

Year	How many formal complaints regarding communication	How many of these were regarding lack of updates to Next of Kin or patient families	What were the top five categories of complaints.
01/01/2022- present	22	9 (communication breakdown with family/relatives)	46 - Clinical Care (medical) 22 - Communication 14 - Care of patient (nursing) 10 - Values and behaviours 7 - Admissions and Discharges/Waiting times
01/01/2021 - 31/12/2021	40	18 (communication with relatives/carers)	49 - Clinical Care (medical) 40 - Communication 18 - Care of patient (nursing) 10 - Admissions and Discharges 7 - Values and behaviours