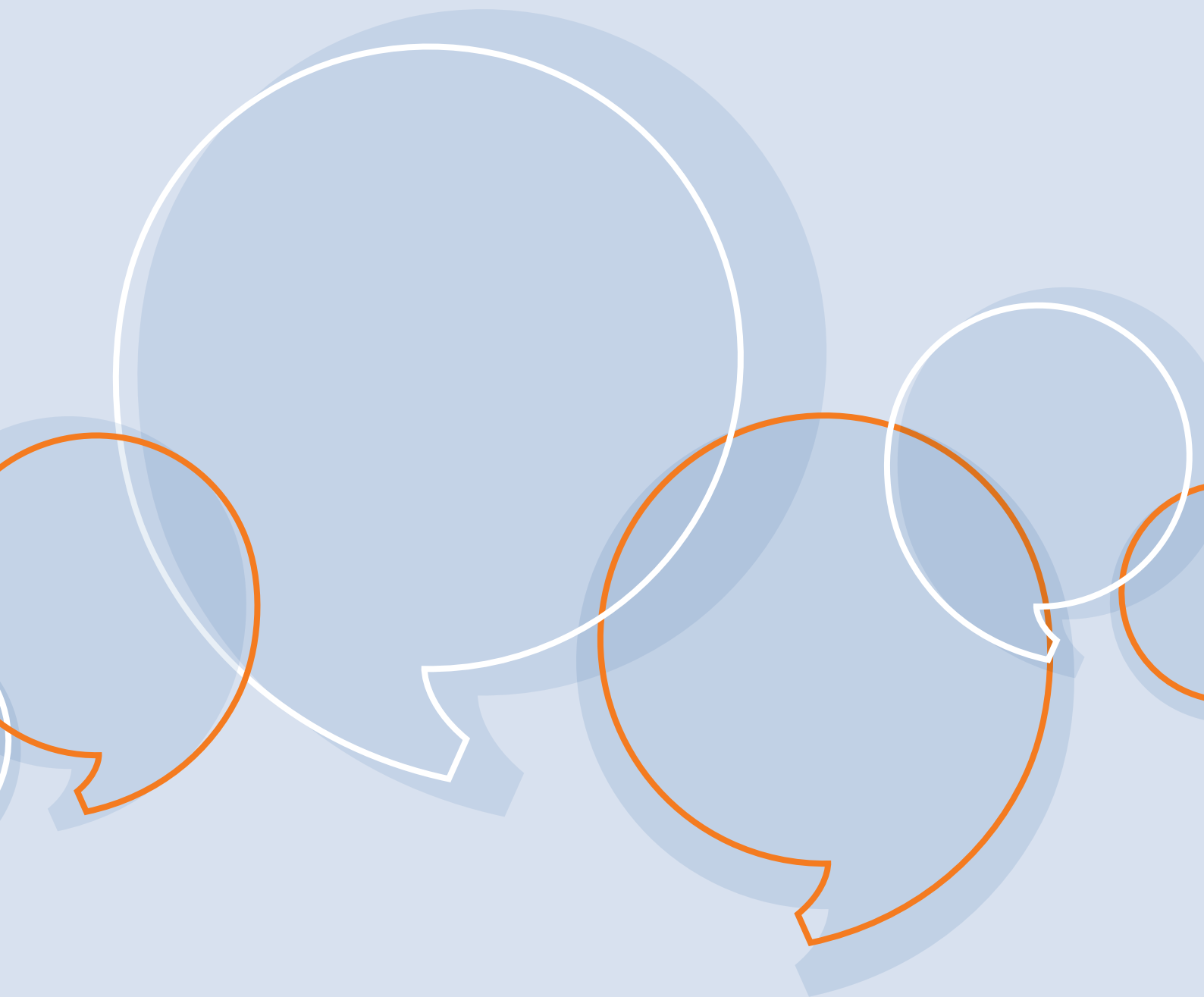
UNDER EMBARGO UNTIL 00.01  
TUESDAY 22 SEPTEMBER 2015



# Complaints about acute trusts 2014-15




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'We hope that trusts will use the data and insight drawn directly from our casework as an opportunity to learn about and improve the care they provide'

## Foreword

**This report details the information we have collected about complaints involving acute trusts in England in 2014-15. This is the second annual report we have published about acute trusts. The report provides details of the number of complaints we received for each trust, the outcomes of these complaints and the reasons which led people to complain. In 2014-15 we upheld 44% of our investigations into complaints about acute trusts.**

As part of our drive to provide transparency to people about the complaints that we handle, we want boards to see regular data about complaints so they can identify themes and recurring problems and take action. This is why I am pleased to be publishing the second in our series of regular publications outlining the insight we have drawn from our complaints data, broken down by trust.

We believe all complaints offer an insight into how trusts are performing. However, there are many factors that influence the number of complaints that different health organisations receive. This includes (but is not limited to) the size of the organisation, the specialisms it deals with, patients' demographics and ease of access to a complaints service. If complaints data is to be useful and encourage learning, it is important that this context is taken into account.

This is why we are asking chief executives and trust board members to use this data to examine how their organisation is performing relative to others, and to ask some searching questions.

The information contained within this report is not designed to rank trusts on the basis of their complaints information or assess the performance of individual trusts when it comes to handling complaints. There are lots of reasons why levels of complaints may vary from trust to trust, and these reasons are explored throughout this document.

However, our data does pose some interesting questions, and we hope it will enable trusts to better explore their approach to handling complaints. For instance, why are some trusts seven times more likely to have a clinical episode turn into an investigated complaint than others?

We hope that trusts will use the data and insight drawn directly from our casework as an opportunity to learn about and improve the care they provide, and in handling their complaints.

**Dame Julie Mellor, DBE**  
Health Service Ombudsman

September 2015

## Introduction

The *Complaints about acute trusts*<sup>1</sup> 2014-15 report provides a summary of the key statistics that we collect about the enquiries we receive and the investigations we undertake which involve acute trusts in England.

### Our statistics

In 2013 we changed the way we handle complaints. We now undertake ten times as many investigations about the NHS and acute trusts than we did previously.

Eight out of ten of our investigations are about the NHS in England; the rest are about UK government departments and other UK public organisations. Of those NHS complaints we investigate, just under half relate to acute trusts, while the remainder are spread across GPs, mental health trusts, clinical commissioning groups, independent providers, and other NHS organisations.

Our complete data tables for acute trusts in 2014- 15 are available to download on our website [www.ombudsman.org.uk](http://www.ombudsman.org.uk).

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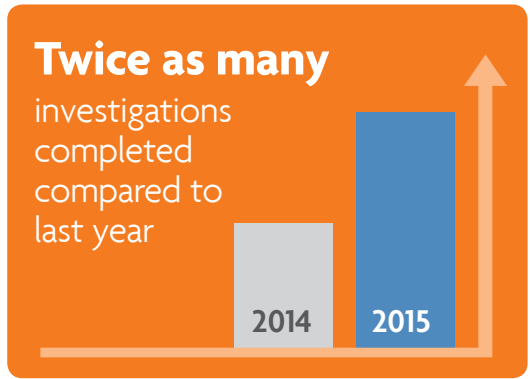
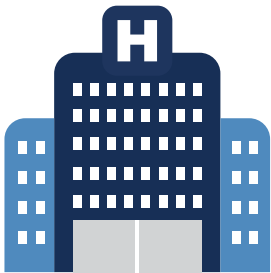
<sup>1</sup> Hospitals in England are managed by acute trusts. These ensure hospitals provide high-quality healthcare and decide how a hospital will develop. Some acute trusts are regional or national centres for more specialised care, while others are attached to universities and help to train health professionals. More information on acute trusts is available from NHS England: <http://www.nhs.uk/NHSEngland/thenhs/about/Pages/authoritiesandtrusts.aspx>

