

Date: Tuesday, 13th October 2020  
Our Ref: MB/SH FOI 4474

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**Re: Freedom of Information Request FOI 4474**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 29th September 2020.

Your request was as follows:

1) Please can you tell me what is the name of your Trust?

[The Walton Centre NHS Foundation Trust](#)

2) How many patient complaints has your Trust received, for any given reason?

Please break down into the following calendar years

2017

2018

2019

[2017 - 117](#)

[2018 - 91](#)

[2019 - 124](#)

3) How many patient complaints has your Trust received, citing racism as one of the problems during the patient's treatment?

Please break down into the following calendar years

2017

2018

2019

[2017 - 0](#)

[2018 - 0](#)

[2019 - \\*](#)

\*I am positive about what The Walton Centre NHS Foundation Trust holds the information you have requested. However, I am



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

unable to provide you with that information as I consider that the following exemptions apply to it:

Section 40 (2) – Third Party Data

This information is exempt from disclosure under Section 40(2) of the Freedom of Information Act 2000 (FOIA), due to the minimal number of patients identified, and in answering your query may lead to the undue stress of families and patients as this information may still lead to patients being identified. Therefore this information has not been released for reasons of confidentiality.

4) How many complaints relate to the treatment of women who have given birth in your Trust?

Please break down into the following calendar years

2017

2018

2019

The Walton Centre NHS Foundation Trust is a Specialist Neuroscience Tertiary Care Centre; we do not have a Maternity Unit, therefore we cannot provide this information.

5) How many of those from Q4 included racism in their complaint?

2017

2018

2019

2017 - 0

2018 - \*

2019 - 0

\*I confirm that The Walton Centre NHS Foundation Trust holds the information you have requested. However, I am unable to provide you with that information as I consider that the following exemptions apply to it:

Section 40 (2) – Third Party Data

This information is exempt from disclosure under Section 40(2) of the Freedom of Information Act 2000 (FOIA), due to the minimal number of patients identified, and in answering your query may lead to the undue stress of families and patients as this information may still lead to patients being identified. Therefore this information has not been released for reasons of confidentiality.

6) How many members of staff have received some form of disciplinary action due to a complaint by a patient?

Please break down into the following calendar years and please list what action was taken.

2018

2019

[2017 - 0](#)

[2018 - 0](#)

[2019 - 0](#)

7) How many members of staff have received some form of disciplinary action, whereby racist behaviour towards the patient was included? Please break down into the following calendar years and please list what action was taken where possible.

2017

2018

2019

[2017 - 0](#)

[2018 - 0](#)

[2019 - 0](#)

8) How many members of staff have made a complaint regarding racism from a patient.

Please break down into the following calendar years

2017

2018

2019

[2017 - 0](#)

[2018 - 0](#)

[2019 - 0](#)

Please see our response above in [blue](#).

### Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at [www.opsi.gov.uk/advice/psi-regulations/index.htm](http://www.opsi.gov.uk/advice/psi-regulations/index.htm)

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

**Please remember to quote the reference number, FOI 4474 in any future communications.**

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

*Mike Burns*

**Mr. Mike Burns, Executive Lead for Freedom of Information**