



Ref: FOIA Reference 2022/23-380

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 13th October 2022

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 11th October 2022 requesting information under the Freedom of Information Act (2000) regarding GP 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 The total number of formal complaints made in England regarding GP practices submitted between 1st October 2021 and 1st October 2022, broken down by regions. This should include all formal complaints made in written format and email format within this time period

A1 UHNM is a Hospital Trust and is not a GP practice; therefore this request is not applicable

Q2 Details of the reasons for these formal complaints, including the total number of complaints for each reason (e.g. 15 complaints about poor service, 30 about lack of appointments, 20 for communication).

A2 As answer 1

*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.

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

Yours,



Leah Carlisle
Head of Data, Security & Protection/ Data Protection Officer