

COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

1ST SEMESTRE OF 2023

Executive Summary

In compliance with Decree-Law no. 126/2014 of August 22nd, this document discloses information about the complaints, compliments and suggestions submitted by healthcare providers. In addition, this also discloses information about the providers that have been the subject of more complaints and the results of ERS' actions.

In the first semester of 2023, ERS received:

- 49,314 cases related to events that occurred in 2023: 40,934 were classified exclusively as complaints, 7,879 as compliments and 323 as suggestions. The remaining 178 cases concerned about processes classified with more than one of these options at the same time;
- 22,211 cases regarding complaints, compliments and suggestions from previous years.

Compared to the same period in the previous year, there was an increase of approximately 21% in the number of cases related to events that occurred in 2023. Looking at the annual trend of these cases, there was an increase of approximately 17% in complaints and 45% in compliments compared to the first semester of 2022.

From the characterization of these 49,314 cases (complaints, compliments, and/ or suggestions), it was observed that:

- (i) 62% of the cases (30,481) were related to public healthcare providers, including those managed under Public-Private Partnership;
- (ii) Healthcare providers with inpatient services had a higher volume of cases compared to outpatient services' healthcare providers;
- (iii) Approximately 55% of the cases (27,173) were related to healthcare providers located in the Lisboa and Vale do Tejo Health Region, followed by the Norte Health Region with 29% (14,056).

Among the cases classified as complaints and reviewed by ERS, the most frequently mentioned subjects in the first semester of the year were related to constraints in

"healthcare and patient safety" (21.1%), "access to healthcare" (18.8%), and "administrative procedures" (18.2%).

In contrast, compliments were most frequently directed towards clinical staff (33%) and non-clinical staff (22%), but they were also related to the operation of support services (23%), clinical services (14%), and administrative services (7%).

Without any previous analysis based on the size of healthcare providers, production, or target population, it was observed that healthcare providers responsible for approximately 75% of complaints and compliments, submitted to ERS during the period under analysis, corresponded to a total of 1,143 and 609 healthcare establishments, respectively.

This document presents a list of all healthcare providers with complaints, compliments, and/ or suggestions submitted to ERS in the first semester of 2023.

In the first semester of the year, ERS has decided 48,064 cases (complaints, compliments, and/ or suggestions), of which 22,463 were related to events that occurred in 2023.

A complaint can undergo various ERS' regulatory interventions and can be, simultaneously or not, forwarded to one or more external entities with competence over the matter under review.

Thus, regarding the 48,064 complaints, compliments and/ or suggestions decided by ERS, the following actions were taken:

- (i) An additional analysis was carried out on 7,149 (2,004 with events in 2023);
- (ii) 1,077 cases were forwarded to external entities (309 related to events in 2023); and
- (iii) 40,470 cases were closed by ERS without the need for additional analysis (20,333 with events in 2023).