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## FOIs, SARs, PCC Queries, Formal Complaints

	FOI	Non medical Subject Access Requests	Medical Subject Access Requests	PCC Queries	PCC queries that resulted in formal complaints	Formal Complaints received directly (not through the PCC)
<b>Number of cases/requests received in the last calendar year (2023)</b>	755	1514	8587	The information requested is not centrally held and an extensive trawl of records across the Trust would be required. We estimate that compliance	For PCC queries <b>received directly into the Trust Complaints Department</b> , the PCC advise in the vast majority of cases from the outset that the concern they are raising is a formal complaint.  On occasion PCC may raise an issue with the Trust Complaints Department as an enquiry which subsequently transfers	In addition to the <b>15</b> complaints identified as having been received directly from the PCC, the Trust received a further <b>1,543</b> formal consented complaints directly in the calendar year 2023.

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				<p>with this request for information would exceed the appropriate costs limit. Under Section 12 of the Freedom of Information 2000, the limit has been specified as £450 and represents the estimated cost of one or more persons spending 18 hours in determining whether we hold the</p>	<p>into the formal complaint process. The PCC may also become involved at a later stage of the process in cases which were originally raised by patients or their representatives. The nature of complaints records held by the Trust is such however that to identify such cases would require manual review of every complaint received within the requested time period for this Fol which would take in excess of 18 hours. We are therefore only able to provide a total figure for formal complaints received via PCC rather than being able to distinguish between those that were raised</p>	
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				information, locating, retrieving and extracting this information.	<p>initially as an enquiry rather than complaint.</p> <p>The total number of formal complaints initiated directly via the PCC for the calendar year 2023 was <b>15</b>.</p> <p>NB PCC may on occasion make initial <b>contact with service areas directly</b> rather than with the central Trust Complaints Department. The Complaints Department would be unaware of such contact and as such we cannot provide figures in this regard.</p>	
<b>Of those requests/cases in 2023, the number answered within time limits for the request/case.</b>	620	864 – (57.07%)	5322 – (61.98%)		<b>4</b> of the 15 complaints received directly from the PCC were responded to within the DoH target response time of 20	<b>816</b> complaints received (excluding those received directly from the PCC) were responded to within the DoH target

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					working days. 7 of these complaints were responded to in > 20 working days, and 4 remained open at the time of this Fol request.	response time of 20 working days. 628 of these complaints were responded to in > 20 working days, and 90 remained open at the time of this Fol request.
<b>System/tool used to process requests/cases e.g. spreadsheets, in-house tools, specialist software (please name)</b>	The Trust utilises the Datix risk management system to record and track / manage all FOI requests received by the Public Liaison Service.	Infreemation	Infreemation		The Trust utilises the Datix risk management system to record and track / manage all complaints received by the central Complaints Department.	The Trust utilises the Datix risk management system to record and track / manage all complaints received by the central Complaints Department.
<b>Team/department that processes the request (name of team/department)</b>	Public Liaison Service, Corporate Communications	Data Protection Office	Medical Legal/Royal Jubilee Maternity		The Trust's central Complaints Department processes all complaints received into that department. Individual Service Areas across the Trust will process	The Trust's central Complaints Department processes all complaints received into that department. Individual Service Areas across the Trust will process

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					complaints raised with them directly via frontline resolution.	complaints raised with them directly via frontline resolution.
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