

# Request title: Complaints 2014 & 2015 re End of Life Care

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Date of Response: 22<sup>nd</sup> January 2016

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

## Request and reply

1. Total number of complaints concerning End of Life Care on Kenn Ward for 2014 and 2015 broken down by month.

There were a total of 2 complaints concerning End of Life Care on Kenn Ward during the requested timeframe. One was received in October 2014 and the other was received in June 2015.

2. Total number of complaints concerning End of Life Care for the Medical Services Division for 2014 and 2015 broken down by month.

There were a total of 20 complaints received concerning End of Life Care for the Medical Services Division during the requested timeframe. Please see the table below for the breakdown.

Month	2014	2015
January	0	1
February	0	3
March	0	0
April	1	1
May	1	0
June	0	1
July	0	0
August	3	1
September	2	0
October	2	1
November	2	0
December	0	1
<b>TOTAL</b>	<b>11</b>	<b>9</b>