# Complaints about acute trusts in England

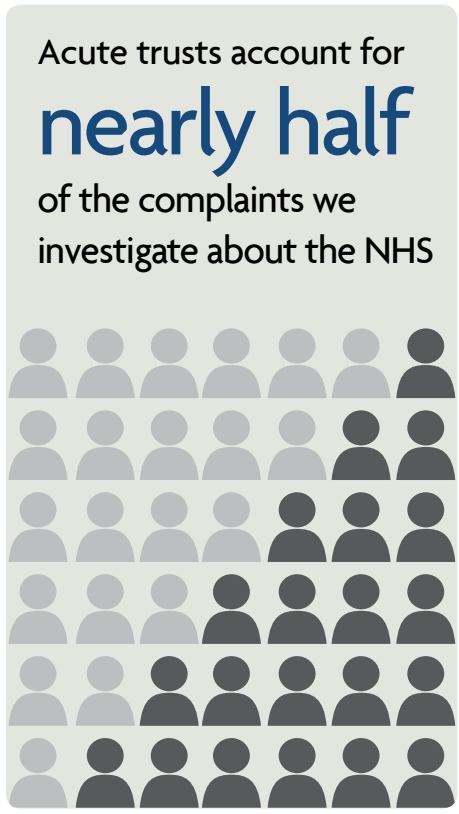
## What changed in 2014-15

**10 times** as many investigations into NHS and acute trusts as we did before

Some trusts are **seven times more likely** than others to have clinical episode result in an investigated complaint



675 more enquiries about acute trusts than last year.



In 2014-15 we received:

21,371 enquiries about NHS organisations

including 8,853 about acute trusts

1,835 enquiries about acute trusts which we referred for investigation

and we completed 1,652 investigations

## Reasons for complaints about acute trusts



## Overview of complaints about acute trusts

### Complaints received locally by trusts

Before coming to us with a complaint, people should give the organisation they are complaining about the opportunity to respond to the complaint and put things right. As a result, most complaints about NHS England organisations are resolved at the local level. People can come to us if they remain unhappy once the NHS organisation has tried to resolve their complaint.

At the local level, the number of complaints made about acute trusts has been rising steadily over the past few years. In 2013-14 there were a total of 75,424 written complaints relating to acute trusts, this compared to 67,289 in 2009-10<sup>2</sup>, although this increase must be considered within the context of increasing demand for NHS England services. It is also important to consider that increasing numbers of complaints do not necessarily indicate a decrease in the quality of services. Trusts that have implemented transparent and consistent approaches to responding to complaints may well see an increase in their complaints volumes.

### Attitudes to complaining

Despite this overall increase in the volumes of complaints received, our research demonstrates there are still a large number of individuals who do not complain when they experience poor service in a hospital.

According to a recent national survey we commissioned<sup>3</sup>, 43% of the adult population of England have used an NHS hospital in the past 12 months. Of these individuals who used a hospital, one in seven (14%) indicated that there were occasions when they were unhappy with the service they had received.


However, only half (51%) of these individuals went on to complain. There are several reasons that people do not go on to complain, and this research also explores the barriers to complaining. For example, around half the general public (47%) lack confidence to know where to go to complain about hospitals. The main barriers that prevent people from complaining include a feeling that 'it doesn't make a difference' and that complaining would be 'more hassle than it was worth'.

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<sup>2</sup> Complaints totals are the sum of complaints about inpatient and outpatient acute services and A&E services. Data taken from the Health and Social Care Information Centre (HSCIC) report 'Data on Written Complaints in the NHS 2013-14' available at: <http://www.hscic.gov.uk/catalogue/PUB14705/data-writ-comp-nhs-2013-2014-rep.pdf>

<sup>3</sup> Full details of this report are available on our website: [http://www.ombudsman.org.uk/improving-public-service/research/what-people-think-of-complaining/\\_nocache](http://www.ombudsman.org.uk/improving-public-service/research/what-people-think-of-complaining/_nocache)





‘People can come to us if they remain unhappy once the NHS organisation has tried to resolve their complaint’

## Complaints escalated to the Ombudsman

Given the increase in local complaints about acute trusts at the local level, it is unsurprising to see that the number of complaints brought to us has also increased. In 2014-15, we received 21,371 initial enquiries or complaints about separate NHS organisations<sup>4</sup>, of which 8,853 related to acute trusts. This compares with the 18,870 initial enquiries, of which 8,178 related to acute trusts, which we received in 2013-14. This is an increase of 8%, though this is in a period of increasing hospital activity. Taking into account the increase in complaints we would expect to see simply as a result of increased use of hospital services, individual acute trusts saw an average increase in enquiries of 2% from 2013-14 to 2014-15.

Those enquiries about the NHS which we do not take forward for investigation, are usually because a complaint has been made to us before the organisation involved has a chance to respond to the complaint itself, or because an individual has not yet made the complaint in writing. In these instances we provide advice and guidance to people on the best way to move forward with their enquiry. We accepted 1,835 complaints regarding acute trusts for investigation in 2014-15, compared with 1,637 in 2013-14.

## Investigations undertaken by the Ombudsman

Following changes in 2013 to the way we investigate complaints, we now undertake a greater number of investigations than we did in the past. We now investigate a complaint if we think there may be a case to answer, whereas in the past we would only investigate if we were fairly certain that there was.

As a result, we now investigate more complaints about the NHS and acute trusts.<sup>5</sup> In 2014-15, we completed 1,652 investigations, as compared with 852 investigations we completed in 2013-14. We upheld<sup>6</sup> a total of 726 complaints about acute trusts in 2014-15; this was an increase of 335 over the 391 complaints we upheld in 2013-14. This represents an average uphold rate across individual acute trusts of 42.4% in 2014-15, which is similar to the uphold rate in 2013-14 of 44.4%.

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<sup>4</sup> We received a total of 19,535 individual enquiries relating to at least one health organisation. However, the focus of this report is on complaints about separate health organisations, and acute trusts in particular. For the purposes of reporting this information, some individual complaints have been reported more than once if the complaint relates to multiple health organisations.

<sup>5</sup> As investigations can be completed some months from receiving an initial enquiry, there is a lag between the increase in investigations accepted, and the associated increase in investigations completed. The increase seen in investigations completed in 2014-15 is at least partly a result of these changes to our process introduced in 2013.

<sup>6</sup> Including complaints partly upheld. We uphold a complaint when we find an unresolved injustice. This involves looking at the facts of a complaint, and the response by the trust to decide if there is a discrepancy between what happened, and what should have happened, is so severe that it amounts to maladministration or service failure.

## Reasons for complaints

Every time we complete an investigation, we record information about the issues which have led to each complaint.

We divide this information into two categories:

1. The information from our investigations gives insight into the broader elements of service that have led people to complain in the first instance.

For instance, people may be complaining about their clinical treatment, their experience as a patient, or another aspect of the service they received.

2. In order for us to investigate a complaint, the complainant must have made an attempt to resolve the complaint locally - at the trust level. Therefore, the information from our investigations gives insight into why complainants are dissatisfied with the local resolution offered by trusts.

For instance, people may be unhappy with the apology they are offered, or disagree that the trust has made changes to prevent their experience from affecting other patients.

Therefore, the information we present in this section looks at two distinct aspects of patient experience. This information relates to completed investigations rather than to the enquiries we received, as this detailed level of information is only gathered as part of the investigation.

