



**University Hospitals
of North Midlands**
NHS Trust

Ref: FOIA Reference 2018/9-640

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

Date: 12th March 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 30th January 2019 requesting information under the Freedom of Information Act (2000) regarding complaints made to End of Life Care Strategy Group

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 Please detail the number and type of complaints made to your End of Life Care Strategy Group in the last four years. Please break the information down into complaints per month (where possible) and whether the complaint was to do with, for example poor communication, issues to do with consent or the care itself etc. Where recorded, please also detail the outcome of the complaint.

A1 We have not had any complaints made directly to the end of life care strategy group. However, the group does receive report which includes complaints. Please note it is unusual for the group to receive complaints just relating to EOL, it is usually a small section of a much larger complaint.

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

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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