

Date: 26/10/2017

FREEDOM OF INFORMATION REQUEST FOI/013697 – Complaints/consent

Would you kindly supply me with the following information:

1. In the past 5 years how many complaints have you had regarding communication with or supplying information to patients (written and oral)? – See response to question 3
2. In the past 5 years how many complaints have you had regarding the inappropriate or incorrect taking of consent? - see response to question 3
3. If the level of detail in questions 1 and 2 is unknown then please say how many complaints have you had in the past 5 years categorised as communication complaints? - 101
4. In the past 5 years how many claims for compensation have you had involving the inappropriate or incorrect taking of consent?
5. If the level of detail in question 4 is unknown please say how many claims for compensation have you had categorised as communication claims? - .

Questions 4 & 5 – None.

6. How much did you pay the NHSLA for insurance last year? - £13.805m
7. Can I have a copy of your Consent to Examination or Treatment Policy?
8. If no Consent to Examination or Treatment Policy exists then can you supply me with your approved documented process for obtaining consent, as specified in the NHSLA Risk Management Standards 2013-14?
9. Can you tell me how information is provided to patients to support their decision making, including risks, benefits and alternatives where appropriate?
10. Can you tell me how the discussion and provision of information to patients is recorded?
11. Can you tell me the process for recording that consent has been given?
12. Can you tell me how your organisation monitors compliance with points 9 to 11?

Questions 7 to 12 – please refer to the attached policy – for a copy of the policy please contact dgft.foi@nhs.net

13. Who has overall responsibility for your Consent to Examination or Treatment Policy.(There name would helpful)?
- Medical Director