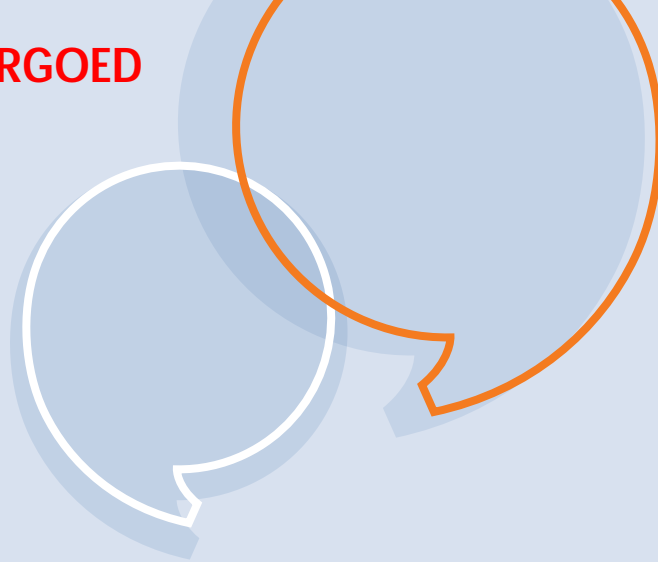
### Issues with the complaints service

In this section we consider those issues which are most likely to have led to dissatisfaction with trusts' local complaint handling. Though each complaint can have several factors recorded as a reason for dissatisfaction with the local complaints process, the following reasons are those most frequently recorded:

- In 2014-15, 11% of all investigated complaints about acute trusts involved complaints where the complainant felt the trust did not adequately acknowledge their issue. This is a decline of over two thirds compared with 2013-14, when this reason was a factor in 36% of complaints.
- However, other reasons for escalating a complaint to us in 2014-15 have not significantly changed since 2013-14. Receiving an inadequate apology is the most commonly cited reason for dissatisfaction with an acute trust's complaints process. In 2014-15 this was a factor in a third (34%) of all complaints investigated by us, similar to 2013-14.
- The second most commonly cited reason is that complainants feel the response they received in reply to their original complaint to the trust contained factual errors; was not evidence-based; or was incomplete. In 2014-15, this reason was a factor in 24% of investigated complaints, again similar to 2013-14.

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<sup>7</sup> Inadequate apology or remedy, including personal or financial remedy.



## Case Study: Significant failings in care of cancer patient

### What happened

Mrs Y was admitted to University College London NHS Foundation Trust (UCLH Trust) in autumn 2009 for treatment following a diagnosis of advanced ovarian cancer. Staff discharged her but she was admitted to Barnet and Chase Farm Hospitals NHS Trust (Barnet Trust) later that same day after she fell at home. Mrs Y remained at Barnet Trust awaiting transfer back to UCLH Trust for further cancer treatment.

During this time she had problems with her bowel function and neutropaenia (a low level of infection fighting white blood cells). However, the transfer to UCLH Trust did not take place, and Mrs Y died at Barnet Trust the next month.

### What we found

There were several significant failings in Mrs Y's care by both Trusts. Both Trusts had acknowledged this and put in place actions to prevent similar failings happening again. However, both Trusts failed to offer Mrs Y's family a personal remedy for the injustice they were caused by the failings in her care. This failure to offer a personal remedy was an error and was a further injustice to Mrs Y's family.

### Putting it right

The Royal Free London NHS Foundation Trust (previously Barnet Trust) and UCLH Trust wrote to Mr Y to acknowledge, and apologise for the error identified and the impact that it had.

The Royal Free London NHS Foundation Trust and UCLH Trust paid compensation to Mrs Y's family of £2,500 by way of personal remedy for the injustice of distress caused to them by their failings in her care. Additionally, the Royal Free London NHS Foundation Trust and UCLH Trust paid a further sum of £500 to Mrs Y's family for the further injustice of distress caused by not providing them with a personal remedy. We asked the two Trusts to provide half the money each.

## Issues with hospitals

In this section we consider the issues that have led people to complain about their local acute hospital in the first instance. Many complaints refer to several different aspects of the service received.

The following reasons are the most cited among those complaints about acute trusts we investigated in 2014-15:

- 1 Non-medical aspects of patient care factor in just under half of those complaints made about acute trusts, this includes issues that do not involve medical treatment, such as communication issues and staff attitudes.
- 2 Poor communication is cited as a reason in 35% of the complaints we investigated, though this is lower than the proportion in 2013-14, when it was present as a factor in 42% of complaints we investigated. Of those complaints involving communication, 71% refer to issues in communication between the hospital and the patient or their family, and the remaining complaints refer to communication issues between staff within the same hospital or between different hospitals.
- 3 The attitude of staff is linked to complaints about communication. This was a factor in 21% of all complaints in 2014-15, similar to 2013-14.
- 4 Failure to diagnose was cited in 31% of complaints; a slight decrease on 2013-14 when the proportion was 35%.
- 5 Complaints about clinical care and treatment factor in 38% of all complaints we investigated in 2014-15. This is similar to 2013-14.

## Case Study: Poor communication made patient think something had gone wrong

### What happened

Mr L had heart surgery and developed an infection. The Trust did all the right things to treat the infection, but did not tell Mr L that such cases can take years to clear without affecting a patient's general health.

Mr L complained to the Trust, but its responses did not explain what had happened, and why the treatment was correct. When Mr L went to a meeting to discuss his complaint, the consultant walked out. The written response following this meeting was badly written, and again the issues were poorly explained.

### What we found


Mr L's care and treatment were good and even went beyond what was normally offered. However, the Trust did not explain everything well, and this left Mr L concerned about his health. The Trust did not draw up a proper plan for dealing with Mr L's complaint and its responses were hard to understand. The Trust gave some information that did not make sense or fully answer Mr L's questions.

### Putting it right

The consultant who had walked out of the meeting had already apologised to Mr L, so we did not recommend any further action on this point.

The Trust apologised to Mr L for its poor complaint handling and agreed to draw up plans to improve its communication and complaint handling.





'The key purpose of this report is to allow acute trusts to consider what their data says about their complaints system.'

## Numbers of complaints for each trust

All complaints provide insight into how individual trusts are performing. However, any complaint that we uphold gives the trust in question an opportunity to learn from its mistakes. Over the course of the past year we have upheld 44% of all those investigations into complaints about acute trusts that we have undertaken. This involves putting things right for the complainant, and taking steps to prevent similar issues from happening again.

In this report we give some context to the complaint information we hold on acute trusts. For each acute trust we have compared the number of complaints we have accepted for investigation with the number of clinical episodes it has recorded.

### Clinical episode data

Hospital activity data details the number of clinical episodes recorded by each trust in a year, and is collected by NHS England. Clinical episode data relate to admissions and outpatient attendances, and gives a broad indication of the relative size of each acute trust. The data therefore allows complaints information to be viewed within the context of the overall level of activity at each trust.

A clinical episode was slightly more likely in 2014-15 than in 2013-14 to lead to a complaint being investigated. On average, we investigated 6.2 complaints for every 100,000 clinical episodes in each acute trust during 2014-15. This compares with 5.9 complaints investigated per 100,000 clinical episodes in 2013-14.<sup>8</sup>

It is important to note that the proportion of these investigated complaints varies significantly across different acute trusts. For example, the ten percent of trusts with the highest proportion of investigated complaints experience 12.6 investigations per 100,000 episodes.

In contrast, the ten percent of trusts with the lowest proportion of investigated complaints experience only 1.7 investigations per 100,000 episodes. Therefore, after taking into consideration the size of the trust, some trusts are seven times more likely than others to have a clinical episode result in an investigated complaint.

Looking at these complaints levels in isolation is not an effective measure of hospital performance, due to the nature of the differing work undertaken by hospitals. Moreover, some NHS organisations have better information for patients about making a complaint and encourage learning from complaints.

