

A breakdown of different types of views on Hospital Authority's (HA) hospitals received between 2007 and 2011

Types of views	2007		2008		2009		2010		2011	
	No.	% (approximate figure)	No.	% (approximate figure)	No.	% (approximate figure)	No.	% (approximate figure)	No.	% (approximate figure)
<b>Complaint</b>	2,165	6%	1,862	5%	2,044	4%	2,141	4%	2,290	5%
<b>Feedback</b>	10,928	29%	12,129	30%	14,695	30%	13,457	27%	10,992	23%
<b>Appreciation</b>	24,284	65%	26,212	65%	31,547	65%	33,963	69%	35,565	73%
<b>Total</b>	37,377	100%	40,203	100%	48,286	100%	49,561	100%	48,847	100%

### Numbers of Patient Relations Officers (PROs) responsible for handling public complaints and enquiries in all hospitals under HA

	Alice Ho Miu Ling Nethersole Hospital	Bradbury Hospice	Hong Kong Buddhist Hospital	Hong Kong Red Cross Blood Transfusion Service	Cheshire Home, Chung Hom Kok	Caritas Medical Centre	Castle Peak Hospital	The Duchess of Kent Children's Hospital at Sandy Bay	Tung Wah Group of Hospitals Fung Yiu King Hospital	Grantham Hospital	Haven of Hope Hospital	Hong Kong Eye Hospital	Kwai Chung Hospital
<b>Number of PROs</b>	1	0.2	0.1	0.1	0.25	3.3	0.8	0.1	0.1	0.4	0.5	0.5	1
<b>Number of supporting staff</b>	1	0.25	0.1	0.1	0	2	0.8	0.1	0.1	0.1	0.5	1	0
	Kowloon Hospital	Kwong Wah Hospital	MacLehose Medical Rehabilitation Centre	North District Hospital	Our Lady of Maryknoll Hospital	Princess Margaret Hospital	Pok Oi Hospital	Prince of Wales Hospital	Pamela Youde Nethersole Eastern Hospital	Queen Elizabeth Hospital	Queen Mary Hospital	Rehabaid Centre	Ruttonjee & Tang Shiu Kin Hospitals
<b>Number of PROs</b>	1.4	2	0.1	2	0.3	4	1	3	4.2	5	4	0.05	1.5
<b>Number of supporting staff</b>	0.4	2	0.1	1	0.3	2	1	2	3	2	1	0	1
	Shatin Cheshire Home	Shatin Hospital	St. John Hospital	Siu Lam Hospital	Tseung Kwan O Hospital	Tuen Mun Hospital	Tai Po Hospital	Tung Wah Eastern Hospital	Tung Wah Hospital	Tsan Yuk Hospital	United Christian Hospital	Wong Chuk Hang Hospital	Tung Wah Group of Hospitals Wong Tai Sin Hospital
<b>Number of PROs</b>	0.55	0.55	0.2	0.2	1.5	4	1	0.4	0.5	0.1	3	0.5	0.9
<b>Number of supporting staff</b>	0.75	0.75	0	0.2	1	3	1	0.3	0.2	0	2	0	0.5
	Yan Chai Hospital												
<b>Number of PROs</b>	2												
<b>Number of supporting staff</b>	1												

Note: Given the different size, nature of services and number of attendances of each hospital, the numbers of PROs responsible for handling public complaints and enquiries differ among hospitals. The numbers of some hospitals are with decimal places as they are expressed in full-time equivalent terms.

