

Freedom of Information request 014584

5/2/19

Some key points about our request:

- Question 4 relates to the last three financial years. Please report all complaints received within the year, including those that were resolved or closed in the following financial year.
- We are aware that all Trusts report official complaints data to NHS Digital via form KO41a. We are not requesting that data, we are requesting information about how the Trust uses that data.
- We may report the data we collect in the media, however we will not identify any individual Trust, and will only present an anonymised national report.

**Questions:**

1. Does the Trust routinely publish the complaints data it reports to NHS Digital (KO41a) via any other public channel, i.e. on your website (please indicate YES or NO in the box below)? If YES, please provide details of where and how frequently you publish this data.

<b>YES</b>	X Trust Board reports quarterly and the annual complaints report.
<b>NO</b>	<input type="checkbox"/>

**Further information on publication:**

2. Does the Trust routinely publish, make public or evidence the outcomes and/or learning taken from complaints received (please indicate YES or NO in the box below)? If YES, please provide details of where and how frequently you publish this data.

<b>YES</b>	X Trust Board quarterly and annual complaints report
<b>NO</b>	<input type="checkbox"/>

**Further information on publication:**

3. Do you record complaints made by third parties who don't have the expressed consent of the patient(s)? i.e. members of the public, people visiting other patients and/or external non-medical contractors who have concerns about the way patients are being treated or cared for.

<b>YES</b>	<input type="checkbox"/>
<b>NO</b>	x <input type="checkbox"/>

4. If you record complaints made by third parties, please could you provide the numbers of complaints received by your NHS Trust for the following financial years? - N/A

<b>2015/16</b>	
<b>2016/17</b>	
<b>2017/18</b>	

5. Do you record complaints made by third parties in your official complaints figures as reported to NHS Digital (KO41a)? - N/A

<b>YES</b>	<input type="checkbox"/>
<b>NO</b>	x <input type="checkbox"/>