

Ref no: 049250918  
From: Commercial  
Date: 25/09/18  
Subject: Number of compliments your trust receives,

## REQUEST & RESPONSE

I am writing on behalf of my colleagues Dr Alex Gillespie and Dr Tom Reader at the London School of Economics (LSE). We are conducting research on what can be learned from examining patients' letters of compliment.

Compliment letters are written expressions of gratitude, thanks, and support that are sent to individual members of staff, units, patient experience departments or the CEO.

To carry out our research on compliments, we are making a Freedom of Information request about the number of compliments your trust receives, and, how you handle them.

FOI Request:

- 1) How many compliments did your trust receive in 2017? **There is no central recording system for compliments.**
- 2) Do you have a procedure for handling compliments? **No**
- 3) Do you respond to the authors? **There is no process for formally responding.**
- 4) Do you pass the compliments onto to the complimentees? **Yes**
- 5) Do management see copies of compliments? **Yes**
- 6) Do you analyse the content of compliments? **No**