The key purpose of this report is to allow acute trusts to consider what their data says about their complaints system.

<sup>8</sup> For the purposes of analysis, data exclude University Hospitals of North Midlands NHS Trust, University Hospital of North Staffordshire NHS Trust, and Mid Staffordshire NHS Foundation Trust across both this year and last, as these organisations experienced structural change during this period. Also excluded in comparisons across years and within year calculations are Heart of England NHS Foundation Trust and The Whittington Hospital NHS Trust, as these organisations failed to provide complete data returns to HSCIC. See Annex A.

## Annex A: Data considerations and caveats

### Using this information

It is important to recognise that our data should not necessarily be seen as a measure of quality or performance. The purpose of this report is to provide statistical insight into the complaints that we receive, and to encourage discussions about why some organisations appear to have a significantly higher (or lower) level of complaints that translate into investigations.

We hope that the information in this report will be of use to individuals working at each acute trust. They can then assess the efficiency of their own complaint handling processes, and feed into a wider discussion across the sector about what is working well within the health complaints process, and what can be improved.

When interpreting the information contained within this report, it is important to consider the following caveats.

### A number of complaints involve multiple trusts

A number of complaints we received related to more than one acute trust. In these cases, we have counted the complaint more than once. For instance, if a single enquiry from an individual, or an investigation we have undertaken, relates to three separate trusts, we would have counted this information three times. This differs from how we have reported on complaints in other reports, including our annual report, where information is reported on an individual complainant basis.

This should be considered when comparing the findings of this report to our annual report.

### Hospital activity data

Hospital activity data details the number of clinical episodes recorded by each trust in a year. This measure provides a broad indicator of the size of each trust. NHS England collects clinical episode data, which trusts submit to commissioners monthly and quarterly. A clinical episode relates to any elective, general, and acute admissions (inpatient), and all first outpatient attendances in general and acute specialties. It also includes GP-referred outpatient attendances in specialties other than general and acute.<sup>9</sup> Different kinds of activity are affected differently by the different numbers of working days in the years 2014-15 and 2013-14 as certain activity types only take place during the working week. However, any changes due to this effect will be very small.

By looking at complaints in this manner, we are able to compare complaints volumes across trusts of differing size.

However, this information is not an all-encompassing measure of trust activity. For instance, it does not take into account the length of time an individual is required to stay in hospital, or the type of specialisms a trust provides. For instance, a hospital with a cancer specialism will probably demonstrate a lower number of clinical episodes compared with a more generic hospital type, because cancer patients often require inpatient treatment over a longer period of time.

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<sup>9</sup> Full details of the activity data used in this analysis, and information about what constitutes a clinical episode, can be found at: [www.england.nhs.uk/statistics/statistical-work-areas/hospital-activity/](http://www.england.nhs.uk/statistics/statistical-work-areas/hospital-activity/).

Therefore trusts with a higher number of cancer patients may appear to have a higher investigation rate, simply because the activity measure does not accurately reflect all the activity taking place within the trusts. Also, certain specialties are excluded from the inpatient data (such as obstetrics and various mental wellbeing).

However, it is a good approximate measure of acute trust activity, and overall there is a strong relationship between the number of clinical episodes recorded by each trust and the number of enquiries received by us. The use of clinical episodes information is most effective when comparing similar hospital types.

Both Whittington Hospital NHS Trust and Heart of England NHS Foundation Trust have been excluded from any hospital activity analysis due to missing data submissions from these organisations to the Health and Social Care Information Centre (HSCIC).

In preparation for its dissolution in November 2017, in November 2014 Mid Staffordshire NHS Foundation Trust had its services transferred to University Hospital of North Staffordshire NHS Trust and The Royal Wolverhampton NHS Trust. University Hospital of North Staffordshire NHS Trust was then renamed University Hospitals of North Midlands NHS Trust. There is therefore a structural break in this year for these organisations, which are not directly relatable to their predecessor organisations, nor comparable to other trusts. The figures for these trusts have thus been reported separately but should be treated with caution.

## **There is a time lag across different information sources**

Care should be taken when making direct comparisons between our statistics and the NHS clinical episode information, as there is a time lag between when clinical activity takes place and when any complaints regarding it are received (and resolved) by us. Moreover, trusts are not static organisations; from one year to the next, trusts merge or change size, and new trusts are created while others cease to exist.

Nevertheless, there is reasonable year-on-year stability for activity data across most organisations. This means comparisons can be used to generate the questions that we envisage boards and the governing bodies of organisations would like to explore in greater detail.

## **Variability in uphold rates between organisations is high - caution must be used when comparing trusts**

In 2014-15 we upheld 44% of complaints that we investigated about acute trusts. The average uphold rate across individual acute trusts was 42.4%.

For most acute trusts, we only investigate a small number of complaints over the course of a year. This means that the uphold rate across specific organisations and across time can vary significantly. For this reason, it is not appropriate to compare upheld rates in isolation across organisations.





### **Some isolated complaint outcomes may be subject to change**

A small minority of our decisions can be subject to a review, and this can lead to changes in the number of investigations we uphold. However, any changes would affect only a small minority of cases. Roughly 5% of investigations into acute trusts had their decision challenged through review in 2014-15, and less than 1% had their decision changed.

### **Reasons for complaints**

There can be many reasons for a complaint, both for the service experienced and why the individual brought the complaint to us. All of these reasons are factors in the individual making a complaint to us. It is therefore not appropriate to consider any single issue alone. There are also slight changes in our data collection methodology from year to year regarding categorising the reasons for complaints we receive. Readers should be cautious in comparing these data to previous years' reports.

## Annex B: Table of acute trusts 2014-15

Figures shown in brackets is data from 2013-14

Trusts	Enquiries we received
Aintree University Hospital NHS Foundation Trust	57 (67)
Airedale NHS Foundation Trust	12 (11)
Alder Hey Children's NHS Foundation Trust	18 (21)
Ashford and St Peter's Hospitals NHS Foundation Trust	38 (37)
Barking, Havering and Redbridge University Hospitals NHS Trust	111 (119)
Barnsley Hospital NHS Foundation Trust	23 (19)
Barts Health NHS Trust	286 (289)
Basildon and Thurrock University Hospitals NHS Foundation Trust	103 (65)
Bedford Hospital NHS Trust	54 (40)
Birmingham Children's Hospital NHS Foundation Trust	11 (20)
Birmingham Women's NHS Foundation Trust	14 (23)
Blackpool Teaching Hospitals NHS Foundation Trust	73 (56)
Bolton NHS Foundation Trust	47 (31)
Bradford Teaching Hospitals NHS Foundation Trust	58 (41)
Brighton and Sussex University Hospitals NHS Trust	76 (81)
Buckinghamshire Healthcare NHS Trust	52 (52)
Burton Hospitals NHS Foundation Trust	28 (25)
Calderdale and Huddersfield NHS Foundation Trust	70 (63)
Cambridge University Hospitals NHS Foundation Trust	73 (68)
Central Manchester University Hospitals NHS Foundation Trust	129 (120)
Chelsea and Westminster Hospital NHS Foundation Trust	52 (40)
Chesterfield Royal Hospital NHS Foundation Trust	35 (32)
City Hospitals Sunderland NHS Foundation Trust	65 (50)

