

**Annex 1**

**LCQ14**

**Complaints handled by public hospitals**

**2011/12**

	<b>Hong Kong East Cluster</b>	<b>Hong Kong West Cluster</b>	<b>Kowloon Central Cluster</b>	<b>Kowloon East Cluster</b>	<b>Kowloon West Cluster</b>	<b>New Territories East Cluster</b>	<b>New Territories West Cluster</b>	<b>Total</b>
<b>Medical services</b>	52	47	123	246	469	75	222	1,234
<b>Staff attitude</b>	11	33	65	87	212	36	43	487
<b>Administrative matters</b>	13	22	28	64	127	31	40	325
<b>Overall performance</b>	3	8	12	9	53	22	15	122
<b>Others</b>	7	5	23	8	2	0	3	48
<b>Total</b>	<b>86</b>	<b>115</b>	<b>251</b>	<b>414</b>	<b>863</b>	<b>164</b>	<b>323</b>	<b>2,216</b>

**2012/13**

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

**2013/14**

	Hong Kong East Cluster	Hong Kong West Cluster	Kowloon Central Cluster	Kowloon East Cluster	Kowloon West Cluster	New Territories East Cluster	New Territories West Cluster	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
<b>Total</b>	<b>74</b>	<b>176</b>	<b>304</b>	<b>481</b>	<b>908</b>	<b>369</b>	<b>332</b>	<b>2,644</b>

**2014/15**

	Hong Kong East Cluster	Hong Kong West Cluster	Kowloon Central Cluster	Kowloon East Cluster	Kowloon West Cluster	New Territories East Cluster	New Territories West Cluster	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
<b>Total</b>	<b>42</b>	<b>234</b>	<b>352</b>	<b>364</b>	<b>854</b>	<b>335</b>	<b>213</b>	<b>2,394</b>

**2015/16**

	Hong Kong East Cluster	Hong Kong West Cluster	Kowloon Central Cluster	Kowloon East Cluster	Kowloon West Cluster	New Territories East Cluster	New Territories West Cluster	Total
Medical services	49	102	239	247	483	281	160	1,561
Staff attitude	17	74	89	81	202	103	69	635
Administrative matters	12	36	48	60	106	99	28	389
Overall performance	3	20	19	32	41	67	8	190
Others	3	6	11	1	0	1	10	32
<b>Total</b>	<b>84</b>	<b>238</b>	<b>406</b>	<b>421</b>	<b>832</b>	<b>551</b>	<b>275</b>	<b>2,807</b>