

Date: 04/01/2022

FREEDOM OF INFORMATION REQUEST 015985 Complaints on covid restrictions

1) In the period 1 February 2020 to 31 October 2021 what is the total number of complaints that your Trust has received from the public including service users (i.e. complaints on any issue)? - Between 1 February 2020 and 31 October 2021 (inclusive) there have been 1346 complaints made to the Trust by members of the public.

2) In the period 1 February 2020 to 31 October 2021 how many complaints from the public including service users has your Trust received about (or that include mention of) restrictions to patient visiting or patient visiting policies? - Between 1 February 2020 and 31 October 2021 (inclusive) there have been 18 complaints in respect of restrictions to patient visiting or patient visiting policies. This is following a search in the description of the complaint electronic record of 'visiting' and also searching the subject criteria of 'visiting'. The Trust is unable to review each of the 1346 complaints manually to determine if there is a mention of restrictions to visiting or patient visiting policies.

3) In the period 1 February 2020 to 31 October 2021 how many incident reports (including Datix, Ulysses or other internal reporting system) have been raised by staff regarding abuse received from the public including service users that include mention of restrictions to patient visiting or patient visiting policies (i.e. where visiting restrictions may have contributed to the cause of the abuse)? - 2

4) Does your Trust know what circumstances, or have a set of defined criteria, under which it would revert patient visiting policy back to what it was before the emergence of Covid 19? - The Trust follows NHS national guidance in relation to visiting and this is subject to regular review taking into account the prevalence of Covid 19 in our local community as well as the need to reduce the risk of transmission to our patients