

Request title: Complaints 2012-2015

Date of Response: 17th August 2015

Further to your Freedom of Information request, the Trust has answered your questions in the order they appear in your request.

Request and reply

How many complaints have been made against staff at your trust by patients and/or their families over the last four years?

I am **not** requesting complaints made by members of staff.

Please provide the information broken down by i)2012 ii)2013 iii)2014 iv)2015 (between January and June)

When considering the information that the Trust has provided in response to this overall request, please bear in mind that the Trust employs over 6,500 staff, delivers over 300,000 outpatient attendances and over 115,000 daycase or inpatient admissions. This activity expands year on year and has shown a 4.3% growth in 2012/2013 and 4.9% for 2013/2014.

Please see the table below for the Trusts response to this question:

Year	Total number of complaints received against staff
2012	320
2013	346
2014	366
2015 (to June)	173

Please break down by position of the staff member: For instance, midwives, nurses, doctors etc.

The Trust is not able to provide the exact breakdown as this level of information is not recorded on its reporting systems. In order to obtain this level of data, a scanned image of each complaint would have to be checked manually to find the level of staff member concerned (if this was included on the complaint) and then the information would need to be input onto a spread sheet. The information from that spread sheet would then need to be analysed to obtain the response. Each complaint takes around 5 minutes to locate, check and analyse, and with a total of 1205 complaints to check, the time needed to obtain the required information, would take in excess of 18 hours, which is the appropriate limit set by the Freedom of Information Act 2000. The appropriate limit of £450 represents the estimated cost of one person spending two and a half days in locating, retrieving and extracting the information. Consequently, the Trust is not obliged by the Freedom of Information Act 2000 to retrieve the above information (see section 12(1)).

However, the Trust is able to provide you with the following breakdown in relation to this question:

Staff group	2012	2013	2014	2015 (to June)
Medical / Surgical	216	214	229	110
Nursing / Midwifery	95	119	125	56
Scientific / Technical / Professional	6	6	7	4

Support to clinical staff	3	7	5	3
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If possible, please provide any detail you hold about each complaint made.

If this would exceed cost limit, please just provide details of all complaints made in December 2014. If retrieving this information would still exceed cost limit, please exclude (3.) from my request.

The Trust is not able to provide the details of each complaint as this level of information is not recorded on its reporting systems. In order to obtain this level of data, a scanned image of each complaint would have to be checked manually to find the reason for the complaint concerned (if this was included on the complaint) and then the information would need to be input onto a spread sheet. The information from that spread sheet would then need to be analysed to obtain the response. Each complaint takes around 5 minutes to locate, check and analyse, and with a total of 1205 complaints to check, the time needed to obtain the required information, would take in excess of 18 hours, which is the appropriate limit set by the Freedom of Information Act 2000. The appropriate limit of £450 represents the estimated cost of one person spending two and a half days in locating, retrieving and extracting the information. Consequently, the Trust is not obliged by the Freedom of Information Act 2000 to retrieve the above information (see section 12(1)).

How many complaints were made to the trust overall (including those not directed at a specific member of staff)

Please provide the information broken down by i)2012 ii)2013 ii) 2014 iii)the first six months of 2015 (between January and June)

Please see the table below for the Trusts response to this question:

Year	Total number of complaints received
2012	520
2013	501
2014	499
2015 (to June)	242

All information requested above relates to the date a complaint was made, regardless of when the incident itself occurred.