

Appendix 1 Full breakdown of all suggestions for improvement received during Q1&2 2019/20 by CMG (Top 5 highlighted in blue) and source

Rank (UHL)	Main Theme	Sub-theme	UHL Total	Area										Source					
				CHUGGS	CSI	EM	SpeMed	ITAPS	MSS	RRCV	Women's	Children's	M2M	Datix	FFT paper	FFT online	Online		
		Total	5905	1187	280	578	713	149	1458	525	520	227	1686	2791	348	1014	66		
1	Waiting Times	For Appointment	532	81	10	14	64	17	229	33	57	13	6	196	0	328	2		
2	Medical Care	Management of Care	371	83	4	26	62	6	64	41	52	22	8	351	9	3	0		
3	Staff Attitude	Consultant Medical Staff attitude	334	54	0	12	59	12	106	26	38	9	9	46	11	261	7		
4	Waiting Times	In Clinic	301	44	0	2	53	11	127	60	4	0	289	9	2	1	0		
5	Delays And Cancellations	Cancellation - Appointments	231	16	5	1	49	9	91	21	13	10	2	198	0	23	8		
6	Communication	Communication - Inadequate	152	32	7	13	8	5	39	12	21	7	16	25	38	68	5		
7	Waiting Times	In Ward/Department	152	35	0	82	3	0	9	8	11	4	30	7	105	10	0		
8	Appointments Including	Appointments/Choose & Book	116	14	14	0	19	5	21	9	17	9	14	94	0	4	4		
9	Communication	Communication - Medical Staff	112	35	1	8	25	1	13	13	5	8	34	75	1	2	0		
10	Delays And Cancellations	Appointment Information	110	10	5	4	25	11	28	6	4	10	3	105	0	2	0		
11	Staff Attitude	Other Staff attitude/clinical	97	12	13	17	7	3	15	3	18	0	6	26	25	33	7		
12	Facilities	Cleaning Standards	87	19	5	12	1	0	17	9	8	11	60	3	12	8	4		
13	Delays And Cancellations	Cancellation - Operation	82	11	0	0	1	6	49	6	5	3	9	67	1	5	0		
14	Integrated Care/Discharge	GP - To Refer	81	14	0	11	15	4	13	8	8	3	0	81	0	0	0		
15	Environment	Temperature	78	21	13	5	2	1	27	3	4	2	65	0	6	7	0		
16	Waiting Times	For Surgery/Admission	78	29	0	1	1	0	36	1	6	3	10	65	2	0	1		
17	Staff Attitude	Other Staff attitude/non-clinical	76	7	9	9	2	2	16	4	10	0	6	39	8	18	5		
18	Environment	Noise	72	16	0	9	3	0	30	5	3	5	55	2	10	5	0		
19	Waiting Times	Results	71	17	8	3	12	3	12	3	7	1	1	52	4	12	2		
20	Nursing Care	Management of Care	69	27	0	6	8	0	3	9	11	4	10	51	7	1	0		
21	Communication	Communication - Nursing Staff	65	15	0	10	10	1	4	11	11	1	20	44	0	1	0		
22	Environment	Facilities	65	12	0	10	0	0	23	8	6	2	54	2	5	2	2		
23	Staffing Numbers	Nursing/Midwives	65	22	0	17	5	0	14	2	2	3	63	2	0	0	0		
24	Staff Attitude	Other Nurse/Midwife Staff attitude	61	14	1	7	7	1	9	9	9	1	14	28	10	7	2		
25	Integrated Care/Discharge	Discharge - Inappropriate/Unsafe	57	5	1	10	13	1	22	4	0	1	18	39	0	0	0		
26	Facilities	Choice of Food	57	20	0	7	2	0	15	2	2	5	52	1	1	2	1		
27	Information	Information/advice request	55	12	2	6	4	3	3	9	9	2	6	46	0	0	3		
28	Waiting Times	For Procedure	54	13	8	2	2	2	20	3	3	1	8	41	1	4	0		
29	Beds	Bed availability	53	10	0	6	0	1	23	0	5	7	47	4	1	0	1		
30	Communication	Communication - Written	53	6	6	1	5	3	17	3	3	2	13	40	0	0	0		
31	Nursing Care	Staffing	50	29	0	5	4	1	5	3	3	0	28	1	16	5	0		

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32	Waiting Times	In Emergency Department (A&E)	49	0	0	47	1	0	0	0	0	0	17	3	27	2	0