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Enquiries we accepted for investigation	Investigations we fully or partly upheld	Investigations we didn't uphold	Enquiries per 10,000 clinical episodes	Enquiries accepted per 100,000 clinical episodes	Clinical episodes
14 (10)	3 (1)	10 (3)	3.24 (4.21)	7.95 (6.29)	176,129 (159,052)
6 (3)	1 (0)	2 (1)	1.28 (1.18)	6.42 (3.22)	93,425 (93,244)
2 (2)	1 (0)	2 (0)	2.17 (2.78)	2.41 (2.64)	82,835 (75,629)
13 (5)	2 (1)	7 (1)	2.00 (2.03)	6.83 (2.74)	190,216 (182,615)
19 (25)	18 (7)	6 (6)	3.68 (4.62)	6.31 (9.70)	301,287 (257,688)
5 (3)	3 (2)	4 (0)	2.04 (1.66)	4.42 (2.62)	113,006 (114,526)
31 (43)	23 (12)	14 (7)	5.51 (4.99)	5.97 (7.42)	519,205 (579,271)
27 (11)	9 (1)	11 (3)	5.65 (3.96)	14.81 (6.70)	182,255 (164,110)
13 (9)	4 (4)	3 (1)	5.19 (4.00)	12.50 (9.01)	103,973 (99,926)
0 (2)	0 (2)	0 (2)	1.41 (2.64)	0.00 (2.64)	77,900 (75,868)
4 (2)	0 (0)	4 (0)	2.43 (4.21)	6.94 (3.66)	57,676 (54,596)
17 (19)	7 (7)	5 (5)	3.53 (2.68)	8.21 (9.10)	207,047 (208,704)
5 (3)	0 (0)	3 (1)	2.87 (1.90)	3.05 (1.84)	163,792 (163,447)
11 (8)	3 (5)	5 (2)	2.92 (2.02)	5.53 (3.95)	198,803 (202,663)
14 (20)	6 (3)	14 (5)	3.49 (3.64)	6.44 (9.00)	217,533 (222,276)
10 (9)	5 (4)	7 (2)	2.33 (2.61)	4.47 (4.51)	223,632 (199,365)
8 (9)	2 (3)	11 (1)	2.06 (1.88)	5.89 (6.79)	135,759 (132,645)
18 (7)	4 (2)	9 (1)	3.16 (2.86)	8.12 (3.17)	221,632 (220,513)
15 (19)	10 (2)	10 (7)	2.64 (2.65)	5.43 (7.40)	276,260 (256,771)
24 (17)	5 (2)	8 (7)	3.24 (3.13)	6.04 (4.44)	397,540 (382,999)
10 (9)	4 (2)	6 (1)	3.65 (2.99)	7.01 (6.72)	142,597 (133,910)
10 (9)	3 (2)	6 (3)	2.53 (2.27)	7.23 (6.40)	138,256 (140,706)
14 (10)	2 (0)	8 (6)	2.50 (2.02)	5.38 (4.04)	260,013 (247,820)

Trusts	Enquiries we received
Colchester Hospital University NHS Foundation Trust	92 (66)
Countess of Chester Hospital NHS Foundation Trust	32 (18)
County Durham and Darlington NHS Foundation Trust	69 (80)
Croydon Health Services NHS Trust	84 (62)
Dartford and Gravesham NHS Trust	39 (21)
Derby Hospitals NHS Foundation Trust	58 (48)
Doncaster and Bassetlaw Hospitals NHS Foundation Trust	47 (31)
Dorset County Hospital NHS Foundation Trust	32 (21)
East and North Hertfordshire NHS Trust	101 (84)
East Cheshire NHS Trust	27 (31)
East Kent Hospitals University NHS Foundation Trust	163 (102)
East Lancashire Hospitals NHS Trust	65 (81)
East Sussex Healthcare NHS Trust	54 (57)
Epsom and St Helier University Hospitals NHS Trust	54 (34)
Frimley Health NHS Foundation Trust	107 (106)
Gateshead Health NHS Foundation Trust	26 (13)
George Eliot Hospital NHS Trust	39 (28)
Gloucestershire Hospitals NHS Foundation Trust	91 (84)
Great Ormond Street Hospital for Children NHS Foundation Trust	19 (23)
Great Western Hospitals NHS Foundation Trust	52 (50)
Guy's and St Thomas' NHS Foundation Trust	101 (93)
Hampshire Hospitals NHS Foundation Trust	26 (45)
Harrogate and District NHS Foundation Trust	29 (36)
Heart of England NHS Foundation Trust <sup>10</sup>	114 (113)
Hinchingbrooke Health Care NHS Trust	14 (17)
Homerton University Hospital NHS Foundation Trust	48 (49)
Hull and East Yorkshire Hospitals NHS Trust	50 (51)
Imperial College Healthcare NHS Trust	150 (106)
Ipswich Hospital NHS Trust	42 (34)

<sup>10</sup> For the purposes of analysis, data exclude University Hospitals of North Midlands NHS Trust, University Hospital of North Staffordshire NHS Trust, and Mid Staffordshire NHS Foundation Trust across both this year and last, as these organisations experienced structural change during this period. Also excluded in comparisons across years and within year calculations are Heart of England NHS Foundation Trust and The Whittington Hospital NHS Trust, as these organisations failed to provide complete data returns to HSCIC. See Annex A.

# EMBARGOED

Enquiries we accepted for investigation	Investigations we fully or partly upheld	Investigations we didn't uphold	Enquiries per 10,000 clinical episodes	Enquiries accepted per 100,000 clinical episodes	Clinical episodes
22 (18)	9 (5)	9 (3)	5.13 (3.65)	12.27 (9.96)	179,256 (180,813)
4 (4)	3 (0)	1 (1)	2.00 (1.20)	2.50 (2.66)	159,737 (150,251)
21 (19)	11 (6)	10 (3)	2.38 (2.88)	7.25 (6.85)	289,602 (277,469)
18 (5)	6 (2)	4 (1)	6.59 (4.62)	14.13 (3.73)	127,406 (134,184)
5 (3)	0 (4)	1 (1)	2.87 (1.69)	3.68 (2.41)	135,768 (124,276)
11 (10)	3 (2)	9 (3)	2.28 (1.94)	4.32 (4.03)	254,747 (247,954)
6 (5)	2 (5)	2 (2)	1.80 (1.24)	2.30 (2.01)	261,169 (249,360)
8 (3)	3 (0)	1 (1)	3.50 (2.43)	8.76 (3.48)	91,345 (86,283)
11 (18)	3 (8)	10 (7)	4.97 (4.63)	5.41 (9.91)	203,172 (181,593)
3 (6)	2 (3)	1 (1)	3.15 (3.75)	3.50 (7.25)	85,826 (82,719)
33 (25)	15 (6)	16 (7)	4.34 (2.69)	8.79 (6.60)	375,550 (378,869)
20 (15)	7 (3)	9 (5)	2.66 (3.30)	8.18 (6.12)	244,557 (245,185)
16 (17)	13 (2)	7 (3)	2.69 (2.96)	7.96 (8.83)	200,902 (192,541)
7 (5)	1 (4)	2 (1)	2.79 (1.86)	3.62 (2.73)	193,345 (182,972)
17 (20)	7 (3)	11 (7)	4.22 (3.42)	6.71 (6.44)	253,512 (310,327)
7 (5)	2 (3)	2 (3)	2.51 (1.28)	6.75 (4.91)	103,738 (101,908)
4 (7)	4 (2)	1 (2)	4.77 (3.42)	4.89 (8.56)	81,761 (81,778)
27 (24)	10 (5)	21 (5)	3.20 (3.01)	9.48 (8.60)	284,686 (279,163)
3 (6)	2 (2)	1 (1)	2.39 (3.30)	3.78 (8.61)	79,421 (69,688)
15 (13)	7 (4)	5 (3)	3.32 (3.06)	9.59 (7.97)	156,448 (163,211)
16 (17)	9 (4)	6 (8)	2.72 (2.74)	4.31 (5.01)	371,102 (339,436)
5 (8)	4 (1)	5 (0)	1.21 (2.15)	2.32 (3.82)	215,319 (209,676)
9 (8)	1 (2)	5 (3)	2.75 (3.67)	8.54 (8.15)	105,399 (98,122)
35 (15)	12 (4)	16 (2)	- (2.79)	- (3.71)	-
1 (4)	0 (0)	2 (2)	1.82 (2.33)	1.30 (5.48)	76,838 (72,957)
7 (8)	2 (0)	3 (6)	3.76 (4.99)	5.49 (8.15)	127,556 (98,131)
12 (7)	3 (2)	5 (5)	1.61 (1.72)	3.87 (2.36)	310,272 (297,217)
26 (16)	14 (2)	8 (2)	3.95 (2.79)	6.84 (4.20)	380,183 (380,584)
12 (9)	4 (1)	4 (2)	2.01 (1.76)	5.74 (4.67)	208,999 (192,788)

