

Table 1: Categorisation of complaint issues using the Health Complaints Analysis Tool (HCAT)

Domain	Category	Subcategory	Complaint issue	No. of issues	Total
Clinical	Quality (149)	Examinations	Failure to investigate	4	6
			Tests	1	
			Not taking radiographs	1	
		Patient journey	Lack of follow up	4	5
			Patient flow issues	1	
		Quality of care	Care/treatment	1	116
			Care quality	18	
			Nursing care	35	
			Medical care	36	
			Lack of care	2	
			Pain management	21	
			Absence of due care	2	
			Hospital acquired infection	1	
			Poor treatment	5	22
			Inadequate/inappropriate treatment	3	
			Medical treatment	3	
			Complication not explained	6	
			Incorrect treatment	1	
			Clinical treatment	1	
			Poor explanation of treatment	2	
			Poor treatment plan	1	
	Safety (71)	Error in diagnosis	Diagnosis	4	13
			Missed diagnosis	8	
			Triage	1	
		Medication errors	Medication	1	3
			Prescribing	1	
			Medication omission	1	
		Safety incidents	Medical error	4	49
			Surgical/medical complication	28	
			Adverse event	13	
			Equipment Failure	2	
			Patient death	2	
		Skills and conduct	Clinical judgement	1	6
			Incompetence/negligence	2	
			Technical skills	3	
			Organisation of care	2	
Management	Institutional issues (61)	Bureaucracy	Documentation issues	7	10
			Procedures	1	
			Poor environment	2	15
		Environment	Accommodation	1	
			Hygiene	4	
			Food	3	
			Sanitation	1	
			Other patients	1	
			Availability of linen/blankets	3	
		Finance & billing	Billing	1	9
			Costs	4	
			Financial	3	
			Parking fee	1	
		Service issues	Unreturned calls	1	26
			Telephone consultation	7	
			Wrong hospital	9	
			System malfunctions	1	
			Cancellations	2	
			Patient education	1	
			Parking	1	
			Ward allocation	1	
			Visiting times	3	
			Insufficient practical support	1	
	Timing & access (67)	Staffing & resources	Waiting time	11	26
			Clinical delay	1	
		Delays	Delay in treatment	6	
			Timeliness	3	
			Delay in diagnosis	2	
			Delay in admission	1	
			Delays in outpatient department	2	
			Discharge timing	7	8
			Discharge planning	1	
		Access & admission	Access to services	5	33
			Admission/appointment issues	10	
			Appointments	2	
			Access/availability	5	
			Not admitted	3	
			No consultation	1	
			Refusal to treat	3	

Relationships	Communication (92)	Poor communication Communication breakdown	Busy	2	
			Refused visit	2	
			Poor communication	38	38
			Communication breakdowns	6	13
			Lack of communication	7	
			Inadequate information	1	14
		Patient-staff dialogue	Incomplete/Inaccurate information	3	
			Conflicting information	8	
			Misinformation	2	
			Doctor patient-relationship	4	27
			Not listening	6	
			Interpersonal communication	6	
			Blamed patient	1	
			Explanations to patients	2	
			Disagree care expectations	1	
			Unnecessary comment	5	
			Decision sharing	2	
	Humaneness / caring (113)	Respect, dignity & caring	Lack of concern	1	81
			Rude behaviour	46	
			Respect and caring	5	
			Uncaring	12	
			Insensitive	5	
			Insufficient empathy	4	
			Lack of privacy	1	
			Insufficient emotional support	7	
			Attitude of staff	23	32
			Attitude/behaviour	9	
	Patient rights (12)	Abuse	Emotional/verbal abuse	2	2
		Confidentiality	Patient confidentiality	3	3
		Consent	Problems in consent	5	6
		Discrimination	Coercion	1	
			Discrimination against patient	1	1
Miscellaneous					2
Total					567