

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

Ref: FOI-000332

Date: 27/9/23

Address / Email:

Dear

Request Under Freedom of Information Act 2000

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

1. How many complaints has the trust received from July 2022 to July 2023? - 1169 new complaints received from 1 July 2022 to 31 July 2023.
2. How many of these complaints are related to poor or substandard care? - This is a very broad subject as most complainants come to us regarding care and treatment received. I have searched against the subject of 'patient care' and have identified 381 complaints for that period (1 July 2022 to 31 July 2023).
3. How many medical negligence claims were lodged against the trust in the same period? - Between 1 July 2022 – 31 July 2023 54 clinical negligence claims were received / lodged against the Trust.
4. How much compensation has the trust paid out in medical negligence claims in the past 12 months irrespective of when the claim was made? - Between 1 July 2022 – 31 July 2023 £3,503,417.46 were paid out in damages on behalf of the Trust

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

FOI/REF FOI-

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