

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-062023-000154

Date: 17th July 2023

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

Request

How many other endocrine complaints have you received since December 21..... And what lessons from these have been learnt?

Response

Our incident reporting system does not record against specific conditions or illnesses.

It records against services and type of complaint (i.e., clinical treatment, workforce, etc) and therefore to search for endocrine complaints from 1 December 2021 to 23 June 2023, the following searches have been done: -

- Searched against the endocrine services as a location search
- Searched in the free text description box against 'endocrine'

Complaints against endocrine services from 1 December 2021 to 23 June 2023 are 25 complaints.

These are for all various types of concerns. As mentioned above the complaints could be for anything not just clinical treatments.

There are no complaints when searching 'endocrine' in the free text box.

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager
Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust