

Ref no: 035300119
From: Commercial
Date: 30/01/19
Subject: End of Life Care Strategy Group

REQUEST

Please detail the number and type of complaints made to your End of Life Care Strategy Group in the last four years. Please break the information down into complaints per month (where possible) and whether the complaint was to do with, for example poor communication, issues to do with consent or the care itself etc. Where recorded, please also detail the outcome of the complaint.

If possible I would prefer to receive this information electronically.

If the decision is made to withhold some of this data using exemptions in the Data Protection Act, please inform me of that fact and cite the exemptions used.

RESPONSE

Please find below data following clarification from the requester regarding layout required:-

Complaints by Month:

	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPT	OCTOBER	NOVEMBER	DECEMBER	TOTALS
2015	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	8
2016	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	6	25
2017	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	23
2018	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	13
Totals	<5	<5	<5	9	<5	9	8	<5	<5	<5	11	8	69

Nature of complaints:

Main subjects/nature of complaint	2015	2016	2017	2018
Access to treatment or drugs	<5	<5	<5	<5
Admissions and Discharges	<5	<5	<5	<5
Appointments	<5	<5	<5	<5
Clinical treatment	<5	<5	7	<5
Communications	<5	<5	<5	<5
Consent	<5	<5	<5	<5
End of Life Care	<5	6	<5	<5
Facilities	<5	<5	<5	<5
Integrated Care (including delayed discharge due to absence of care package)	<5	<5	<5	<5
Mortuary	<5	<5	<5	<5
Patient Care	<5	<5	<5	<5
Prescribing	<5	<5	<5	<5
PDW	<5	<5	<5	<5
Restraint	<5	<5	<5	<5
Staffing Numbers	<5	<5	<5	<5
Transport	<5	<5	<5	<5
Trust Admin/Policies/Procedures (including patient record management)	<5	<5	<5	<5
Values and Behaviours	<5	<5	<5	<5
Waiting Times	<5	<5	<5	<5
Other	<5	<5	<5	<5
Totals	8	25	23	13
Grand Total	69			

Complaint Outcomes:

Complaint Outcomes	2015	2016	2017	2018
Not Upheld Locally	<5	7	<5	<5
Partially Upheld Locally	<5	10	16	7

Upheld Locally	<5	8	<5	<5
----------------	----	----------	----	----

***Please note that one outcome is outstanding as the complaint is on-going.**

****<=5 less than or equal to 5**

We are unable to provide precise figures when these are five or less due to the risk that individuals will be identified, as we are required to protect their identity under the Data Protection Act. In such circumstances sections 40(2) and (3) of the Freedom of Information Act apply. In this case, our view is that disclosure would breach the first data protection principle. This states that personal data should be processed fairly and lawfully. It is the fairness aspect of this principle which, in our view, would be breached by disclosure. In such circumstances section 40 confers an absolute exemption on disclosure. There is, therefore, no public interest test to apply.