

**Question 1**

	09-10	10-11
1 Inpat	375	489
2 Outpat	216	278
3 ED	44	46
4 Elderly	8	0
6 Maternity	30	17
Blanks	7	8
Grand Total	680	838

**Question 2**

	09-10	10-11
1 Medical	379	543
3 Profs	32	49
4 Nursing, etc	91	96
5 Scientific, etc	3	0
6 Ambulance	1	1
7 Maintenance, etc	22	15
8 PCT Admin, etc	11	56
9 Trust Admin, etc	133	41
10 Other	3	30
Blanks	5	7
Grand Total	680	838

**Question 3**

	09-10	10-11
1 Admissions, etc	28	36
2 Aids, etc	5	9
3 Appts, etc	75	89
4 Appts, etc	95	64
6 Response waiting time	0	1
7 Staff attitude	90	56
8 Clinical treatment	279	409
9 Comm, etc	44	85
12 P&D	8	3
13 Property, etc	2	2
14 PCT Commissioning	6	15
17 Personal recs	1	3
18 Failure on agreed procs	5	2
19 Patient's stat, etc	2	15
20 Mortuary & PMs	0	1
21 Transport	3	2
22 P&C decisions of Trust	1	1
24 Hotel Services	3	8
25 Other	25	38
Blanks ? = other	8	10
Grand Total	680	849

\*\*probably more than 838 because of more than one issue on the complaint

**Question 4**

Ethnic Group	09-10	10-11
1 British - White	232	155
2 Irish - White	1	2
3 Other White - White	6	4
4 White & Black Caribbean - Mixed	1	0
7 Other Mixed - Mixed	0	3
8 Indian - Asian Or Asian British	1	0
9 Pakistani - Asian Or Asian British	4	2
11 Other Asian - Asian Or Asian British	1	0
12 Black Caribbean - Black Or Black British	3	0
13 Black African - Black Or Black British	3	0
15 Chinese - Other Ethnic	1	0
17 Not Stated	10	6
Blanks = ? Not Stated	417	666
Grand Total	680	838