

**Data items for Written Complaints KO41a quarterly collection**

| Column | Main Area   | Field content / Description   | Data Type                    | Notes   | Validation  |
|--------|---|---|------------------------------|---|---|
| 1      | Organisation and site details                         | Org Code [1.1]  | Varchar (10)                 | National ODS code for overall responsible organisation  | Organisation code must match Org_Code in the Org_Daily reference data |
| 2      |   | Org Name [1.2]  | Varchar (255)                | Name of overall responsible organisation  |   |
| 3      |   | Site Code [1.3]   | Varchar (10)                 | National ODS site code  | Site code must match Site_Code in the Org_Daily reference data        |
| 4      |   | Site Name [1.4]   | Varchar (255)                | Name of site  |   |
| 5      | Summary of overall numbers of complaints              | Total Brought Forward [2.5]   | Integer                      | Number of complaints carried forward from last submission   | >=0, no decimals  |
| 6      |   | Total New [2.6]   | Integer                      | Number of new complaints received during the quarter  | >=0, no decimals  |
| 7      |   | Total Resolved [2.7]  | Integer                      | Number of complaints resolved during reporting period   | The sum of columns 8,9 & 10 should be equal to the total in column 7  |
| 8      |   | Number Upheld [2.8]   | Integer                      | Of the resolved the number that were fully upheld   | >=0, no decimals  |
| 9      |   | Number Partially Upheld [2.9]   | Integer                      | Of the resolved the number that were partially upheld   | >=0, no decimals  |
| 10     |   | Number Not Upheld [2.10]  | Integer                      | Of the resolved the number that were fully not upheld   | >=0, no decimals  |
| 11     |   | Total Carried Forward [2.11]  | Integer                      | Number of unresolved complaints carried forward to next period  | column 11 = col 5 + col 6 - col 7                                     |
| 12     | Age of patient  | Age 0-5 [3.12]  | Integer                      | For the number of <b>new</b> complaints during the reporting period age profile of patient  | >=0, no decimals and if null display as 0                             |
| 13     |   | Age 6-17 [3.13]   | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 14     |   | Age 18-25 [3.14]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 15     |   | Age 26-55 [3.15]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 16     |   | Age 56-64 [3.16]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 17     |   | Age 65-74 [3.17]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 18     |   | Age 75 and over [3.18]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 19     |   | Age Unknown [3.19]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 20     |   |   | <b>Total all ages [3.20]</b> |   | Integer   |
| 21     | Status of complainant                                 | Patient [4.21]  | Integer                      | For the number of <b>new</b> complaints during the reporting period breakdown of complainant status   | >=0, no decimals and if null display as 0                             |
| 22     |   | Parent [4.22]   | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 23     |   | Guardian [4.23]   | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 24     |   | Carer [4.24]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 25     |   | Other [4.25]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 26     |   | <b>Total [4.26]</b>   | Integer                      | col 26 = col 6. & col 26 = sum of col 21 to col 25  |   |
| 27     | Service Area  | Ambulance Services [5.27]   | Integer                      | For the number of <b>new</b> complaints received during the quarter, a breakdown of all the <b>Service Areas</b> .<br>Note: There can be more service areas than number of new complaints | >=0, no decimals and if null display as 0                             |
| 28     |   | Inpatient Services [5.28]   | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 29     |   | Outpatient Services [5.29]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 30     |   | Emergency Services (including Minor Injuries Units, hospital-based Urgent Care Centres) [5.30]        | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 31     |   | Other community healthcare services [5.31]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 32     |   | Commissioning [5.32]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 33     |   | Mental Health [5.33]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 34     |   | Maternity [5.34]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 35     |   | Other [5.35]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 36     |   |   | <b>TOTAL [5.36]</b>          |   | Integer   |
| 37     | Subject Area for Clinical Treatment - Clinical Groups | Accident & emergency [6.37]   | Integer                      | For the <b>Subject Area: Clinical Treatment</b> - Breakdown by Clinical Group area  | >=0, no decimals and if null display as 0                             |
| 38     |   | Anaesthetics [6.38]   | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 39     |   | Clinical oncology [6.39]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 40     |   | Dental group [6.40]   | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 41     |   | General medicine group [6.41]   | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 42     |   | Obstetrics & gynaecology [6.42]   | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 43     |   | Paediatric group [6.43]   | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 44     |   | Pathology group [6.44]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 45     |   | PHM & CHS group [6.45]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 46     |   | Psychiatry group [6.46]   | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 47     |   | Radiology group [6.47]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 48     |   | Surgical group [6.48]   | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 49     |   | <b>Clinical Treatment - Sub Total [6.49]</b>  | Integer                      | col 49 = sum of col 37 to col 48  |   |
| 50     |   | Access to treatment or drugs (including decisions made by Commissioners) [7.50]                       | Integer                      | For the number of <b>new</b> complaints received during the quarter, a breakdown of all the <b>Subject Areas</b> .<br>Note: There can be more subject areas than number of new complaints | >=0, no decimals and if null display as 0                             |
| 51     |   | Admissions, discharge and transfers excluding delayed discharge due to absence of care package [7.51] | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 52     |   | Appointments including delays and cancellations [7.52]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 53     |   | Commissioning Services [7.53]   | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 54     |   | Communications [7.54]   | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 55     |   | Consent to treatment [7.55]   | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 56     |   | End of Life Care [7.56]   | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 57     |   | Facilities Services [7.57]  | Integer                      |   | >=0, no decimals and if null display as 0                             |
| 58     |   | Integrated Care [7.58]  | Integer                      | >=0, no decimals and if null display as 0   |   |

