

Date: 11/07/2016

FREEDOM OF INFORMATION REQUEST FOI/012862 – Noise complaints

I would like to know:

How many noise-related complaints the organisation has received in the past three years -

For each year, I would like to know:

The department/ward the noise-related complaint refers to -

Who made the complaint (patient/relative/staff member etc) -

The nature of the complaint – i.e. if it is noise from staff, noise from another patient, equipment, building work etc -

Please see attached copy of noise complaints received via the helpdesk, calls made to the helpdesk would have been made by members of staff.

For a copy of the noise complaints please e-mail FOI@dgh.nhs quoting reference number FOI/012862

The Trust also has an incident reporting database but there is no specific category for 'noise complaints' so we are unable to search this system.

I would also to know if your organisation has a noise policy or any noise-reduction measures in place – for example soft-closing doors, not transferring patients at night, 'sleep kits' for patients and so on.

- Trust does not have a noise policy