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Table 3

## Numbers and types of complaints received by HA's hospitals between 2007 and 2011

Total	2007				2008			
	Attitude of staff	Medical services	Administration matters	Others	Attitude of staff	Medical services	Administration matters	Others
Yan Chai Hospital	10	60	0	1	2			
Tung Wah Group of Hospitals Wong Tai Sin Hospital	11	19	6	0	8			
Wong Chuk Hang Hospital	1	0	0	4	0			
United Christian Hospital	43	68	0	18	42			
Tsai Yuk Hospital	1	1	2	0	1			
Tung Wah Hospital	10	11	4	2	7			
Tung Wah Eastern Hospital	4	4	0	1	8			
Tai Po Hospital	0	1	0	5	1			
Tuen Mun Hospital	2	9	6	1	1			
Tseung Kwan O Hospital	13	28	4	2	3			
Siu Lam Hospital	0	0	0	0	5			
St. John Hospital	4	2	2	2	1			
Shatin Hospital	7	1	0	4	6			
Shatin Cheshire Home	1	0	1	2	0			
Ruttonjee Hospital and Tang Shiu Kin Hospital	25	30	7	0	12			
Rehabaid Centre	0	0	0	0	0			
Queen Mary Hospital	19	35	23	35	19			
Queen Elizabeth Hospital	27	48	5	50	73			
Pamela Youde Nethersole Eastern Hospital	20	48	7	33	14			
Prince of Wales Hospital	63	157	0	105	49			
Pok Oi Hospital	0	0	0	0	0			
Princess Margaret Hospital	5	33	2	1	4			
Our Lady of Maryknoll Hospital	0	4	0	2	0			
North District Hospital	47	58	21	1	20			
MacLehose Medical Rehabilitation Centre	1	5	1	0	1			
Kwong Wah Hospital	129	219	42	22	101			
Kowloon Hospital	46	25	16	4	24			
Kwai Chung Hospital	22	32	11	6	19			
Hong Kong Eye Hospital	5	28	1	1	6			
Haven of Hope Hospital	3	5	0	1	1			
Grantham Hospital	4	7	4	0	11			
Tung Wah Group of Hospitals Fung Yiu King Hospital	0	1	0	1	0			
The Duchess of Kent Children's Hospital at Sandy Bay	7	8	1	2	4			
Castle Peak Hospital	4	1	1	0	0			
Caritas Medical Centre	46	58	23	9	18			
Cheshire Home, Chung Hom Kok	4	0	0	0	2			
Hong Kong Red Cross Blood Transfusion Service	20	9	5	8	4			
Hong Kong Buddhist Hospital	7	6	4	5	6			
Bradbury Hospice	0	0	0	0	1			
Alice Ho Miu Ling Nethersole Hospital	0	4	0	2	1			
<b>Total</b>	<b>611</b>	<b>1025</b>	<b>199</b>	<b>330</b>	<b>475</b>			

Medical services	3	0	12	5	1	51	4	3	0	4	4	17	21	27	174	0	38	0	23	0	161	47	118	20	0	15	2	0	1	5	16	4	0	10	10	0	70	1	9	37	913
Administration matters	0	0	0	0	1	12	0	0	3	4	0	4	5	5	69	0	28	0	1	0	43	1	18	12	0	1	1	0	0	0	1	1	0	2	2	2	37	0	2	0	255
Others	3	0	2	3	0	4	0	8	0	2	0	1	2	4	13	2	3	1	0	0	23	25	77	22	0	1	0	2	1	1	8	0	1	1	2	0	6	0	1	0	219
<b>Total</b>	<b>7</b>	<b>1</b>	<b>20</b>	<b>12</b>	<b>4</b>	<b>85</b>	<b>4</b>	<b>15</b>	<b>3</b>	<b>21</b>	<b>5</b>	<b>28</b>	<b>47</b>	<b>60</b>	<b>357</b>	<b>3</b>	<b>89</b>	<b>1</b>	<b>28</b>	<b>0</b>	<b>276</b>	<b>87</b>	<b>286</b>	<b>73</b>	<b>0</b>	<b>29</b>	<b>3</b>	<b>8</b>	<b>3</b>	<b>11</b>	<b>28</b>	<b>6</b>	<b>2</b>	<b>21</b>	<b>21</b>	<b>3</b>	<b>155</b>	<b>1</b>	<b>20</b>	<b>39</b>	<b>1862</b>

