

Reference Number: FOI2021/255
From: Press/Media
Date: 21 July 2021
Subject: Cancer treatment/testing complaints related to the pandemic

- Q1 How many PALS enquiries and official complaints your Trust has received from patients concerned about:
- the impact of the coronavirus pandemic and your Trust's response on their or their family member's access to cancer treatment
 - and access to cancer testing - including tests to find out whether their or their family member's cancer has spread, returned or occurred for the first time

NOTE: I suggest you search for these complaints by using the keywords 'cancer treatment', 'chemotherapy', 'cancer testing', 'coronavirus', 'COVID-19' and other relevant terms.

- A1
- None
 - None

- Q2 For the five most recent PALS enquiries/official complaints received please provide me with
- a summary of the complaint (e.g. a patient with stage 4 lung and breast cancer has contacted PALS to complain about their chemotherapy being postponed for a month)
 - the exact wording of the complaint, with redactions to remove potentially identifying information
 - what action the Trust took in response

N.B: Only cancer related - specifically, cancer care (treatment or testing/diagnosis) interrupted by the pandemic (allegedly according to the complainant)

- A2 Information not held - no cancer related issues raised for the five most recent PALS enquiries.