



Ref: FOIA Reference 2023/24-231

Date: 23rd August 2023

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 10th July 2023 requesting information under the Freedom of Information Act (2000) regarding complaints and claims

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 Under the Freedom of Information Act 2000, please can you disclose the following information?

1. How many complaints has the Trust received from July 2022 to July 2023?

A1 638

Q2 How many of these complaints are related to poor or substandard care?

A2 211

Q3 How many medical negligence claims were lodged against the Trust in the same period?

A3 40 LOC received between 01/07/2022 and 01/07/2023

Q4 How much compensation has the Trust paid out in medical negligence claims in the past 12 months irrespective of when the claim was made?

A4 Information not held by UHNM, NHSR may hold this information:
nhsr.generalenquiries@nhs.net

UHNM requested the Data from NHSR (31/7/23)
NHSR only report on complete financial years so this is for April 22- March 23

1. Compensation paid out 22-23

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Financial Year	Claimant Legal Costs Paid	Damages Paid	NHS Legal Costs Paid	Total Paid
2022/23	£4,479,123	£11,458,844	£1,605,644	£17,543,612
Total Paid	£4,479,123	£11,458,844	£1,605,644	£17,543,612

*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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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 671612.

Yours,



University Hospitals
of North Midlands
NHS Trust

Rachel Montinaro
Data Security and Protection Manager - Records

