

Date: Tuesday, 21st December 2021
Our Ref: MB/SH FOI 4988

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Re: Freedom of Information Request FOI 4988

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 09th December 2021.

Your request was as follows:

1) In the period 1 February 2020 to 31 October 2021 what is the total number of complaints that your Trust has received from the public including service users (i.e. complaints on any issue)?

For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.

[In the period 1 February 2020 to 31 October 2021 there was a total number of 143 complaints.](#)

2) In the period 1 February 2020 to 31 October 2021 how many complaints from the public including service users has your Trust received about (or that include mention of) restrictions to patient visiting or patient visiting policies?

For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.

[In the period 1 February 2020 to 31 October 2021 6 of these complaints related to restrictions to patient visiting or patient visiting policies.](#)

3) In the period 1 February 2020 to 31 October 2021 how many incident reports (including Datix, Ulysses or other internal reporting system) have been raised by staff regarding abuse received from the public including service users that include mention of restrictions to patient visiting or patient visiting policies (i.e. where visiting restrictions may have contributed to the cause of the abuse)?

For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.

In the period 1 February 2020 to 31 October 2021 there was 9 incidents that were raised by staff regarding abuse received from the public including service users that include mention of restrictions to patient visiting or patient visiting policies.

4) Does your Trust know what circumstances, or have a set of defined criteria, under which it would revert patient visiting policy back to what it was before the emergence of Covid 19?

For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.

The Walton Centre NHS Foundation Trust follow regional and national guidance relating to patient visiting.

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 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

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 4988 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