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|--------|-------------------|---|----------------|---|---|
| 59     | Subject Area      | Patient Care including Nutrition / Hydration [7.59] | Integer        |   | >=0, no decimals and if null display as 0                         |
| 60     |                   | Mortuary and post-mortem arrangements [7.60]        | Integer        |   | >=0, no decimals and if null display as 0                         |
| 61     |                   | Prescribing errors [7.61]                           | Integer        |   | >=0, no decimals and if null display as 0                         |
| 62     |                   | Privacy, dignity and wellbeing [7.62]               | Integer        |   | >=0, no decimals and if null display as 0                         |
| 63     |                   | Restraint [7.63]                                    | Integer        |   | >=0, no decimals and if null display as 0                         |
| 64     |                   | Staffing numbers [7.64]                             | Integer        |   | >=0, no decimals and if null display as 0                         |
| 65     |                   | Transport (Ambulances only) [7.65]                  | Integer        |   | >=0, no decimals and if null display as 0                         |
| 66     |                   | Trust Administration [7.66]                         | Integer        |   | >=0, no decimals and if null display as 0                         |
| 67     |                   | Values & Behaviours (Staff) [7.67]                  | Integer        |   | >=0, no decimals and if null display as 0                         |
| 68     |                   | Waiting Times [7.68]                                | Integer        |   | >=0, no decimals and if null display as 0                         |
| 69     | Other [7.69]      | Integer   |                | >=0, no decimals and if null display as 0   |   |
| 70     |                   | <b>Sub total [7.70]</b>                             | <b>Integer</b> |   | <b>col 70 = (sum of col 50 to col 69)</b>                         |
| 71     |                   | <b>TOTAL (including Clinical Treatment) [7.71]</b>  | <b>Integer</b> | <b>Subject Area total</b>   | <b>col 71 &gt;= col 6. &amp; col 71 = sum of col 70 + col 49</b>  |
| 72     | Professional Area | Medical [8.72]                                      | Integer        |   | >=0, no decimals and if null display as 0                         |
| 73     |                   | Dental [8.73]                                       | Integer        |   | >=0, no decimals and if null display as 0                         |
| 74     |                   | Nursing [8.74]                                      | Integer        |   | >=0, no decimals and if null display as 0                         |
| 75     |                   | Midwifery [8.75]                                    | Integer        | For the number of <b>new</b> complaints received during the quarter, a breakdown of all the <b>Professional Areas</b> .<br>Note: There can be more professional areas than number of new complaints | >=0, no decimals and if null display as 0                         |
| 76     |                   | Health Visiting staff [8.76]                        | Integer        |   | >=0, no decimals and if null display as 0                         |
| 77     |                   | Scientific, Therapeutic and Technical [8.77]        | Integer        |   | >=0, no decimals and if null display as 0                         |
| 78     |                   | Ambulance [8.78]                                    | Integer        |   | >=0, no decimals and if null display as 0                         |
| 79     |                   | Support to Clinical Staff [8.79]                    | Integer        |   | >=0, no decimals and if null display as 0                         |
| 80     |                   | NHS Infrastructure Support [8.80]                   | Integer        |   | >=0, no decimals and if null display as 0                         |
| 81     |                   | Other / No staff involved [8.81]                    | Integer        |   | >=0, no decimals and if null display as 0                         |
| 82     |                   | <b>TOTAL [8.82]</b>                                 | <b>Integer</b> |   | <b>col 82 &gt;= col 6. &amp; col 82 = sum of col 72 to col 81</b> |