



Closed Investigation Cases



No.	Discipline	Date Assigned to Investigation	Type of Norms and Standard breached	Status	Reason for each extension of the period of investigation
1	Accident and Emergency	28/08/2017 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes. 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 24/08/2020 13:02	The Complaint was lodged before the promulgation of Norms and Standards
2	Gynaecology & Obstetrics	13/06/2017 10:00	1.8.2 Complaints are used to improve service delivery	Closed 31/03/2020 14:04	The Complaint was lodged before the promulgation of Norms and Standards
3	Gynaecology & Obstetrics	06/08/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes 2.4.3 Specific safety protocols are in place for patients undergoing high risk procedures	Closed 14/10/2019 11:24	The Complaint was lodged before the promulgation of Norms and Standards
4	Surgery	10/12/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 28/09/2022 14:00	The Complaint was lodged before the promulgation of Norms and Standards
5	Surgery	20/08/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 28/01/2020 05:51	The Complaint was lodged before the promulgation of Norms and Standards
6	Surgery	20/11/2018 10:00	2.2.1 The establishment provides clinical care so as to ensure positive outcomes in identified priority initiatives including meeting the Millennium Development Goals	Closed 06/11/2023 11:10	The Complaint was lodged before the promulgation of Norms and Standards
7	Psychiatry	20/06/2016 00:00	4.1.4 Patients who want to be referred or transferred receive the care and support they need	Closed 02/02/2017 13:15	The Complaint was lodged before the promulgation of Norms and Standards
8	Oncology	06/07/2018 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 30/01/2024 06:28	The Complaint was lodged before the promulgation of Norms and Standards
9	Oncology	13/07/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 23/06/2021 16:09	The Complaint was lodged before the promulgation of Norms and Standards
10	Oncology	03/09/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 18/01/2017 09:10	The Complaint was lodged before the promulgation of Norms and Standards
11	Accident and Emergency	28/03/2017 10:00	1.2.1 Patients are provided with information to enable them to make informed decisions regarding their care	Closed 21/12/2016 10:00	The Complaint was lodged before the promulgation of Norms and Standards
12	Family Medicine	16/07/2018 10:00	1.2.1 Patients are provided with information to enable them to make informed decisions regarding their care	Closed 15/08/2023 15:15	The Complaint was lodged before the promulgation of Norms and Standards
13	Internal Medicine	28/03/2017 10:00	5.6.2 Public relations are actively managed to provide accurate and appropriate information on the health establishment's services / programmes / policies	Closed 31/03/2020 21:59	The Complaint was lodged before the promulgation of Norms and Standards
14	Maternity	13/09/2018 10:00	1.2.2 Patients have access to information on the services provided by the health establishment	Closed 24/01/2020 13:50	The Complaint was lodged before the promulgation of Norms and Standards
15	Family Medicine	08/01/2018 10:00	7.6.1 Linen and laundry services are managed to meet the needs of the health establishment and legislative requirements	Closed 31/03/2020 14:36	The Complaint was lodged before the promulgation of Norms and Standards

