

Demographics

Equality Data 31st October 2017 to 31st October 2018

Total Number of Formal Complaints

	Total	%
Mental Health	101	75%
Learning Disabilities	5	4%
Children, Young People & Families	21	16%
Corporate Services	7	5%
Total	134	100%

Subject of Formal Complaints by Division

	Mental Health	Learning Disabilities	Children, Young People & Families	Corporate Services	Total	%
Admission	0	0	0	2	2	1%
Attitude of Staff	26	0	5	0	31	23%
Care	37	2	7	0	46	34%
Catering	0	0	0	1	1	1%
Communication	21	0	3	0	24	18%
Disagreement with Care	1	0	0	0	1	1%
Discharge	4	0	0	0	4	3%
Discrimination	0	0	0	1	1	1%
Medication*	3	1	0	0	4	3%
Outpatient Appointments (cancellation & delay)	4	0	6	0	10	7%
Patient property & expenses	2	1	0	0	3	2%
Personal Records (including medical)	2	0	0	1	3	2%
Personal Safety	1	0	0	0	1	1%
Recruitment	0	0	0	1	1	1%
Smoking	0	1	0	0	1	1%
Transport issues	0	0	0	1	1	1%
Total	101	5	21	7	134	100%

All formal complaints registered by the PEI Service have been responded to

Four complaints were referred to the Ombudsman - all are still under investigation

We do not capture data relating to race and religion

Gender *includes Complainants, Advocates and People Affected by the Complaint*

	Total	%
Female	104	57%
Male	79	43%
Total	183	100%

4Cs by Ethnicity and Contact role

	Alleged Perpetrator / Person Responsible	Complainant	Patient Representative	Person Affected	Person Concerned	No value
Black African	0	2	0	1	0	0
Black Caribbean	0	4	0	0	0	0
Indian	0	0	0	2	0	0
Not stated	0	89	1	30	1	0
Other Asian	0	2	0	3	0	0
Other Black	0	2	0	0	0	0
Other ethnic category	0	1	0	0	0	0
Other mixed	0	0	0	1	0	0
Pakistani	0	0	0	1	0	0
White - British	0	21	0	22	0	0
No value	24	14	0	20	1	0
Total	24	135	1	80	2	0