Trusts	Enquiries we received
Isle of Wight NHS Trust <sup>11</sup>	38 (44)
James Paget University Hospitals NHS Foundation Trust	18 (30)
Kettering General Hospital NHS Foundation Trust	54 (45)
King's College Hospital NHS Foundation Trust	183 (172)
Kingston Hospital NHS Foundation Trust	29 (30)
Lancashire Teaching Hospitals NHS Foundation Trust	94 (90)
Leeds Teaching Hospitals NHS Trust	129 (118)
Lewisham and Greenwich NHS Trust	105 (67)
Liverpool Heart and Chest Hospital NHS Foundation Trust	4 (11)
Liverpool Women's NHS Foundation Trust	16 (11)
London North West Healthcare NHS Trust <sup>12</sup>	118 (116)
Luton and Dunstable University Hospital NHS Foundation Trust	48 (54)
Maidstone and Tunbridge Wells NHS Trust	51 (47)
Medway NHS Foundation Trust	94 (87)
Mid Cheshire Hospitals NHS Foundation Trust	19 (27)
Mid Essex Hospital Services NHS Trust	48 (82)
Mid Staffordshire NHS Foundation Trust <sup>13</sup>	22 (25)
Mid Yorkshire Hospitals NHS Trust	73 (67)
Milton Keynes Hospital NHS Foundation Trust	67 (38)
Moorfields Eye Hospital NHS Foundation Trust	31 (26)
Norfolk and Norwich University Hospitals NHS Foundation Trust	34 (55)
North Bristol NHS Trust	104 (92)
North Cumbria University Hospitals NHS Trust	39 (43)
North Middlesex University Hospital NHS Trust	68 (56)
North Tees and Hartlepool NHS Foundation Trust	43 (34)
Northampton General Hospital NHS Trust	44 (53)
Northern Devon Healthcare NHS Trust	31 (19)
Northern Lincolnshire and Goole NHS Foundation Trust	67 (62)

<sup>11</sup> Isle of Wight NHS Trust is an integrated provider, supplying acute, community, mental health, and ambulance health care. Caution should be exercised when comparing results from the Isle of Wight with other Acute Trusts.

<sup>12</sup> London North West Healthcare NHS Trust is an integrated provider established in October 2014 as a merger of London North West Hospitals NHS Trust and Ealing Hospital NHS Trust.

<sup>13</sup> Mid Staffordshire NHS Foundation Trust had its services transferred in November 2014 in preparation for its dissolution in November 2017.

# EMBARGOED

Enquiries we accepted for investigation	Investigations we fully or partly upheld	Investigations we didn't uphold	Enquiries per 10,000 clinical episodes	Enquiries accepted per 100,000 clinical episodes	Clinical episodes
10 (12)	6 (3)	4 (5)	5.53 (7.39)	14.55 (20.17)	68,706 (59,507)
5 (9)	3 (2)	3 (2)	1.51 (2.42)	4.20 (7.27)	119,133 (123,824)
6 (10)	2 (6)	1 (5)	4.02 (3.54)	4.46 (7.86)	134,472 (127,236)
24 (20)	11 (4)	6 (9)	3.85 (4.80)	5.04 (6.47)	475,876 (370,820)
9 (4)	0 (0)	4 (2)	2.08 (2.29)	6.47 (3.05)	139,106 (131,117)
21 (25)	7 (6)	15 (9)	3.64 (3.58)	8.13 (9.94)	258,210 (251,590)
22 (15)	6 (3)	10 (4)	3.22 (3.10)	5.48 (3.94)	401,206 (380,315)
23 (15)	5 (6)	9 (2)	4.36 (3.71)	9.56 (6.48)	240,627 (169,821)
3 (4)	1 (0)	2 (1)	1.66 (4.75)	12.43 (17.29)	24,135 (23,141)
3 (1)	1 (0)	0 (1)	3.13 (2.22)	5.88 (2.02)	51,049 (49,463)
25 (11)	2 (5)	16 (2)	8.02 (4.21)	17.00 (3.99)	147,091 (275,540)
12 (7)	5 (3)	6 (0)	2.56 (2.77)	6.39 (3.60)	187,834 (194,649)
15 (16)	6 (9)	5 (5)	2.10 (2.05)	6.19 (7.00)	242,479 (228,726)
17 (13)	9 (0)	9 (2)	5.65 (5.18)	10.22 (7.75)	166,418 (167,850)
8 (3)	0 (2)	5 (2)	1.30 (1.87)	5.46 (2.08)	146,427 (144,206)
9 (12)	10 (4)	1 (2)	2.66 (4.72)	4.98 (6.91)	180,638 (173,684)
7 (7)	4 (3)	3 (3)	3.59 (2.31)	11.43 (6.47)	61,225 (108,207)
12 (15)	9 (1)	5 (5)	2.38 (2.33)	3.91 (5.22)	306,516 (287,267)
12 (6)	1 (2)	5 (2)	5.46 (3.05)	9.77 (4.82)	122,808 (124,482)
2 (4)	1 (1)	1 (3)	2.52 (2.22)	1.62 (3.42)	123,227 (117,044)
8 (13)	4 (4)	6 (4)	1.01 (1.70)	2.39 (4.02)	335,223 (323,685)
18 (15)	10 (2)	8 (6)	5.29 (4.49)	9.15 (7.32)	196,630 (205,052)
5 (9)	5 (2)	6 (2)	2.33 (2.81)	2.99 (5.89)	167,077 (152,919)
13 (9)	4 (3)	7 (1)	4.65 (4.73)	8.89 (7.59)	146,173 (118,518)
13 (15)	5 (2)	5 (7)	3.30 (2.65)	9.97 (11.68)	130,403 (128,479)
7 (20)	3 (4)	9 (8)	2.66 (3.52)	4.23 (13.30)	165,528 (150,413)
6 (7)	1 (1)	2 (3)	3.35 (2.10)	6.49 (7.75)	92,402 (90,347)
23 (4)	7 (2)	8 (0)	3.20 (2.97)	10.99 (1.91)	209,372 (209,025)