33	Integrated Care/Discharge	GP - To Investigate	48	10	2	8	14	0	3	7	3	0	0	48	0	0	0
34	Facilities	Catering Standards	47	19	0	2	1	0	16	3	2	3	44	2	1	0	0
35	Integrated Care/Discharge	Discharge - Delays, including transport delays	46	14	1	7	3	0	7	10	0	2	39	6	0	1	0
36	Communication	Communication - Verbal	42	6	1	6	2	2	18	3	1	0	14	16	3	9	0
37	Integrated Care/Discharge	Discharge - Drugs	42	9	0	7	7	0	9	9	1	0	22	16	0	4	0
38	Staff Attitude	Other Medical Staff attitude	39	5	0	2	5	2	13	2	6	0	3	15	2	16	3
39	Integrated Care/Discharge	GP - To Follow up	39	2	0	4	11	0	4	11	4	2	0	39	0	0	0
40	Medication	Delay in TTO's	37	17	2	0	1	0	12	3	1	1	33	4	0	0	0
41	Medical Care	Delay in Diagnosis	36	9	0	19	2	0	2	4	0	0	4	32	0	0	0
42	Integrated Care/Discharge	Discharge - Documentation	35	17	0	4	3	0	6	3	2	0	12	22	0	1	0
43	Clinical Care (Other Staff)	Other	35	7	2	5	2	1	10	2	6	0	2	5	7	21	0
44	Integrated Care/Discharge	Discharge - Inadequate discharge communication	34	10	0	8	7	0	4	2	2	0	3	31	0	0	0
45	Results	Results/Reports not received or delayed	34	6	12	2	4	0	0	7	1	0	1	33	0	0	0
46	Communication	Communication - Delayed	31	4	2	1	9	1	4	3	0	5	9	15	0	5	2
47	Environment	Sleep disturbance	31	10	0	3	1	0	12	1	3	1	22	0	6	3	0
48	Medication	Anticoagulation	31	5	1	2	7	1	1	12	1	0	0	31	0	0	0
49	Waiting Times	2 week wait	31	11	1	5	4	0	6	1	0	0	0	30	0	1	0
50	Medical Care	Misdiagnosis	29	2	2	13	7	0	4	0	0	1	0	28	0	1	0
51	Medical Care	Pain Management	29	3	0	4	2	4	6	1	7	0	1	11	2	14	1
52	Medical Care	Availability of consultant	29	9	2	1	2	0	9	2	3	0	2	0	2	25	0
53	Security	Property/Lost property	29	3	3	8	12	0	0	1	1	0	1	28	0	0	0
54	Medication	Query	28	2	1	0	11	0	2	10	1	1	0	28	0	0	0
55	Environment	Entertainment	27	8	6	5	0	0	3	1	2	2	27	0	0	0	0
56	Environment	Maintenance	26	3	13	0	2	0	5	0	3	0	24	1	0	1	0
57	Car Parking	Car Parking - Charges	24	2	0	1	2	0	10	1	1	0	3	7	0	14	0
58	Car Parking	Car Parking - Pay & Display	24	18	4	0	0	0	0	0	0	0	22	2	0	0	0
59	Medical Care	Delay in medical review	24	2	0	3	0	0	1	2	13	3	16	8	0	0	0
60	Facilities	Availability of refreshments	23	7	8	2	0	0	2	2	2	0	23	0	0	0	0
61	Nursing Care	Pain Management	23	9	0	1	1	0	9	0	1	2	9	9	4	1	0
62	Medication	Prescribing Errors	22	2	0	1	6	2	3	2	4	1	0	22	0	0	0
63	Communication	Signage	21	9	6	2	0	0	3	1	0	0	19	0	1	1	0

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64	Information	Complaints procedure	21	2	0	3	5	0	2	3	1	1	0	1	1	15	4
65	Nursing Care	Inadequate Monitoring	21	9	0	2	8	0	0	2	0	0	3	18	0	0	0
66	Communication	Communication - Other Staff	20	3	3	1	2	1	4	4	0	0	4	16	0	0	0
67	Environment	Comfort	20	2	0	5	0	0	3	4	4	2	15	0	1	4	0
68	Medical Care	Failed Procedure	20	3	0	1	2	1	9	0	0	2	1	17	0	2	0
69	Delays And Cancellations	Cancellation - Referrals Rejected	19	1	0	0	3	1	7	2	0	1	0	19	0	0	0
70	Integrated Care/Discharge	GP - To Chase results	19	5	0	1	1	0	3	5	2	2	0	19	0	0	0
71	Waiting Times	For referral	19	3	0	0	3	1	10	0	0	1	1	18	0	0	0