[illegible]

Total
Yan Chai Hospital
Tung Wah Group of Hospitals Wong Tai Sin Hospital
Wong Chuk Hang Hospital
United Christian Hospital
Tsai Yick Hospital
Tung Wah Hospital
Tung Wah Eastern Hospital
Tai Po Hospital
Tuen Mun Hospital
Tsueing Kwan O Hospital
Siu Lam Hospital
St. John Hospital
Shatin Hospital
Shatin Cheshire Home
Ruttonjee Hospital and Tang Shiu Kin Hospital
Rehabaid Centre
Queen Mary Hospital
Queen Elizabeth Hospital
Pamela Youde Nethersole Eastern Hospital
Prince of Wales Hospital
Pok Oi Hospital
Princess Margaret Hospital
Our Lady of Maryknoll Hospital
North District Hospital
MacLehose Medical Rehabilitation Centre
Kwong Wah Hospital
Kowloon Hospital
Kwai Chung Hospital
Hong Kong Eye Hospital
Haven of Hope Hospital
Granham Hospital
Tung Wah Group of Hospitals Fung Yiu King Hospital
The Duchess of Kent Children's Hospital at Sand Bay
Castle Peak Hospital
Caritas Medical Centre
Cheshire Home, Chung Horn Kok
Hong Kong Red Cross Blood Transfusion Service
Hong Kong Buddhist Hospital
Bradbury Hospice
Alice Ho Miu Ling Nethersole Hospital
<b>2010</b>

Attitude of staff	0	0	9	11	0	18	2	0	1	5	4	5	22	11	114	0	8	0	26	3	38	11	61	30	0	0	0	0	2	0	11	2	3	3	12	2	31	1	15	3	464
Medical services	4	0	3	6	1	40	2	0	3	5	0	8	24	23	196	1	20	0	123	3	68	47	148	33	0	2	0	3	1	0	46	12	8	8	9	1	86	0	30	44	1008
Administration matters	0	0	2	3	0	6	1	0	0	4	1	4	4	6	94	0	4	0	21	5	78	13	26	12	0	0	0	0	0	0	4	6	1	0	7	0	47	0	4	1	354
Others	0	0	4	5	0	6	6	0	0	0	3	4	2	2	10	0	5	2	4	0	38	9	33	15	1	0	0	0	1	0	6	2	0	2	2	4	15	0	7	0	188
<b>Total</b>	<b>4</b>	<b>0</b>	<b>18</b>	<b>25</b>	<b>1</b>	<b>70</b>	<b>11</b>	<b>0</b>	<b>4</b>	<b>14</b>	<b>8</b>	<b>21</b>	<b>52</b>	<b>42</b>	<b>414</b>	<b>1</b>	<b>37</b>	<b>2</b>	<b>174</b>	<b>11</b>	<b>222</b>	<b>80</b>	<b>268</b>	<b>90</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>67</b>	<b>22</b>	<b>12</b>	<b>13</b>	<b>30</b>	<b>7</b>	<b>179</b>	<b>1</b>	<b>56</b>	<b>48</b>	<b>2014*</b>

Note: The type of complaints pertaining to “Others” includes grievances about the charges, policies and hygiene conditions, etc.

# Numbers of complaint cases that cannot be completed within the target response time by HA hospitals

from 2007 to 2011

	Alice Ho Miu Ling Nethersole Hospital	Bradbury Hospice	Hong Kong Buddhist Hospital	Hong Kong Red Cross Blood Transfusion Service	Cheshire Home, Chung Hom Kok	Caritas Medical Centre	Castle Peak Hospital	The Duchess of Kent Children's Hospital at Sandy Bay	Tung Wah Group of Hospitals Fung Yiu King Hospital	Grantham Hospital	Haven of Hope Hospital	Hong Kong Eye Hospital	Kwai Chung Hospital	Kowloon Hospital	Kwong Wah Hospital
<b>2007</b>	0	0	0	0	0	0	0	#	#	#	0	0	0	4	0
<b>2008</b>	0	0	0	0	0	0	0	#	#	#	0	0	0	0	0
<b>2009</b>	0	0	0	0	0	0	0	#	#	#	1	0	0	0	0
<b>2010</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>2011</b>	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0

