

Date: 09/10/2018

FREEDOM OF INFORMATION REQUEST FOI/014393 – Compliments

- 1) How many compliments did your trust receive in 2017? - 5,888
- 2) Do you have a procedure for handling compliments? - Yes, all thank you letters, gifts and cards are counted each month by department/area.
- 3) Do you respond to the authors? - Yes, all letters received by Trust Headquarter receive a reply from the Chief Executive.
- 4) Do you pass the compliments onto to the complimentees? - Yes, the chief executive writes to each individual and/or teams with a personal note of thanks and encloses a copy of the original letter received.
- 5) Do management see copies of compliments? - Yes, see q 4
- 6) Do you analyse the content of compliments? - Yes to some extent.