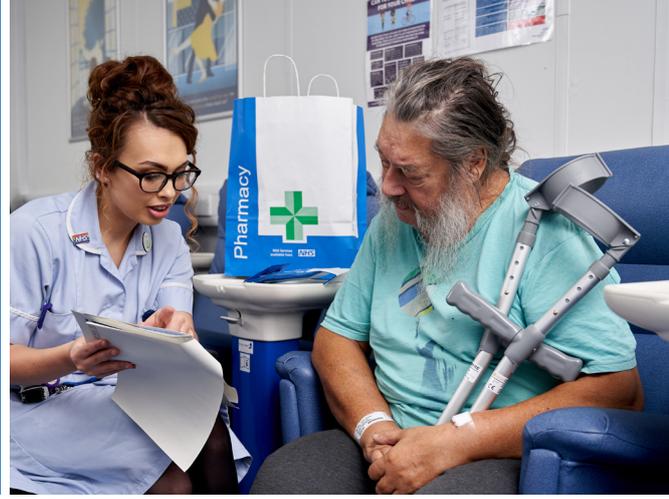


# A summary of our Annual Complaints and Patient Experience Report 2020/2021



We are committed to learning from complaints raised by our patients, their carers, their family and their friends. We are dedicated to continuously improving our services by listening to concerns, enquiries, feedback, comments and compliments.

# 72,220



The number of patients we treated between April 2020 to March 2021



## 100%

Percentage of complaint letters acknowledged within three working days.



## 98%

Percentage of complaint letters responded to within 25 working days or agreed date with the complainant



The Trust treated a total of 72,220 patients between 1 April 2020 to 31 March 2021. Below is the percentage of complaints and PALS enquires against activity.

Formal complaints

0.08% (57)

Informal complaints

0.004% (3)

PALS enquires

0.43% (311)

PALS concerns

0.50% (363)

Find out more about our Patient Experience Team and read the Annual Complaints and Patient Experience Report 2020/21 in full, scan the QR code or visit [roh.nhs.uk](http://roh.nhs.uk)



  
The Royal  
Orthopaedic Hospital  
NHS Foundation Trust