16	Family Medicine, Internal Medicine	28/03/2017 10:00	5.6.2 Public relations are actively managed to provide accurate and appropriate information on the health establishment's services / programmes / policies	Closed 31/03/2020 21:48	The Complaint was lodged before the promulgation of Norms and Standards
17	Internal Medicine	26/05/2017 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 26/09/2019 10:23	The Complaint was lodged before the promulgation of Norms and Standards
18	Gynaecology & Obstetrics	18/06/2017 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 13/06/2019 11:14	The Complaint was lodged before the promulgation of Norms and Standards
19	Gynaecology & Obstetrics	14/06/2017 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 30/09/2018 17:57	The Complaint was lodged before the promulgation of Norms and Standards
20	Internal Medicine	10/05/2019 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 31/12/2021 21:04	Human resources constraints
21	Accident and Emergency	28/07/2017 12:00	1.4.1 Management of referrals preserves the quality of patient care	Closed 01/04/2020 12:17	The Complaint was lodged before the promulgation of Norms and Standards
22	Family Medicine	18/05/2018 22:00	7.1.4 Buildings are maintained to provide safety and promote a positive image of the establishment	Closed 27/11/2023 21:47	The Complaint was lodged before the promulgation of Norms and Standards
23	Surgery	23/07/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 08/05/2023 09:55	The Complaint was lodged before the promulgation of Norms and Standards
24	Family Medicine	17/07/2018 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 30/09/2019 14:36	The Complaint was lodged before the promulgation of Norms and Standards
25	Accident and Emergency	27/08/2017 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 31/12/2021 21:13	The Complaint was lodged before the promulgation of Norms and Standards
26	General	13/08/2017 22:00	1.1.3 Health establishment meets the patients' expectations of cleanliness / hygiene / accommodation 1.8.1 Patients complaints are managed systematically and to patients satisfaction	Closed 31/03/2022 05:25	The Complaint was lodged before the promulgation of Norms and Standards
27	Psychiatry	31/05/2017 22:00	1.1.3 Health establishment meets the patients' expectations of cleanliness / hygiene / accommodation	Closed 06/11/2023 10:53	The Complaint was lodged before the promulgation of Norms and Standards
28	Gynaecology & Obstetrics	20/06/2018 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	Closed 30/09/2021 19:09	The Complaint was lodged before the promulgation of Norms and Standards
29	ICU	30/08/2017 10:00	1.2.1 Patients are provided with information to enable them to make informed decisions regarding their care	Closed 01/04/2020 12:59	The Complaint was lodged before the promulgation of Norms and Standards
30	Theatre	22/06/2017 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 02/08/2022 15:45	The Complaint was lodged before the promulgation of Norms and Standards
31	General, ICU	09/07/2019 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 09/11/2022 10:24	Inadequate investigation capacity
32	Surgery	22/06/2018 10:00	1.1.3 Health establishment meets the patients' expectations of cleanliness / hygiene / accommodation	Closed 02/06/2023 11:00	The Complaint was lodged before the promulgation of Norms and Standards

33	Family Medicine	19/05/2018 12:00	2.5.1 Adverse events are identified and promptly responded to reducing patient harm and suffering	Closed 28/09/2022 14:16	The Complaint was lodged before the promulgation of Norms and Standards
34	Psychiatry	09/04/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 08/05/2023 09:56	The Complaint was lodged before the promulgation of Norms and Standards
35	Accident and Emergency	28/11/2017 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 03/08/2021 07:28	The Complaint was lodged before the promulgation of Norms and Standards
36	Surgery	06/03/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes 2.6.3 Universal precautions are applied to prevent health care associated infections	Closed 02/08/2023 07:38	The Complaint was lodged before the promulgation of Norms and Standards
37	Family Medicine	12/09/2017 10:00	1.2.1 Patients are provided with information to enable them to make informed decisions regarding their care	Closed 26/07/2021 12:02	The Complaint was lodged before the promulgation of Norms and Standards
38	Oncology	25/07/2017 10:00	5.6.2 Public relations are actively managed to provide accurate and appropriate information on the health establishment's services / programmes / policies	Closed 31/03/2020 21:21	The Complaint was lodged before the promulgation of Norms and Standards
39	General	14/08/2017 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes 3.4.1 Medical equipment for safe and effective patient care is available and functional	Closed 26/06/2023 08:21	The Complaint was lodged before the promulgation of Norms and Standards
40	Maternity	11/09/2017 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 31/07/2023 15:00	The Complaint was lodged before the promulgation of Norms and Standards
41	Out-Patient Department	19/09/2017 22:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	Closed 22/07/2019 14:34	The Complaint was lodged before the promulgation of Norms and Standards
42	Maternity	13/09/2017 22:00	2.5.2 Adverse events are analysed and managed in order to prevent recurrence and reduce patient harm	Closed 28/09/2022 10:48	The Complaint was lodged before the promulgation of Norms and Standards
43	General	13/08/2018 22:00	5.2.1 The health establishment's management structure and delegations of authority is at the appropriate levels to ensure efficient service delivery at the establishment	Closed 17/08/2023 14:37	The Complaint was lodged before the promulgation of Norms and Standards
44	ICU	08/11/2017 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 12/05/2023 08:47	The Complaint was lodged before the promulgation of Norms and Standards
45	Internal Medicine	25/01/2018 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 30/11/2022 16:15	Inadequate investigation capacity
46	General	04/12/2017 22:00	1.7.1 The package of services offered at the health establishment are in accordance with national guidelines or licensing specifications	Closed 15/08/2022 15:55	The Complaint was lodged before the promulgation of Norms and Standards
47	General	15/08/2018 10:00	2.5.1 Adverse events are identified and promptly responded to reducing patient harm and suffering	Closed 22/08/2022 09:31	The Complaint was lodged before the promulgation of Norms and Standards
48	Surgery	04/04/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 20/01/2023 10:10	Inadequate investigation capacity
49	General	18/05/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 26/09/2019 13:16	The Complaint was lodged before the promulgation of Norms and Standards