  

	MacLehose Medical Rehabilitation Centre	North District Hospital	Our Lady of Maryknoll Hospital	Princess Margaret Hospital	Pok Oi Hospital	Prince of Wales Hospital	Pamela Youde Nethersole Eastern Hospital	Queen Elizabeth Hospital	Queen Mary Hospital	Rehabaid Centre	Ruttonjee Hospital and Tang Shiu Kin Hospital	Shatin Chesire Home	Shatin Hospital	St. John Hospital	Siu Lam Hospital
<b>2007</b>	#	3	0	5	0	19	12	9	#	#	12	0	0	0	0
<b>2008</b>	#	1	0	2	0	13	11	29	#	#	5	0	0	0	0
<b>2009</b>	#	6	0	12	0	27	21	28	#	#	3	0	0	0	0
<b>2010</b>	0	3	0	16	0	17	7	22	2	0	0	0	0	0	0
<b>2011</b>	0	2	0	26	0	10	8	13	5	0	1	0	0	0	0

	Tseung Kwan O Hospital	Tuen Mun Hospital	Tai Po Hospital	Tung Wah Eastern Hospital	Tung Wah Hospital	Tsan Yuk Hospital	United Christian Hospital	Wong Chuk Hang Hospital	Tung Wah Group of Hospitals Wong Tai Sin Hospital	Yan Chai Hospital
<b>2007</b>	0	0	0	1	#	0	0	0	0	0
<b>2008</b>	1	1	0	1	#	0	0	0	0	0
<b>2009</b>	4	0	0	0	#	0	0	0	0	0
<b>2010</b>	5	0	0	0	1	0	0	0	0	0
<b>2011</b>	2	9	0	5	0	0	0	0	0	0

# As the majority of the complaint cases originate from the public misunderstanding of the operation of hospitals and medical procedures, or from problems in communication, the hospitals would focus on providing assistance to complainants for resolving the problems, explaining the situation to them or using mediation skills to settle complaints when handling the cases. Therefore, some hospitals did not keep, in early years, specific statistics on the numbers of cases the handling of which had not been completed within the target response time.

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Table 5

The number of appeal cases handled by PCC and the numbers of substantiated and partially substantiated cases among these cases from

2007 to 2011

	2007	2008	2009	2010	2011
Number of appeal cases	218	219	273	255	260
Number of substantiated and partially substantiated cases	12	17	12	10	19



The number of cases of medical claims and cases in which mediation was conducted, and the amount of compensation involved during the period between 2007 and 2011

Year in which the cases are reported <sup>1</sup>	2007	2008	2009	2010	2011
Number of cases of claim (Number of cases of claim in which mediation was conducted) <sup>2</sup>	134 (2)	118 (2)	157 (8)	153 (1)	121 (0)
Number of cases of claim which were concluded/settled <sup>3</sup>	42	32	38	33	17
Amount of compensation paid for cases of claim which were concluded/settled (all figures are round numbers and in million dollars)	18.8	11.8	11.6	10.6	4.5

<sup>1</sup> The amounts of compensation for a particular year set out in the above table refer to the compensation paid for cases of claims reported for that year as at the end of December 2012. For example, for cases reported in 2007, as at the end of December 2012, there were a total of 134 cases of claims, of which 42 were concluded/settled, involving a compensation amount totalling \$18.8 million.

<sup>2</sup> Included in the number of cases of claims which were concluded/settled.

<sup>3</sup> Including cases of claims which were settled out of court after legal proceedings had commenced.