FOI REF: 2305

Dear Daniel

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

Question 1:

How many open K041 formal complaints did you have as a Trust on the last calendar day of each month during 2015/2016 and 2016/2017 (to date)?

Due to the way the figures are recorded and subsequently reported, the complaints KO41 data is only able to be provided by quarter. I have amended the template accordingly:

|  |  |  |
| --- | --- | --- |
| 2015/2016 | Number of K041 complaints | |
| March 2015 |  |  |
| April 2015 | Q1 - 7 |  |
| May 2015 |  |  |
| June 2015 |  |  |
| July 2015 | Q2 - 10 |  |
| August 2015 |  |  |
| September 2015 |  |  |
| October 2015 | Q3 - 14 |  |
| November 2015 |  |  |
| December 2016\* |  |  |
| January 2016 | Q4 - 31 |  |
| February 2016 |  |  |
| March 2016 |  |  |

\*I will assume this date is a typo and have provided the figures to include Dec 2015.

|  |  |
| --- | --- |
| 2016/2017 | Number of K041 complaints |
| April 2016 | Q1 - 33 |
| May 2016 |  |
| June 2016 |  |
| July 2016 | Not yet available |
| August 2016 |  |
| September 2016 |  |

Question 2:

How many open PALS / Informal concerns did you have as a Trust on the last calendar day of each month during 2015/2016 and 2016/2017 (to date)?

|  |  |
| --- | --- |
| 2015/2016 | Number of open PALs / Concerns |
| March 2015 | 2 |
| April 2015 | 7 |
| May 2015 | 4 |
| June 2015 | 3 |
| July 2015 | 4 |
| August 2015 | 1 |
| September 2015 | 3 |
| October 2015 | 3 |
| November 2015 | 1 |
| December 2016\* | 1 |
| January 2016 | 4 |
| February 2016 | 2 |
| March 2016 | 0 |

\*I will assume this date is a typo and have provided the figures for Dec 2015.

|  |  |
| --- | --- |
| 2016/2017 | Number of open PALs / Concerns |
| April 2016 | 0 |
| May 2016 | 0 |
| June 2016 | 0 |
| July 2016 | 0 |
| August 2016 | 1 |
| September 2016 | Not yet available |

Question 3:

Please find attached the last 2 Annual Complaints Reports.

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,

Jo Ward

on behalf of Gillian Hoskins

Associate Director of Governance and Patient Experience

Weston Area Health NHS Trust

[gillian.hoskins@nhs.net](mailto:gillian.hoskins@nhs.net)

Telephone: 01934 647002

 

FOI REF: 2360

Dear Jane

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

We request the first 25 type-written letters of complaint that your Trust received after 1st October 2013. If your Trust contains more than one unit, we request that the letters are from across the units.

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,

Jo Ward

on behalf of Gillian Hoskins

Associate Director of Governance and Patient Experience

Weston Area Health NHS Trust

[gillian.hoskins@nhs.net](mailto:gillian.hoskins@nhs.net)

Telephone: 01934 647002

[www.waht.nhs.uk](http://www.waht.nhs.uk)