Trusts	Enquiries we received
Northumbria Healthcare NHS Foundation Trust	49 (57)
Nottingham University Hospitals NHS Trust	80 (73)
Oxford University Hospitals NHS Trust	78 (67)
Papworth Hospital NHS Foundation Trust	5 (9)
Pennine Acute Hospitals NHS Trust	84 (112)
Peterborough and Stamford Hospitals NHS Foundation Trust	44 (39)
Plymouth Hospitals NHS Trust	93 (64)
Poole Hospital NHS Foundation Trust	34 (15)
Portsmouth Hospitals NHS Trust	77 (47)
Queen Victoria Hospital NHS Foundation Trust	8 (3)
Royal Berkshire NHS Foundation Trust	30 (31)
Royal Brompton & Harefield NHS Foundation Trust	21 (14)
Royal Cornwall Hospitals NHS Trust	70 (47)
Royal Devon and Exeter NHS Foundation Trust	55 (69)
Royal Free London NHS Foundation Trust	181 (163)
Royal Liverpool and Broadgreen University Hospitals NHS Trust	63 (72)
Royal National Hospital for Rheumatic Diseases NHS Foundation Trust	2 (2)
Royal National Orthopaedic Hospital NHS Trust	9 (11)
Royal Surrey County Hospital NHS Foundation Trust	26 (27)
Royal United Hospitals Bath NHS Foundation Trust	34 (51)
Salford Royal NHS Foundation Trust	42 (26)
Salisbury NHS Foundation Trust	23 (29)
Sandwell and West Birmingham Hospitals NHS Trust	67 (90)
Sheffield Children's NHS Foundation Trust	17 (8)
Sheffield Teaching Hospitals NHS Foundation Trust	135 (101)
Sherwood Forest Hospitals NHS Foundation Trust	51 (75)
Shrewsbury and Telford Hospital NHS Trust	43 (47)
South Devon Healthcare NHS Foundation Trust	30 (32)
South Tees Hospitals NHS Foundation Trust	43 (47)
South Tyneside NHS Foundation Trust	17 (21)
South Warwickshire NHS Foundation Trust	31 (15)
Southend University Hospital NHS Foundation Trust	54 (43)
Southport and Ormskirk Hospital NHS Trust	41 (48)



# EMBARGOED

Enquiries we accepted for investigation	Investigations we fully or partly upheld	Investigations we didn't uphold	Enquiries per 10,000 clinical episodes	Enquiries accepted per 100,000 clinical episodes	Clinical episodes
15 (14)	2 (5)	11 (3)	2.27 (2.81)	6.96 (6.90)	215,606 (202,965)
19 (17)	9 (1)	14 (1)	2.43 (2.48)	5.78 (5.77)	328,978 (294,493)
11 (13)	5 (2)	6 (5)	1.92 (1.76)	2.71 (3.41)	405,512 (381,294)
2 (2)	0 (0)	1 (2)	1.15 (2.09)	4.58 (4.63)	43,624 (43,165)
11 (31)	8 (11)	11 (7)	2.22 (2.96)	2.90 (8.20)	378,685 (378,255)
11 (6)	2 (2)	6 (1)	2.33 (2.16)	5.83 (3.33)	188,791 (180,165)
21 (20)	9 (2)	11 (5)	4.04 (2.84)	9.12 (8.86)	230,317 (225,693)
7 (1)	0 (0)	1 (1)	2.56 (1.15)	5.27 (0.77)	132,812 (130,412)
19 (13)	7 (0)	7 (6)	2.71 (1.74)	6.68 (4.82)	284,349 (269,930)
1 (0)	0 (0)	1 (0)	1.28 (0.49)	1.59 (0.00)	62,703 (61,269)
6 (7)	4 (0)	4 (2)	1.27 (1.33)	2.55 (3.01)	235,426 (232,909)
2 (4)	2 (2)	1 (0)	3.71 (2.66)	3.54 (7.59)	56,576 (52,686)
16 (14)	6 (3)	6 (2)	3.05 (2.07)	6.96 (6.17)	229,823 (226,901)
14 (18)	5 (3)	8 (6)	2.37 (3.10)	6.04 (8.10)	231,695 (222,263)
36 (35)	12 (11)	18 (10)	4.61 (7.86)	9.18 (16.88)	392,350 (207,363)
14 (16)	8 (6)	12 (1)	2.70 (3.24)	6.00 (7.19)	233,298 (222,506)
0 (0)	0 (0)	0 (0)	2.59 (2.32)	0.00 (0.00)	7,717 (8,607)
1 (2)	0 (1)	1 (2)	2.47 (3.17)	2.74 (5.76)	36,441 (34,711)
5 (3)	2 (0)	2 (1)	1.47 (1.59)	2.83 (1.77)	176,615 (169,588)
8 (6)	2 (3)	4 (2)	1.63 (2.56)	3.83 (3.01)	209,098 (199,381)
5 (4)	2 (0)	4 (3)	1.89 (1.32)	2.25 (2.03)	222,291 (197,375)
8 (8)	3 (1)	6 (2)	1.96 (2.59)	6.83 (7.14)	117,120 (112,060)
13 (12)	7 (2)	9 (2)	2.51 (3.36)	4.87 (4.48)	266,972 (267,644)
2 (3)	1 (1)	2 (1)	2.78 (1.28)	3.27 (4.79)	61,112 (62,613)
29 (19)	3 (1)	20 (5)	2.75 (2.20)	5.91 (4.13)	490,622 (459,675)
13 (16)	5 (5)	8 (2)	3.02 (4.43)	7.69 (9.44)	169,077 (169,432)
13 (17)	7 (2)	4 (6)	1.84 (2.08)	5.55 (7.51)	234,252 (226,374)
8 (9)	6 (1)	5 (1)	1.94 (2.13)	5.19 (5.99)	154,250 (150,220)
10 (10)	5 (1)	4 (4)	1.49 (1.62)	3.46 (3.45)	289,378 (289,644)
7 (6)	1 (0)	1 (4)	2.62 (3.17)	10.81 (9.07)	64,770 (66,162)
5 (7)	2 (0)	4 (3)	2.84 (1.39)	4.57 (6.49)	109,298 (107,903)
17 (17)	8 (5)	10 (8)	2.77 (2.32)	8.71 (9.16)	195,190 (185,520)
8 (4)	4 (3)	3 (2)	3.48 (3.97)	6.78 (3.31)	117,947 (120,779)

Trusts	Enquiries we received
St George's Healthcare NHS Trust	81 (62)
St Helens and Knowsley Hospitals NHS Trust	38 (25)
Stockport NHS Foundation Trust	35 (44)
Surrey and Sussex Healthcare NHS Trust	29 (37)
Tameside Hospital NHS Foundation Trust	45 (34)
Taunton and Somerset NHS Foundation Trust	27 (33)
The Christie NHS Foundation Trust	1 (4)
The Clatterbridge Cancer Centre NHS Foundation Trust	10 (2)
The Dudley Group NHS Foundation Trust	37 (31)
The Hillingdon Hospitals NHS Foundation Trust	66 (54)
The Newcastle Upon Tyne Hospitals NHS Foundation Trust	101 (97)
The Princess Alexandra Hospital NHS Trust	80 (45)
The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	35 (35)
The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	15 (3)
The Rotherham NHS Foundation Trust	39 (22)
The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	42 (42)
The Royal Marsden NHS Foundation Trust	10 (20)
The Royal Orthopaedic Hospital NHS Foundation Trust	13 (9)
The Royal Wolverhampton NHS Trust <sup>14</sup>	62 (69)
The Walton Centre NHS Foundation Trust	25 (12)
The Whittington Hospital NHS Trust <sup>15</sup>	61 (58)
United Lincolnshire Hospitals NHS Trust	134 (94)
University College London Hospitals NHS Foundation Trust	131 (108)
University Hospital Of North Staffordshire NHS Trust <sup>16</sup>	68 (82)
University Hospital of South Manchester NHS Foundation Trust	43 (52)
University Hospital Southampton NHS Foundation Trust	69 (63)
University Hospitals Birmingham NHS Foundation Trust	99 (70)
University Hospitals Bristol NHS Foundation Trust	52 (69)
University Hospitals Coventry and Warwickshire NHS Trust	66 (48)

<sup>14</sup> The Royal Wolverhampton NHS Trust had some services transferred to it from Mid Staffordshire NHS Foundation Trust in November 2014.

<sup>15</sup> The Whittington Hospital NHS Trust did not submit complete clinical data returns during the period 2014-15.

