

Ref no: 298031017
From: Public
Date: 03/10/17
Subject: Complaints

REQUEST & RESPONSE

1. In the past 5 years how many complaints have you had regarding communication with or supplying information to patients (written and oral)? **115**
2. In the past 5 years how many complaints have you had regarding the inappropriate or incorrect taking of consent? **7**
3. If the level of detail in questions 1 and 2 is unknown then please say how many complaints have you had in the past 5 years categorised as communication complaints? **N/A**
4. In the past 5 years how many claims for compensation have you had involving the inappropriate or incorrect taking of consent? **22**
5. If the level of detail in question 4 is unknown please say how many claims for compensation have you had categorised as communication claims? **N/A**
6. How much did you pay the NHSLA for insurance last year? **2016/17 - £5,395,781.**
7. Can I have a copy of your Consent to Examination or Treatment Policy? **Please see the attachment**
8. If no Consent to Examination or Treatment Policy exists then can you supply me with your approved documented process for obtaining consent, as specified in the NHSLA Risk Management Standards 2013-14? **N/A**
9. Can you tell me how information is provided to patients to support their decision making, including risks, benefits and alternatives where appropriate? **Patient leaflets, copies of clinical letters for plastic surgery patients, offer of further appointment for discussion.**
10. Can you tell me how the discussion and provision of information to patients is recorded? **Consent form and patient notes**
11. Can you tell me the process for recording that consent has been given? **Consent form**
12. Can you tell me how your organisation monitors compliance with points 9 to 11? **Every speciality audits consent compliance with consent form.**
13. Who has overall responsibility for your Consent to Examination or Treatment Policy. (Their name would be helpful)?

Francis Andrews, Assistant Medical Director