



Ref: FOIA Reference 2018/19-616

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

Date: 12<sup>th</sup> February 2019

Email [FOI@uhnm.nhs.uk](mailto:FOI@uhnm.nhs.uk)

Dear

I am writing in response to your email dated 21<sup>st</sup> January 2019 requesting information under the Freedom of Information Act (2000) regarding complaints received.

As of 1<sup>st</sup> 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 Healthwatch England, the independent champion for people who use health and social care services, is gathering information about people's experiences of making complaints about NHS services, from across the country.**

**This part of a wider exercise to find out both how the NHS is handling complaints in different areas and how they are using the insight complaints provide to learn and improve.**

**We hope that you are able to respond to this request in full, to help us develop our insight, so that we can propose practical solutions to any issues or pressures we discover at a national level.**

**If it is useful for your internal processes please treat this correspondence as a formal request for information under the Freedom of Information Act. We appreciate that gathering this sort of information can be onerous, though we would appreciate a response within twenty working days of receipt. If this will not be possible, please let us know.**

**Some key points about our request:**

- Question 4 relates to the last three financial years. Please report all complaints received within the year, including those that were resolved or closed in the following financial year.**
- We are aware that all Trusts report official complaints data to NHS Digital via form KO41a. We are not requesting that data, we are requesting information about how the Trust uses that data.**

- We may report the data we collect in the media; however we will not identify any individual Trust, and will only present an anonymised national report.
- If you have any queries or points of clarification, please contact [Jonathon.holmes@healthwatch.co.uk](mailto:Jonathon.holmes@healthwatch.co.uk)

Questions:

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.

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>

A1 Please see below:

YES	<input type="checkbox"/>
NO	<input checked="" type="checkbox"/>

Q2 Further information on publication:

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.

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>

A2 The Trust produces a quarterly Patient Experience Report that is presented at our Trust Board, this includes lessons learned.

We also produce reports for the Trust on a monthly basis incorporating complaints information for our Quality and Safety Forum, and a quarterly report for the Trust Quality Assurance Committee. Please see below:

YES	<input checked="" type="checkbox"/>
NO	<input type="checkbox"/>

Q3 Further information on publication:

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.

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>

A3 We would not formally log a complaint if it was about a patient and we did not have consent to do so. We do however, depending upon the complaint raised and if feasible take general concerns from unconsented complaints and use them anonymously for any learning there may be. Please see below:

YES	<input type="checkbox"/>
NO	<input checked="" type="checkbox"/>

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?

- 2015/16
- 2016/17
- 2017/18

A4 Please see below:

2015/16	25
2016/17	32
2017/18	9

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

YES	<input type="checkbox"/>
NO	<input type="checkbox"/>

A5 The figures would be included collectively within our complaints reports if they were consented to. Please see below:

YES	<input checked="" type="checkbox"/>
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NO	<input type="checkbox"/>
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\*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](http://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,





University Hospitals  
of North Midlands  
NHS Trust

Leah Carlisle  
Deputy Head of Quality, Safety & Compliance

