



Ref: FOIA Reference 2021/22-229

Date: 27th July 2021

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 21st July 2021 requesting information under the Freedom of Information Act (2000) regarding PALS enquiries.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 1) How many PALS enquiries and official complaints your Trust has received from patients concerned about

a) the impact of the coronavirus pandemic and your Trust's response on their or their family member's access to cancer treatment

b) 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 During this period we received 7 formal complaints and 60 PALS complaints

Q2 2) For the five most recent PALS enquiries/official complaints received, please provide me with

a) 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)

b) the exact wording of the complaint, with redactions to remove potentially identifying information

c) what action the Trust took in response

a) A2 Summary of last 5 Complaints/PALS:

1. Patient is enquiring about a [REDACTED] which [REDACTED] believes should have been arranged around six months ago.
2. Patient's [REDACTED] is chasing whether the consultant has made referral for the patient.
3. Patient anxious to start treatment soon
4. The patient was referred to [REDACTED] by [REDACTED] GP on [REDACTED] [REDACTED] is a little concerned that [REDACTED] heard nothing yet.
5. Patient's family were expecting a call today which they did not receive. They are very concerned about patient and would like to speak to someone ASAP

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

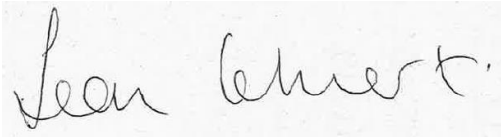
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,

A handwritten signature in black ink on a light-colored background. The signature reads "Jean Lehnert" in a cursive script.

Jean Lehnert
Data, Security & Protection Manager