

FOI_1765_2024-25 – FOI Request concerning Complaints.

I am writing to make a freedom of information request for the following information.

- 1. I would like to know how many complaints have been logged against the trust by patients for the years 2024 to date, 2023,2022, 2021 and 2020.**

Please see the table below.

- 2. I would also like to know what the complaints was for.**

Please see the table below.

| Reason | 2020 | 2021 | 2022 | 2023 | 2024 | Grand Total |
|---|------------|------------|------------|------------|-----------|-------------|
| Access (Under Represented Community Groups) | | | | 1 | | 1 |
| Access To Treatment Or Drugs | | | 17 | 5 | | 22 |
| Admissions and Discharges (Excluding Delayed Discharge) | | | 7 | 5 | | 12 |
| Appointments | 6 | 11 | 15 | 16 | 9 | 57 |
| Attitude Of Staff | 29 | 23 | 5 | | | 57 |
| Clinical | 56 | 71 | 10 | | | 137 |
| Communication \ Info To Patient | 35 | 36 | 4 | | | 75 |
| Communications | | | 12 | 23 | 3 | 38 |
| Confidentiality | 3 | 4 | 2 | | | 9 |
| Consent | | | | 2 | | 2 |
| Equipment & Aids | 3 | 4 | | | | 7 |
| Facilities | | 1 | | | | 1 |
| General Contact (Non-Specific) | | | | 1 | | 1 |
| General Procedures | 3 | 6 | 2 | | | 11 |
| Information Requests | | | | 3 | | 3 |
| Other | | 1 | | | | 1 |
| Patient Care | | | 28 | 42 | 9 | 79 |
| Prescribing | | | 4 | 7 | | 11 |
| Prescribing Communications Appointments | | | | 1 | | 1 |
| Privacy, Dignity & Wellbeing (PDW) | | | 3 | 9 | 1 | 13 |
| Restraint | | | 1 | | | 1 |
| Staff Numbers | | | | 1 | | 1 |
| Trust Admin/Policies/Procedures Including Patient | | | 7 | 3 | 1 | 11 |
| Values and Behaviours (Staff) | | | 14 | 19 | 8 | 41 |
| Waiting Times | | | | 2 | | 2 |
| Grand Total | 135 | 157 | 131 | 140 | 31 | 594 |