

LCQ11**Complaints handled by public hospitals****2012-13**

	Hong Kong East	Hong Kong West	Kowloon Central	Kowloon East	Kowloon West	New Territories East	New Territories West	Total
Medical services	52	102	147	280	465	145	191	1 382
Staff attitude	13	64	62	89	166	74	69	537
Administrative matters	2	32	40	101	120	64	43	402
Overall performance	2	18	7	22	50	56	17	172
Others	4	2	7	21	1	0	0	35
Total	73	218	263	513	802	339	320	2 528

2013-14

	Hong Kong East	Hong Kong West	Kowloon Central	Kowloon East	Kowloon West	New Territories East	New Territories West	Total
Medical services	60	74	166	278	554	173	214	1 519
Staff attitude	9	51	73	86	195	67	68	549
Administrative matters	2	29	49	90	121	67	35	393
Overall performance	2	21	8	20	37	62	15	165
Others	1	1	8	7	1	0	0	18
Total	74	176	304	481	908	369	332	2 644

2014-15

	Hong Kong East	Hong Kong West	Kowloon Central	Kowloon East	Kowloon West	New Territories East	New Territories West	Total
Medical services	36	112	200	248	486	183	146	1 411
Staff attitude	3	59	67	55	179	71	27	461
Administrative matters	1	45	51	49	131	48	28	353
Overall performance	1	17	14	10	53	33	12	140
Others	1	1	20	2	5	0	0	29
Total	42	234	352	364	854	335	213	2 394

Note: The figures listed in the above tables do not include complaints lodged against the services of the Hospital Authority (HA) and HA Head Office.