72	Medical Care	Investigations	18	6	0	1	5	0	4	0	0	0	3	14	0	1	0
73	Medical Care	Decision making	18	4	0	4	2	1	2	1	1	2	6	12	0	0	0
74	Facilities	Accommodation	17	10	0	0	1	0	2	0	4	0	16	1	0	0	0
75	Integrated Care/Discharge	Discharge - Inaccurate discharge commu	16	4	0	5	1	0	1	2	2	1	1	15	0	0	0
76	Facilities	Catering for Families/Carers	16	0	0	1	0	0	0	0	8	7	16	0	0	0	0
77	Medication	Medication - Availability	16	3	3	3	1	0	3	1	1	1	6	8	2	0	0
78	Medication	Pharmacy dispensing/delays	16	8	2	2	0	0	4	0	0	0	14	2	0	0	0
79	Delays And Cancellations	Cancellation - Procedure	15	2	0	0	1	4	4	1	1	1	0	13	0	2	0
80	Communication	Communication - Inappropriate	15	1	0	1	2	1	3	2	1	0	6	7	0	2	0
81	Integrated Care/Discharge	GP - To Prescribe	15	5	0	1	3	1	0	2	2	0	0	15	0	0	0
82	Environment	Overcrowding	15	3	0	0	2	0	8	0	2	0	0	0	1	14	0
83	Medication	Administration errors	15	2	1	3	4	0	1	3	0	1	0	15	0	0	0
84	Medical Care	Consultation	15	2	0	1	0	0	5	2	2	1	1	14	0	0	0
85	Nursing Care	Nursing Care - Safety	15	6	0	5	2	0	0	1	0	1	3	12	0	0	0
86	Information	Illness and diagnosis	14	5	0	0	1	0	1	6	0	1	0	14	0	0	0
87	Medical Records	Medical Records - Access Issues	14	1	5	1	1	0	4	1	0	0	1	13	0	0	0
88	Medical Records	Loss	14	5	1	0	1	0	6	0	1	0	1	1	1	11	0
89	Confidentiality	Disclosure to Unauthorised Personnel	13	0	1	1	2	0	2	0	5	0	0	13	0	0	0
90	Integrated Care/Discharge	Discharge - Support Services	13	2	1	2	1	0	3	3	0	1	1	12	0	0	0
91	Integrated Care/Discharge	Discharge - Assessments	13	2	0	1	5	0	3	2	0	0	3	10	0	0	0
92	Nursing Care	Response to call bell	13	3	0	4	1	0	5	0	0	0	13	0	0	0	0
93	Delays And Cancellations	Clinic letters delayed	12	2	1	0	2	1	0	2	0	4	0	12	0	0	0
94	Staff Attitude	Senior Nurse/Midwife Staff attitude	12	2	0	3	1	0	1	1	3	1	1	9	1	1	0
95	Dignity/Privacy	Dignity - Gowns	12	0	12	0	0	0	0	0	0	0	12	0	0	0	0

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96	Professionalism	Medical staff	12	5	2	1	1	0	1	0	0	1	7	2	0	2	1
97	Professionalism	Nursing staff	12	1	3	2	2	1	1	0	1	1	8	4	0	0	0
98	Dignity/Privacy	Dignity - Privacy and Dignity in Clinic	11	1	3	0	1	0	1	0	4	1	3	3	1	4	0
99	Nursing Care	Nursing Care - Information	11	3	0	0	0	1	1	1	4	1	4	7	0	0	0
100	Access	Lack of service	10	1	0	1	1	0	2	1	1	0	1	9	0	0	0
101	Delays And Cancellations	Errors in clinic letters	10	5	0	0	2	1	0	0	2	0	2	7	0	1	0
102	Beds	Bed outlying	10	0	0	0	0	0	9	0	0	1	8	1	1	0	0
103	Beds	Delay in transfer	10	0	0	0	0	0	10	0	0	0	10	0	0	0	0
104	Integrated Care/Discharge	Inappropriate transfers	9	6	0	1	1	0	0	1	0	0	6	3	0	0	0
105	Car Parking	Car Parking - Availability	9	2	1	0	1	0	1	0	2	0	4	1	0	4	0
106	Facilities	Cleaning Frequency	9	5	1	0	0	0	0	1	2	0	8	0	1	0	0
107	Nursing Care	Hygiene Issues	9	2	0	1	4	0	0	2	0	0	2	7	0	0	0
108	Policies	Staffing	9	9	0	0	0	0	0	0	0	0	9	0	0	0	0
109	Integrated Care/Discharge	Discharge - Ambulance	8	0	0	0	0	0	8	0	0	0	8	0	0	0	0
110	Facilities	Dietary Issues	8	0	0	1	2	0	0	2	0	3	7	0	0	1	0
