



Ref: FOIA Reference 2018/19-420

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 5th November 2018

Tel: 01782 676474
Email FOI@uhn.nhs.uk

Dear

I am writing in response to your email dated 15th October 2018 (received into this office 16th October) requesting information under the Freedom of Information Act (2000) regarding Trust complaints.

On 23rd October 2018 we contacted you via email as we required a time frame for the information.

On 31st October 2018 you replied via email the following:
"In the last 12 months please"

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 What is your target for responding to complaints?

A1 The Trusts current target for responding to complaints is 40 working days

Q2 How often do you exceed that target?

A2 In the last 12 months (01/09/2017 – 30/09/2018), on formal complaints, the Trust has exceeded the 40 working days timeframe a total of 368 Out of 810 responses sent, a percentage of 45%.

Q3 How does the board monitor complaints and the time taken to respond to them?

A3 The Chief Nurse receives monthly, quarterly and annual reports which include targets met for complaint responses.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Leah Carlisle
Deputy Head of Quality, Safety & Compliance