



Ref: FOIA Reference 2022/23-658

Date: 20th March 2023

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 13th February 2023 requesting information under the Freedom of Information Act (2000) regarding complaints

On 14th February you contacted us via email as you wanted to add to the request:

'I wanted to reach out to thank you for the acknowledgement of my FOI.

I did have a quick question as to whether I could incorporate two further questions into my request. This would put any complaint data you able to provide into an appropriate context (e.g. to contextualise 10 complaints with the fact 1,000 operations were performed):

- *Number of operations performed in the past five calendar years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery;*
- *Number of reportable / recordable patient safety incidents in the past five calendar years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery*
 - o *Breakdown by incident category (if available);'*

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 I would like to request the following information for each specialty:
The total number of complaints received for each specialty in each of the past five years;**

A1 The number of formal complaints opened between 01 01 2018 and 31 12 2022 searched using Datix –“division”, “directorate” and “speciality” fields for each of the 4 specialities.

	Neurosurgery	Orthopaedic	Cardiothoracic	Vascular
2018	13	44	16	2
2019	14	68	15	3
2020	11	24	7	3
2021	10	28	3	4
2022	12	25	4	4

Q2 The nature of the complaint;

A2 Attached excel spread-sheets per speciality extracted from Datix complaints module

Q3 The outcome of the complaint, including any actions taken by the hospital trust to address the issue;

A3 Attached excel spread-sheets per speciality extracted from Datix complaints module providing the outcome of each complaint. To provide information regarding actions would exceed 18 hours as would need to manually go through each complaint to identify = 330, section 12 exemption as detailed below:

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in this question is not held centrally, but may be recorded in complaint records. In order to confirm whether this information is held we would therefore have to individually access all complaint records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all complaint records and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

Under section 16 of the FOI Act we are required to provide requestors with advice and assistance where possible. We would therefore like to advise you that your request is shortened to just the questions that we are able to comply within the 18 hour time frame.

Additional questions

Q4 Number of operations performed in the past five calendar years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery;

A4 To identify “operations” we have looked where the inpatient record has had OPCS clinical coding applied.

Row Labels	2018	2019	2020	2021	2022	Grand
107 Vascular Surgery	1714	1824	1208	1437	1699	7882
110 Trauma & Orthopaedics	8186	8318	5000	5019	6088	32611
150 Neurosurgery	1194	1060	883	1036	996	5169
170 Cardiothoracic Surgery	1264	1131	800	759	926	4880
Grand Total	12358	12333	7891	8251	9709	50542

**Q5 Number of reportable / recordable patient safety incidents in the past five calendar years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery
Breakdown by incident category (if available);'**

A5 See attached spread sheet: **note:** This information assumes that the you are **not** asking for incidents that occurred during the various types of surgery as that would only be possible by running off incidents under all 'theatre' locations and then going through patient notes to see who undertook the operation and what type of surgery they were having. This would invoke the Section 12 exemption: *cost of compliance excessive*.

*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.



University Hospitals
of North Midlands
NHS Trust

Yours,

Rachel Montinaro

Data Security and Protection Manager - Records