

Reference Number: FOI/2019/034
From: Commercial
Date: 22 January 2019
Subject: Complaints

Q1 Does the Trust routinely publish the complaints data it reports to NHS Digital (KO41a) via any other public channel, i.e. on your website (please indicate YES or NO in the box below)? If YES, please provide details of where and how frequently you publish this data.

A1 Yes

Quarterly basis

Q2 Does the Trust routinely publish, make public or evidence the outcomes and/or learning taken from complaints received (please indicate YES or NO in the box below)? If YES, please provide details of where and how frequently you publish this data.

A2 Yes

On website – quarterly after all complaints actions closed

Q3 Do you record complaints made by third parties who don't have the expressed consent of the patient(s)? i.e. members of the public, people visiting other patients and/or external non-medical contractors who have concerns about the way patients are being treated or cared for.

A3 Yes

Q4 If you record complaints made by third parties, please could you provide the numbers of complaints received by your NHS Trust for the following financial years?

A4

2015/16	31
2016/17	17
2017/18	14

Q5 Do you record complaints made by third parties in your official complaints figures as reported to NHS Digital (KO41a)?

A5 Yes