

LCQ 16 Table 1

Number of complaints received by Hospital Authority regarding its
medical services

Year	2007	2008	2009	2010	2011
Number of complaints ¹	1 025	913	922	1 035	1 194

LCQ 16 Table 2

Number of Hospital Authority's sentinel and serious untoward events

Period	1/10/2007- 30/9/2008	1/10/2008- 30/9/2009	1/10/2009- 30/9/2010	1/10/2010- 30/9/2011
Sentinel events (involving newborn babies)	44(1)	40(0)	33(0)	44(0)
Serious untoward events (involving newborn babies)	NA ²	NA ²	81(0) ³	97(1)

¹ HA does not have a breakdown of complaints for cases involving newborn babies.

² HA included two categories of serious untoward events (namely, medication error and misidentification of patient that could have led to death or permanent harm) into the reporting mechanism in January 2010. No relevant figures are therefore available before 2010.

³ The relevant period covered is from January to September 2010.