50	Out-Patient Department	22/03/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 21/07/2023 08:45	The Complaint was lodged before the promulgation of Norms and Standards
51	Internal Medicine	19/06/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 04/04/2023 19:02	The Complaint was lodged before the promulgation of Norms and Standards
52	General	28/01/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 26/06/2023 11:27	The Complaint was lodged before the promulgation of Norms and Standards
53	General	25/01/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 01/06/2023 14:39	The Complaint was lodged before the promulgation of Norms and Standards
54	General	23/01/2019 12:00	3.1.4 The prescribing and dispensing of medicines comply with relevant regulations and protocols and promote the quality use of medicine 2.3.1 Health professionals in the establishment champion improvements in patient centred / quality care	Closed 16/08/2021 09:30	The Complaint was lodged before the promulgation of Norms and Standards
55	Maternity	16/08/2018 22:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 21/06/2023 13:48	The Complaint was lodged before the promulgation of Norms and Standards
56	General	06/02/2019 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 01/07/2021 20:53	The Complaint was lodged before the promulgation of Norms and Standards
57	Psychiatry	19/03/2018 22:00	5.6.2 Public relations are actively managed to provide accurate and appropriate information on the health establishment's services / programmes / policies	Closed 30/09/2018 16:57	The Complaint was lodged before the promulgation of Norms and Standards
58	Psychiatry	14/12/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 31/03/2020 09:50	The Complaint was lodged before the promulgation of Norms and Standards
59	Maternity	05/04/2018 12:00	2.2.1 The establishment provides clinical care so as to ensure positive outcomes in identified priority initiatives including meeting the Millennium Development Goals	Closed 30/06/2021 09:27	The Complaint was lodged before the promulgation of Norms and Standards
60	Maternity	19/06/2018 22:00	1.2.1 Patients are provided with information to enable them to make informed decisions regarding their care	Closed 23/10/2019 09:43	The Complaint was lodged before the promulgation of Norms and Standards
61	General	17/08/2018 12:00	6.2.1 Staff health and welfare is actively promoted to improve working lives	Closed 09/02/2024 11:20	The Complaint was lodged before the promulgation of Norms and Standards
62	Maternity	13/08/2018 12:00	2.5.1 Adverse events are identified and promptly responded to reducing patient harm and suffering	Closed 22/08/2022 09:28	The Complaint was lodged before the promulgation of Norms and Standards
63	General, Out-Patient Department	15/05/2018 12:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	Closed 22/08/2022 10:08	The Complaint was lodged before the promulgation of Norms and Standards
64	Orthopaedic	13/11/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 28/09/2022 10:54	The Complaint was lodged before the promulgation of Norms and Standards
65	Psychiatry	10/06/2018 22:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	Closed 15/01/2024 07:37	The Complaint was lodged before the promulgation of Norms and Standards
66	Family Medicine	21/05/2018 12:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	Closed 31/03/2022 05:38	The Complaint was lodged before the promulgation of Norms and Standards

