

COMPLAINTS

FOI Ref 3125

Dear Paul

Please see below the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

1. the Bereavement Services at this Trust run by the trust or an external party? **Trust**
 - a. If it's an external party, who are they? **N/A**
2. Who is the primary contact for bereavement services at the Trust? **We cannot provide details of staff below the level of Associate Director via FOI. The Bereavement Lead can be approached by telephone 01934 636363**
 - a. What is their correspondence address, email and phone number? **Weston Area Health Trust, Grange Road Uphill WSM BS23 4TQ.**
 - b. Is this their sole responsibility or do they have other job roles? **Bereavement officers work a Job Share .**
3. Is there a Bereavement Office at Are the Trust's Hospital(s)? **Question unclear**
 - a. Where are the Bereavement Offices located? **The Office is located in the front of the hospital entrance.**
4. Is the Bereavement Office always open (24/7), a 9-5 service or by appointment only? = **The office is open 8.30 to 4.00. We like an appointment to be made but this is not necessary.**
 - a. If it is not a 24/7 open office, is there a cover for this service out of hours? **No cover for out of hours, only for viewings.**
5. Are the Bereavement Services only utilised within the Trust, or do they also cover community work (under agreement with other Trusts/CCGs)? **Only the Trust.**
6. Does your Trust present Bereavement Books to the bereaved? **Yes**
 - a. Are these produced in-house? = **No**
 - b. Are these produced by an external agency under contract (such as RNS publications)? = **Produced by an outside external agency.**
7. If under contract;
 - a. how long is the contract term; = **Ongoing.**
 - b. when does it end= **No end date**
 - c. are there additional benefits in the contract beyond the literature (ie, a cash rebate, other products); = **No.**
 - d. does the literature provided contain advertisements; = **Yes.**
 - e. who can sign the contract? = **Lead Manager**

I trust that your request has been satisfactorily answered, but I should advise you that you have the right to complain about this response by reference to the complaints procedure of the Weston Area Health NHS Trust, in which case you should write to me at this email address.

If you remain dissatisfied with the decision of the Trust following your complaint, you may write to the Information Commissioner, whose address is:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

Jodie Fry

on behalf of Gillian Hoskins
Trust Board Secretary &
Freedom to Speak Up Guardian

gillian.hoskins@nhs.net

Telephone: 01934 647002

www.waht.nhs.uk

FOI Ref 3149

Dear Holly

Please find below the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

- Since the overnight close of the A&E department, how many complaints have you received from patients or their advocates?

- Of these complaints, please provide a breakdown of how many have been made face-to-face, via telephone, via email, or in writing.

- Since the overnight closure of the A&E department how many comments or suggestions have you received from patients or their advocates via PALS or Trust Comment Sheets?

There are have been 31 formal complaints since 1.6.17

15 via email

15 via letter

1 in person

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Yours sincerely,

Jo Ward

on behalf of Gillian Hoskins

Trust Board Secretary &

Freedom to Speak Up Guardian

gillian.hoskins@nhs.net

Telephone: 01934 647002

www.waht.nhs.uk

Ref 3230 SIRI – May 2018



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3230.xlsx

Dear Denis

Please find attached the response to your recent Freedom of Information enquiry from Weston Area Health NHS Trust.

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Yours sincerely,

Jo Ward