111	Medication	Shared Care Agreements	8	3	0	0	4	1	0	0	0	0	0	8	0	0	0
112	Appliances/Equipment	Availability	7	0	1	1	1	2	0	0	2	0	2	5	0	0	0
113	Delays And Cancellations	Cancellation - Investigation	7	0	1	0	0	0	0	3	0	0	0	7	0	0	0
114	Confidentiality	Confidentiality - Other Staff	7	1	0	0	1	0	3	0	0	0	1	5	0	1	0
115	Dignity/Privacy	Dignity - Death	7	1	1	1	0	0	0	0	0	0	0	5	1	1	0
116	Integrated Care/Discharge	DNA - Patient Discharged	7	0	0	0	1	0	5	0	0	0	0	7	0	0	0
117	Medical Care	Medical Care - Documentation	7	1	0	0	1	0	2	1	0	0	1	6	0	0	0
118	Medical Care	Medical staffing levels	7	4	0	0	0	0	1	0	2	0	5	0	0	2	0
119	Nursing Care	Nutritional Issues	7	1	0	1	1	0	2	2	0	0	3	4	0	0	0
120	Professionalism	Administation staff	7	0	6	0	0	0	0	0	0	0	6	1	0	0	0
121	Medical Records	Incorrect Entries	7	0	1	1	2	0	0	0	2	0	0	6	1	0	0
122	Staffing Numbers	Other staff	7	5	2	0	0	0	0	0	0	0	7	0	0	0	0
123	Access	Translation and interpreting	6	0	0	0	0	0	1	0	0	0	5	1	0	0	0
124	Car Parking	Car Parking - Disabled	6	3	0	0	0	0	0	0	0	0	3	3	0	0	0
125	End Of Life Care	Information Request	6	1	0	0	1	2	0	2	0	0	0	6	0	0	0
126	Environment	Safety	6	2	0	1	1	0	2	0	0	0	4	1	1	0	0
127	Medication	Formulary	6	2	0	0	1	0	2	0	1	0	0	6	0	0	0

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128	Nursing Care	Sleep Disruption	6	2	0	2	0	0	2	0	0	0	6	0	0	0	0
129	Professionalism	Other staff	6	0	3	0	0	0	0	0	2	0	5	1	0	0	0
130	Results	Delay to act on adverse results/reports	6	0	3	1	0	0	1	0	0	0	0	6	0	0	0
131	Staffing Numbers	Medical staff	6	4	0	0	1	0	0	0	1	0	5	1	0	0	0
132	Telephones	Response	6	0	0	0	0	1	1	2	1	0	2	4	0	0	0
133	Appliances/Equipment	Breakdowns	5	1	3	1	0	0	0	0	0	0	3	2	0	0	0
134	Delays And Cancellations	Cancellation - Referral request	5	0	0	0	1	1	0	1	0	0	1	4	0	0	0
135	Communication	Communication - Discharge	5	2	0	0	0	0	1	1	0	0	2	2	0	0	1
136	Complications	During/following Surgery	5	1	0	0	1	1	0	0	1	1	0	5	0	0	0
137	Consent	Consent - Inadequate Consent	5	0	1	0	0	0	1	0	1	1	0	5	0	0	0
138	Environment	Building works	5	3	0	0	1	0	0	1	0	0	3	0	0	2	0
139	Medical Care	Delayed Results	5	3	0	0	0	0	1	1	0	0	3	2	0	0	0
140	Medical Care	Failure to act on results	5	1	0	0	1	0	1	2	0	0	0	5	0	0	0
141	Nursing Care	Wound care	5	0	0	2	1	0	2	0	0	0	0	4	1	0	0
142	Results	Investigation request rejected	5	1	4	0	0	0	0	0	0	0	0	5	0	0	0
143	Access	Ramps/Crossings/Barriers	4	0	0	1	0	0	2	0	1	0	0	0	0	4	0
144	Access	Access to treatment or drugs	4	0	0	0	0	2	1	0	0	0	0	3	0	1	0
145	Confidentiality	Confidentiality - Nursing Staff	4	0	0	2	0	0	0	0	0	1	0	2	2	0	0
146	Dignity/Privacy	Age Appropriate Facilities	4	0	0	0	0	0	0	0	0	4	4	0	0	0	0
147	Dignity/Privacy	Dignity - Clothing	4	3	0	0	1	0	0	0	0	0	3	1	0	0	0
148	Dignity/Privacy	Dignity - Toileting	4	1	0	0	2	0	0	0	0	0	2	0	0	2	0
149	End Of Life Care	Consent/communication	4	0	0	2	0	1	0	0	1	0	2	2	0	0	0
150	Information	Medication and side effects	4	2	1	0	0	0	0	0	1	0	2	2	0	0	0
151	Nursing Care	Nursing Care - Documentation	4	1	0	2	0	0	0	0	1	0	2	2	0	0	0