67	Accident and Emergency	16/08/2018 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes 1.5.1 Waiting times in busy areas are managed to improve patient satisfaction and care.	Closed 01/04/2022 09:39	The Complaint was lodged before the promulgation of Norms and Standards
68	Gynaecology & Obstetrics	15/05/2018 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	Closed 30/06/2023 08:17	The Complaint was lodged before the promulgation of Norms and Standards
69	General	06/09/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 02/09/2021 08:22	The Complaint was lodged before the promulgation of Norms and Standards
70	Surgery	10/07/2018 22:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	Closed 21/06/2023 13:12	The Complaint was lodged before the promulgation of Norms and Standards
71	Maternity	20/06/2018 10:00	1.7.1 The package of services offered at the health establishment are in accordance with national guidelines or licensing specifications	Closed 05/02/2024 10:13	The Complaint was lodged before the promulgation of Norms and Standards
72	Orthopaedic	17/08/2018 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 12/05/2022 11:05	The Complaint was lodged before the promulgation of Norms and Standards
73	Internal Medicine	16/08/2018 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	Closed 24/11/2022 13:32	The Complaint was lodged before the promulgation of Norms and Standards
74	Accident and Emergency	24/07/2018 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 23/05/2023 08:16	The Complaint was lodged before the promulgation of Norms and Standards
75	General	11/07/2018 10:00	5.6.2 Public relations are actively managed to provide accurate and appropriate information on the health establishment's services / programmes / policies	Closed 20/01/2020 16:34	The Complaint was lodged before the promulgation of Norms and Standards
76	Internal Medicine	12/08/2018 22:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	Closed 24/11/2022 13:20	The Complaint was lodged before the promulgation of Norms and Standards
77	Out-Patient Department	17/09/2018 12:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	Closed 03/08/2021 07:17	The Complaint was lodged before the promulgation of Norms and Standards
78	Maternity	13/08/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 29/03/2022 09:13	The Complaint was lodged before the promulgation of Norms and Standards
79	General	18/10/2018 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	Closed 03/08/2023 11:25	The Complaint was lodged before the promulgation of Norms and Standards
80	Out-Patient Department	05/09/2018 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 28/09/2022 12:51	The Complaint was lodged before the promulgation of Norms and Standards
81	Accident and Emergency	16/01/2019 10:00	1.5.1 Waiting times in busy areas are managed to improve patient satisfaction and care 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 02/08/2023 07:30	Limited investigative capacity
82	Gynaecology & Obstetrics	26/10/2018 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	Closed 30/08/2022 09:28	The Complaint was lodged before the promulgation of Norms and Standards
83	Gynaecology & Obstetrics	15/11/2018 22:00	1.8.2 Complaints are used to improve service delivery	Closed 30/09/2019 15:20	The Complaint was lodged before the promulgation of Norms and Standards

84	Surgery	08/01/2019 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 30/09/2022 08:33	The Complaint was lodged before the promulgation of Norms and Standards
85	Internal Medicine	22/01/2019 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 14/06/2022 09:38	The Complaint was lodged before the promulgation of Norms and Standards
86	Theatre	22/11/2018 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	Closed 18/07/2022 09:43	The Complaint was lodged before the promulgation of Norms and Standards
87	Oncology	14/01/2019 12:00	1.2.1 Patients are provided with information to enable them to make informed decisions regarding their care	Closed 31/03/2020 10:08	The Complaint was lodged before the promulgation of Norms and Standards
88	General	14/02/2019 10:00	3.1.4 The prescribing and dispensing of medicines comply with relevant regulations and protocols and promote the quality use of medicine	Closed 26/09/2019 12:00	The Complaint was lodged before the promulgation of Norms and Standards
89	ICU	27/06/2019 12:00	5. (1)The health establishment must ensure that users are attended to in a manner which is consistent with the nature and severity of their health condition.	Closed 26/09/2019 12:05	The investigation was completed within six months
90	Internal Medicine	14/05/2019 10:00	1.8.2 Complaints are used to improve service delivery	Closed 31/03/2020 11:15	Human resources constraints
91	Surgery	30/08/2019 10:00	7. (1) The health establishment must establish and maintain clinical management systems 8. (1) The health establishment must maintain an environment	Closed 22/09/2022 09:21	Inadequate investigation capacity
92	Gynaecology & Obstetrics	13/06/2019 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 07/12/2020 08:43	Human resources constraints
93	ICU	13/05/2019 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes 2.2.1 The establishment provides clinical care so as to ensure positive outcomes in identified priority initiatives including meeting the Millennium Development Goals	Closed 09/11/2019 18:23	The investigation was completed within six months
94	Maternity	30/07/2019 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 30/09/2021 15:46	Human resources constraints
95	Family Medicine	07/07/2020 12:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes 1.7.1 The package of services offered at the health establishment are in accordance with national guidelines or licensing specifications	Closed 17/02/2021 13:31	Human resources constraints
96	Accident and Emergency	07/08/2020 12:00	1.5.1 Waiting times in busy areas are managed to improve patient satisfaction and care 1.7.1 The package of services offered at the health establishment are in accordance with national guidelines or licensing specifications	Closed 03/08/2021 07:16	Human resources constraints
97	Paediatric	09/02/2021 12:00	1.8.2 Complaints are used to improve service delivery	Closed 30/06/2021 09:31	The investigation was completed within six months
98	General	04/03/2021 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes 2.5.1 Adverse events are identified and promptly responded to reducing patient harm and suffering	Closed 02/08/2022 12:52	Human resources constraints
99	General	16/03/2021 12:00	2.5.1 Adverse events are identified and promptly responded to reducing patient harm and suffering 1.8.2 Complaints are used to improve service delivery	Closed 30/11/2022 18:48	Human resources constraints
100	Ophthalmology	26/05/2021 10:00	5. (1)The health establishment must ensure that users are attended to in a manner which is consistent with the nature and severity of their health condition.	Closed 28/08/2023 10:12	Human resources constraints

