

Date: 08/03/2017

FREEDOM OF INFORMATION REQUEST FOI/013284 – Staffing levels

**1. In the last four financial years can I ask how many complaints by a) NHS staff and b) patients and their families about staffing levels? Can I have that broken down by patients and families and NHS staff and broken down year on year. -**

Staffing shortages are mentioned in some complaints but we categorise our complaint by the main driver for the complaint and issues around staffing levels has never been the main driver of the complaint. Unfortunately it would take over the 18 hours to reanalysis the complaints received this year and the preceding years to say how many made any reference to staffing levels.

For context where staffing levels are referenced they are mentioned for example as staff seemed too busy to have a chat, or staff seemed busy and phones rang longer than expected.

Since we have had a freedom to speak up guardian this year which encourages staff to raise any “concerns” we have had three instances where staffing levels had been mentioned and all are being looked into but not under our complaints process.

**2. Compared the total amount of complaints – how many, as a percentage, does staffing levels make up?**

See above

**3. Can you provide the total number of complaints and the top three complaints in each of the last four financial years?**

2015/16	Clinical Care	124	Total 294
	Records/Communication/information/appointments	56	
	Admission/discharge/transfer	27	
2014/15	Clinical Care	134	Total 313
	Diagnosis/tests	56	
	Values/behaviour staff	20	
2013/14	Clinical care	93	Total 330
	Diagnosis/tests	76	
	Records/Communication/Information	53	
2012/13	Clinical treatment	295	Total 373
	Communication/Information/Outpatient	19	
	appointments/cancellations	17	

**Can you also provide me with a list of the locations and roads that lights have been turned off? On each of those, can you include how many miles of road that involves. Also what time the lights are switched off and then back on.**

**Finally, can you provide me with the total monetary sum saved by the lights being turned off? As well as the carbon reduction of doing this.**

The Trust does not hold information on road lighting, you may wish to try the Council?