152	Nursing Care	Access to call bell	4	1	0	1	0	0	1	0	0	1	3	1	0	0	0
153	Results	Delay to act on request for investigations	4	0	0	0	1	0	0	1	2	0	0	4	0	0	0
154	Results	Sample destroyed/lost - not tested	4	0	4	0	0	0	0	0	0	0	0	4	0	0	0
155	Security	Security - Staff	4	1	0	1	0	0	0	0	0	0	1	3	0	0	0
156	Transport	Delays - Outpatients	4	0	4	0	0	0	0	0	0	0	4	0	0	0	0
157	Access	Disabled Facilities	3	0	3	0	0	0	0	0	0	0	3	0	0	0	0
158	Access	Single Front Door access (ED)	3	0	3	0	0	0	0	0	0	0	3	0	0	0	0
159	Integrated Care/Discharge	Delay in transfer	3	0	0	0	0	0	0	0	3	0	3	0	0	0	0

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160	Appliances/Equipment	Wheelchairs	3	0	0	1	0	0	2	0	0	0	0	0	0	3	0
161	Confidentiality	Conversations in inappropriate places	3	1	0	1	0	0	0	0	1	0	2	1	0	0	0
162	Dignity/Privacy	Dignity - Deceased Patients	3	0	1	0	0	0	0	0	1	0	2	1	0	0	0
163	Dignity/Privacy	Dignity - Upset by Other Patients	3	0	0	1	1	0	0	0	1	0	2	1	0	0	0
164	Dignity/Privacy	Dignity - Same Sex Accommodation or si	3	0	2	0	0	0	1	0	0	0	2	1	0	0	0
165	End Of Life Care	Nursing care	3	1	0	0	1	0	0	1	0	0	2	1	0	0	0
166	End Of Life Care	Medical care	3	1	0	0	0	1	0	0	0	1	0	0	1	2	0
167	End Of Life Care	Facilities for relatives	3	2	0	0	0	0	0	1	0	0	3	0	0	0	0
168	Environment	Smoking	3	0	0	0	0	0	0	0	1	0	1	2	0	0	0
169	Commissioning Services	CCG	3	0	0	0	0	0	0	0	2	1	0	3	0	0	0
170	Information	Signpost to other organisation	3	1	0	0	0	0	0	1	1	0	2	1	0	0	0
171	Nursing Care	Infection Control	3	0	0	0	1	0	0	2	0	0	1	2	0	0	0
172	Nursing Care	Pressure Sores	3	0	0	0	3	0	0	0	0	0	1	2	0	0	0
173	Clinical Care (Other Staff)	Radiographer	3	0	3	0	0	0	0	0	0	0	0	3	0	0	0
174	Results	Results/Reports inadequate or incomplete	3	0	3	0	0	0	0	0	0	0	0	3	0	0	0
175	Visiting Times	Special requirements	3	1	1	0	0	0	1	0	0	0	2	1	0	0	0
176	Waiting Times	Transfer	3	0	0	1	0	0	0	0	1	1	1	2	0	0	0
177	Car Parking	Car Parking - Inappropriate Parking	2	0	0	1	0	0	0	0	0	0	0	1	1	0	0
178	Car Parking	Car Parking - Staffing	2	0	0	0	0	0	1	0	0	0	1	1	0	0	0
179	Complications	During/following Treatment	2	1	0	0	0	0	0	1	0	0	1	1	0	0	0
180	End Of Life Care	End of life care	2	1	0	0	0	0	0	1	0	0	2	0	0	0	0
181	End Of Life Care	Mortuary and post mortem arrangements	2	0	1	0	0	0	0	0	1	0	0	2	0	0	0
182	Environment	Grounds	2	0	0	0	0	0	0	0	0	2	2	0	0	0	0
183	Facilities	Ethnic Menus	2	0	0	2	0	0	0	0	0	0	2	0	0	0	0
184	Infection Control	Other Infection	2	1	0	0	1	0	0	0	0	0	1	1	0	0	0
185	Medical Care	Medication - Administration	2	1	0	0	0	0	0	0	1	0	2	0	0	0	0
186	Nursing Care	Skin Care	2	0	0	0	1	0	0	1	0	0	1	1	0	0	0
187	Clinical Care (Other Staff)	Allied Health Professionals	2	0	2	0	0	0	0	0	0	0	0	2	0	0	0
188	Policies	Visiting	2	0	0	0	0	0	0	0	2	0	2	0	0	0	0
189	Professionalism	Allied Health Professionals	2	1	0	1	0	0	0	0	0	0	2	0	0	0	0
190	Safeguarding Issues	Safeguarding issue - Adult	2	0	0	1	1	0	0	0	0	0	0	2	0	0	0
