

Date: 06/10/2016

FREEDOM OF INFORMATION REQUEST FOI/013031 – Formal complaints

Question 1:

How many open K041 formal complaints did you have as a Trust on the last calendar day of each month during 2015/2016 and 2016/2017 (to date)?

2015/2016	Number of K041 complaints
March 2015	36
April 2015	27
May 2015	19
June 2015	24
July 2015	23
August 2015	24
September 2015	39
October 2015	23
November 2015	22
December 2016	27
January 2016	21
February 2016	32
March 2016	13

2016/2017	Number of K041 complaints
April 2016	
May 2016	
June 2016	
July 2016	
August 2016	
September 2016	

Question 2:

How many open PALS / Informal concerns did you have as a Trust on the last calendar day of each month during 2015/2016 and 2016/2017 (to date)?

2015/2016	Number of open PALS / Concerns
March 2015	
April 2015	
May 2015	
June 2015	
July 2015	

August 2015	
September 2015	
October 2015	
November 2015	
December 2016	
January 2016	
February 2016	
March 2016	

2016/2017	Number of K041 complaints
April 2016	24
May 2016	35
June 2016	22
July 2016	26
August 2016	14
September 2016	Data will be collected at month end

Question 3:

Can I have a copy of the Trusts annual complaints report for the last 2 years please?

For a copy of the reports please contact FOI@dgh.nhs.uk and quote the reference number 013031