

Not Our Service	3	2
North East	3	2
West	3	2
East Central	1	1
PTS	1	1
Total	144	100%

Complaint Themes

REAP remains at Level 4 following a persistent period of high demand. As a result the Trust has seen increasingly lengthy response times to lower acuity patients. Surge Purple has also been fairly regularly implemented as call rates continued to be above average.

Complaints relating to delay (87) and staff conduct (33) continue to be the main themes. These are increasingly inter-related.

Table 2 The following table shows complaint subjects October 2013 to October 2014

Complaints by subject 2013 - 2015	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	August	Sept	Oct
Delay	53	41	38	22	29	24	33	50	72	62	45	65	87
Conduct	30	19	11	29	16	22	20	22	16	27	18	23	33
Road handling	10	8	9	8	12	7	8	9	9	14	9	7	7
Non-conveyance	8	11	10	10	11	7	5	5	16	19	16	8	6
Not our service	1	1	2	3	0	1	0	0	2	0	1	0	3
Treatment	13	11	6	12	13	4	8	7	12	12	17	4	1
Patient Injury or Damage to Property	4	2	1	2	0	0	1	0	1	0	1	2	3
Location Alert referral	2	2	1	0	0	0	0	1	1	1	1	0	2
Conveyance	3	1	2	0	3	2	1	1	1	1	2	1	1