101	Gynaecology & Obstetrics	15/06/2021 10:00	1.8.2 Complaints are used to improve service delivery	Closed 06/04/2022 15:45	Human resources constraints
102	Accident and Emergency	30/07/2021 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 08/02/2022 09:42	Human resources constraints
103	Gynaecology & Obstetrics	20/01/2022 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes 2.4.3 Specific safety protocols are in place for patients undergoing high risk procedures	Closed 01/08/2022 09:46	Human resources constraints
104	Out-Patient Department	29/11/2021 10:00	7. (1) The health establishment must establish and maintain clinical management systems	Closed 23/06/2023 15:35	Human resources constraints
105	Gynaecology & Obstetrics	07/02/2022 10:00	2.2.1 The establishment provides clinical care so as to ensure positive outcomes in identified priority initiatives including meeting the Millennium Development Goals	Closed 23/11/2022 08:35	Human resources constraints
106	Accident and Emergency	17/02/2022 12:00	7. (1) The health establishment must establish and maintain clinical management systems	Closed 02/11/2023 13:45	Human resources constraints
107	Maternity	14/04/2022 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes	Closed 06/02/2023 08:00	Human resources constraints
108	General	11/05/2022 12:00	7. (1) The health establishment must establish and maintain clinical management systems	Closed 07/09/2023 13:04	Human resources constraints
109	Gynaecology & Obstetrics	07/07/2022 12:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 09/04/2023 12:52	Human resources constraints
110	Maternity	14/09/2022 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 07/02/2023 15:03	The investigation was completed within six months
111	Accident and Emergency	08/12/2022 10:00	1.1.1 Patients are treated in a caring and respectful manner by staff with the appropriate values and attitudes 2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 20/11/2023 08:30	Human resources constraints
112	General	04/10/2022 10:00	5. (1)The health establishment must ensure that users are attended to in a manner which is consistent with the nature and severity of their health condition.	Closed 24/11/2023 14:10	Human resources constraints
113	Accident and Emergency	28/11/2022 10:00	7.2.4 A functional public communication system allows communication throughout the establishment in the event of an emergency	Closed 02/02/2024 08:16	Human resources constraints
114	General	22/02/2023 10:00	7. (1) The health establishment must establish and maintain clinical management systems	Closed 26/07/2023 11:12	The investigation was completed within six months
115	Internal Medicine	15/02/2023 10:00	2.5.1 Adverse events are identified and promptly responded to reducing patient harm and suffering	Closed 21/09/2023 08:07	Human resources constraints
116	Internal Medicine	23/02/2023 10:00	2.1.1 The basic care and treatment of patients contributes to positive health outcomes	Closed 14/02/2024 06:50	Human resources constraints
117	ICU	15/03/2023 10:00	1.2.1 Patients are provided with information to enable them to make informed decisions regarding their care	Closed 10/11/2023 13:07	Human resources constraints

118	General	11/10/2023 10:00	17.(1) The health establishment must have systems to protect users	Closed 15/02/2024 07:57	The investigation was completed within six months
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