191	Safeguarding Issues	Safeguarding issue - Paediatric	2	0	0	1	0	0	0	0	1	0	0	2	0	0	0

Appendix 1 Full breakdown of all suggestions for improvement received during Q1&2 2019/20 by CMG (Top 5 highlighted in blue) and source

Rank (UHL)	Main Theme	Sub-theme	UHL Total	Area									Source				
				CHUGGS	CSI	EM	SpeMed	ITAPS	MSS	RRCV	Women's	Children's	M2M	Datix	FFT paper	FFT online	Online
192	Staffing Numbers	Provision of staff for shift / work rota issue	2	0	0	0	1	0	0	0	0	0	0	2	0	0	0
193	Transport	Arriva (PTS)	2	0	2	0	0	0	0	0	0	0	1	1	0	0	0
194	Delays And Cancellations	Private & Oversea's Patients	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0
195	Communication	Communication - Translated	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0
196	Communication	Communication - Interpreted	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0
197	Confidentiality	Confidentiality - Medical Staff	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0
198	Dignity/Privacy	Dignity - Access to quiet room	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0
199	End Of Life Care	Palliative care	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0
200	Equality And Diversity	Discrimination	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0
201	Information	IM&T - digital information issue	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0
202	Infection Control	MRSA	1	0	0	0	0	0	0	0	0	1	0	1	0	0	0
203	Medical Care	Delay attending clinic	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0
204	Nursing Care	Mobility Issues	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0
205	Nursing Care	Mouth Care	1	0	0	0	1	0	0	0	0	0	0	1	0	0	0
206	Nursing Care	Consultation	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0
207	Medical Records	Incorrect Notes	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0
208	Results	Results/Reports mislabelled/unlabelled	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0
209	Results	Incorrect investigation undertaken	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0
210	Results	Patient incorrectly identified	1	0	0	0	0	0	0	0	0	1	0	1	0	0	0
211	Telephones	Payphones	1	0	0	0	0	0	0	0	1	0	1	0	0	0	0
212	Telephones	Text messaging	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0
213	Transport	Booking Arrangements	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0
214	Delays And Cancellations	After death administration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
215	Delays And Cancellations	Cancellation - Admission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
216	Car Parking	Car Parking - Clamping	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
217	Communication	UHL Website	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
218	Communication	Resuscitation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
219	Complications	During/following Labour	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
