

Ref: FOIA Reference 2018/19-654

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

Date: 13th March 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 1st February 2019 requesting information under the Freedom of Information Act (2000) regarding patients on end of life pathway.

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in question 1 is not held centrally, but may be recorded in individual health records. In order to confirm whether this information is held we would therefore have to individually access all health records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all health records and then extracting relevant information would take longer than the 18 hours allowed for.

Under section 16 of the FOI Act we are required to provide requestors with advice and assistance where possible. We would therefore like to advise you that if your request is shortened to just question 2 we are able to comply within the 18 hour time frame. In order to avoid delay to your response we have provided this below.

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 list the number of patients per year placed on an end-of-life pathway (LCP or otherwise) or end-of-life care plan between the years 2011 - 2018.

A1 Section 12 exemption as detailed above

Q2 Please detail the number and type of complaints relating to end of life care per year for the years 2011 - 2018. Please detail the nature of the complaint (e.g. poor communication, issues to do with consent, or the care itself etc) and whether the complaint was upheld.

A2 At the Trust there were forty six (46) end of life complaints received from 2011 to 2015. We did not capture upheld/not upheld within this period.

Admission, transfer & discharge arrangements

All aspects of clinical treatment
Communication/information to patients (written & oral)
General Nursing
(blank)

For 2016-2018 there were 56 complaints, please note that complaints have many aspects and parts will cover various outcomes which will relate to Communication/Breaking bad news/Treatment and care/Lost property/Discharge/Dignity/Pain Management.

From the data we have we can state that 4 complaints were not upheld, 18 partially were upheld, 5 were upheld.

*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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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,



University Hospitals
of North Midlands
NHS Trust

L Carlisle

Leah Carlisle
Deputy Head of Quality, Safety & Compliance

