



Ref: FOIA Reference 2019/20-476

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 21st November 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 13th November 2019 requesting information under the Freedom of Information Act (2000) regarding complaints data

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) 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 Last year (2018-19) for your acute Trust:

1. How many complaints were upheld by the Ombudsman?

A1 Out of the formal complaints resolved in the fiscal year 2018/19 there were no complaints upheld by the Ombudsman.

Q2 How many complaints were partly upheld by the Ombudsman?

A2 Out of the formal complaints resolved in the fiscal year 2018/19 there was two (2) complaints which were partially upheld by the Ombudsman.

Q3 What was your complaints (3 working days) performance as a percentage?

A3 For the complaints opened during the fiscal year 2018/19 our performance for acknowledging complaints within 3 working days was 99.4%

Q4 What was your complaints (final response) performance target in days?

A4 Our target response time is 40 days

Q5 What was your performance as a percentage in response to this target? (E.g. 75% of complaints are answered within 25 working days or as agreed with the complainant)

A5 For the complaints resolved in the fiscal year 2018/19 we closed 62.7% of our complaints within the 40 days targeted response time however 97.8% of complaints were closed within the deadline agreed within the complainant.

**Q6 How many days does it take on average for you to respond to a complaint?
Please add these numbers to this table:**

Question	1.Upheld	2. PartUph	3. 3WD%	4. WD Tgt	5. WD % Achievement	6. Avg Tot Days

Answers						
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A6 Please see below.

Question	1.Upheld	2. partUph	3. 3WD%	4. WD Tgt	5. WD % Achievement	6. Avg Tot Days
Answers	As above A1	As above A2	As above A3	As above A4	As above A5	34.11

*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.

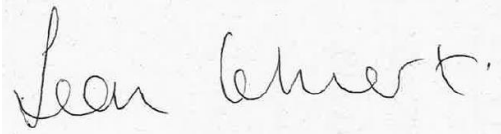
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and 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 676474.

Yours,

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

Jean Lehnert
Information Governance Manager