



**University Hospitals
of North Midlands**
NHS Trust

**Royal Stoke University Hospital
Data, Security and Protection**

Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Ref: FOIA Reference 2023/24-550

Date: 27th November 2023

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 21st November 2023 requesting information under the Freedom of Information Act (2000) regarding complaints

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 I am writing to you under the Freedom of Information Act 2000 to request the following information regarding complaints received by UNIVERSITY HOSPITALS OF NORTH MIDLANDS NHS TRUST between 1st September 2022 and 31st August 2023 (inclusive). Specifically, I would like to know:

How many women inpatients complained that a trans woman inpatient was being cared for in the same ward as the complainant?

For the avoidance of doubt, it may be helpful for me to note that my question is in reference to written complaints (which may have been originally made orally and subsequently recorded in writing) received by the Trust.

A1 There have been no formal complaints received regarding this subject.

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

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.



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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.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records