220	Consent	Consent - Information	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
221	Consent	Consent - Risks	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
222	Consent	Consent - Signature	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
223	Dignity/Privacy	Dignity - Care of the Elderly	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Appendix 1 Full breakdown of all suggestions for improvement received during Q1&2 2019/20 by CMG (Top 5 highlighted in blue) and source

Rank (UHL)	Main Theme	Sub-theme	UHL Total	Area									Source				
				CHUGGS	CSI	EM	SpeMed	ITAPS	MSS	RRCV	Women's	Children's	M2M	Datix	FFT paper	FFT online	Online
224	Equality And Diversity	Equal Opportunities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
225	Commissioning Services	Trust	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
226	Information	PCT advice	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
227	Infection Control	Clostridium Difficile	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
228	Medication	Medication - Charges	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
229	Medical Care	Private Patients	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
230	Clinical Care (Other Staff)	Occupational Therapist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
231	Clinical Care (Other Staff)	Technician	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
232	Clinical Care (Other Staff)	Phlebotomist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
233	Clinical Care (Other Staff)	Pharmacist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
234	Policies	Contract Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
235	Policies	Equal Opportunities	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
236	Policies	Race Relations	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
237	Policies	Discrimination	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
238	Policies	IRMER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
239	Policies	War Pensioners	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
240	Policies	Smoking	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
241	Safeguarding Issues	Restraint	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
242	Security	Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
243	Telephones	Switchboards	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
244	Telephones	Patient Line" Services"	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
245	Transport	Hospital Buggy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
246	Transport	Hospital Hopper	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
247	Transport	Delays - Inpatient/Daycase	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
248	Visiting Times	Duration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
249	Waiting Times	18 week wait	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0