<sup>16</sup> University Hospital of North Staffordshire NHS Trust had some services transferred to it from Mid Staffordshire NHS Foundation Trust in November 2014. Following this, it changed its name to University Hospitals of North Midlands NHS Trust.

# EMBARGOED

Enquiries we accepted for investigation	Investigations we fully or partly upheld	Investigations we didn't uphold	Enquiries per 10,000 clinical episodes	Enquiries accepted per 100,000 clinical episodes	Clinical episodes
10 (6)	2 (1)	4 (4)	3.10 (2.41)	3.82 (2.33)	261,574 (257,237)
10 (6)	2 (2)	3 (0)	1.94 (1.38)	5.11 (3.31)	195,554 (181,283)
10 (6)	5 (1)	8 (0)	2.03 (2.61)	5.79 (3.56)	172,578 (168,714)
5 (5)	2 (0)	2 (3)	1.71 (2.27)	2.95 (3.06)	169,373 (163,321)
7 (5)	5 (2)	2 (0)	3.97 (2.91)	6.18 (4.27)	113,319 (116,985)
3 (5)	3 (0)	2 (2)	1.73 (2.06)	1.92 (3.13)	156,023 (159,942)
0 (2)	0 (0)	1 (1)	0.30 (1.20)	0.00 (6.02)	33,759 (33,201)
2 (2)	2 (0)	0 (1)	7.27 (1.42)	14.53 (14.19)	13,760 (14,092)
10 (5)	3 (3)	2 (2)	1.89 (1.64)	5.10 (2.64)	195,994 (189,411)
16 (12)	5 (0)	5 (6)	5.22 (4.57)	12.65 (10.16)	126,529 (118,077)
37 (29)	14 (3)	20 (10)	2.04 (1.95)	7.47 (5.83)	495,258 (497,003)
12 (7)	3 (4)	6 (0)	5.58 (3.24)	8.37 (5.03)	143,383 (139,078)
7 (6)	4 (2)	3 (0)	2.46 (2.57)	4.91 (4.41)	142,548 (136,201)
2 (1)	0 (1)	0 (0)	3.33 (0.71)	4.44 (2.38)	45,026 (42,081)
4 (8)	2 (1)	1 (4)	2.37 (1.36)	2.44 (4.96)	164,218 (161,373)
8 (6)	5 (1)	3 (1)	1.94 (2.02)	3.69 (2.88)	216,525 (208,315)
5 (6)	3 (1)	4 (1)	2.44 (4.97)	12.18 (14.91)	41,036 (40,233)
1 (3)	0 (0)	2 (1)	3.68 (2.65)	2.83 (8.83)	35,344 (33,979)
10 (14)	9 (2)	7 (1)	2.30 (2.85)	3.71 (5.79)	269,485 (241,810)
5 (1)	1 (0)	2 (1)	4.49 (2.25)	8.97 (1.87)	55,737 (53,430)
6 (8)	1 (3)	3 (5)	- (13.33)	- (18.38)	-
19 (14)	11 (5)	2 (2)	4.21 (3.08)	5.98 (4.59)	317,932 (305,302)
19 (19)	3 (2)	11 (8)	3.41 (3.12)	4.95 (5.48)	384,104 (346,409)
17 (15)	6 (6)	5 (4)	- (3.17)	- (5.80)	-
8 (11)	4 (0)	10 (3)	2.49 (3.28)	4.63 (6.93)	172,699 (158,670)
14 (17)	9 (4)	7 (6)	2.53 (2.39)	5.13 (6.46)	272,732 (263,336)
24 (14)	10 (2)	9 (2)	4.34 (3.21)	10.52 (6.43)	228,080 (217,769)
12 (16)	7 (1)	7 (5)	2.01 (2.84)	4.65 (6.59)	258,111 (242,729)
13 (14)	5 (8)	5 (2)	2.20 (1.74)	4.34 (5.09)	299,786 (275,261)

Trusts	Enquiries we received
University Hospitals of Leicester NHS Trust	70 (101)
University Hospitals of Morecambe Bay NHS Foundation Trust	60 (49)
University Hospitals of North Midlands NHS Trust <sup>17</sup>	17 (-)
Walsall Healthcare NHS Trust	52 (33)
Warrington and Halton Hospitals NHS Foundation Trust	52 (66)
West Hertfordshire Hospitals NHS Trust	75 (49)
West Middlesex University Hospital NHS Trust	39 (42)
West Suffolk NHS Foundation Trust	36 (34)
Western Sussex Hospitals NHS Foundation Trust	61 (65)
Weston Area Health NHS Trust	28 (25)
Wirral University Teaching Hospital NHS Foundation Trust	43 (49)
Worcestershire Acute Hospitals NHS Trust	52 (46)
Wrightington, Wigan and Leigh NHS Foundation Trust	25 (44)
Wye Valley NHS Trust	27 (46)
Yeovil District Hospital NHS Foundation Trust	9 (15)
York Teaching Hospital NHS Foundation Trust	75 (78)
	<b>Total: 8,853</b>

<sup>17</sup> University Hospitals of North Midlands NHS Trust was known as University Hospital of North Staffordshire NHS Trust before November 2014. It was renamed following the transfer of services from Mid Staffordshire NHS Foundation Trust.

# EMBARGOED

Enquiries we accepted for investigation	Investigations we fully or partly upheld	Investigations we didn't uphold	Enquiries per 10,000 clinical episodes	Enquiries accepted per 100,000 clinical episodes	Clinical episodes
18 (19)	7 (2)	18 (5)	1.50 (2.51)	3.85 (4.73)	467,576 (401,821)
18 (16)	7 (7)	6 (8)	3.13 (2.64)	9.39 (8.61)	191,666 (185,814)
4 (-)	1 (-)	0 (-)	0.56 (-)	1.32 (-)	-
8 (8)	6 (3)	4 (1)	3.49 (2.45)	5.36 (5.95)	149,136 (134,528)
12 (15)	8 (2)	5 (3)	3.69 (4.77)	8.51 (10.85)	141,011 (138,243)
14 (8)	6 (2)	4 (1)	4.13 (2.84)	7.71 (4.63)	181,609 (172,640)
3 (5)	1 (1)	1 (2)	3.67 (4.24)	2.83 (5.05)	106,177 (98,959)
5 (5)	3 (1)	2 (1)	2.72 (2.63)	3.78 (3.87)	132,384 (129,141)
16 (14)	3 (0)	15 (3)	2.52 (2.86)	6.61 (6.15)	242,154 (227,564)
8 (6)	2 (1)	4 (2)	4.44 (3.82)	12.68 (9.17)	63,111 (65,446)
16 (10)	6 (3)	5 (5)	2.12 (2.48)	7.89 (5.05)	202,727 (197,900)
7 (6)	1 (3)	4 (1)	1.91 (1.81)	2.57 (2.36)	272,100 (253,900)
14 (4)	1 (4)	8 (0)	1.41 (2.57)	7.92 (2.34)	176,796 (171,161)
8 (14)	3 (1)	8 (3)	2.61 (4.73)	7.74 (14.39)	103,395 (97,293)
2 (2)	0 (1)	2 (0)	1.20 (2.10)	2.68 (2.81)	74,701 (71,284)
20 (13)	6 (4)	6 (2)	2.96 (2.99)	7.90 (4.99)	253,075 (260,579)
<b>Total: 1,835</b>	<b>Total: 726</b>	<b>Total: 926</b>	<b>Average: 2.94 (2.88)</b>	<b>Average: 6.16 (5.97)</b>	<b>Total: 29,692,610 (28,903,012)</b>

**EMBARGOED**

If you would like this report in a different format, such as DAISY or large print, please contact us.

**Parliamentary and Health Service  
Ombudsman**

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