

Date: Monday, 09th August 2021
Our Ref: MB/SS FOI 4821

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Re: Freedom of Information Request FOI 4821

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 21st July 2021.

Your request was as follows:

1) How many PALS enquiries and official complaints your Trust has received from patients concerned about:

a) the impact of the coronavirus pandemic and your Trust's response on their or their family member's access to cancer treatment

b) and access to cancer testing - including tests to find out whether their or their family member's cancer has spread, returned or occurred for the first time

NOTE: I suggest you search for these complaints by using the keywords 'cancer treatment', 'chemotherapy', 'cancer testing', 'coronavirus', 'COVID-19' and other relevant terms.

[The Walton Centre NHS Foundation Trust received zero complaints/concerns raised specific to subject matter above.](#)

2) For the five most recent PALS enquiries/official complaints received, please provide me with:

a) a summary of the complaint (e.g. a patient with stage 4 lung and breast cancer has contacted PALS to complain about their chemotherapy being postponed for a month)

b) the exact wording of the complaint, with redactions to remove potentially identifying information

c) what action the Trust took in response

a) Summary of the last 5 most recent complaints:

1) Patient informed that referral to another Trust had been rejected

- 2) Patient enquired regarding decision for timescales of surgery
- 3) Enquiry made on behalf of patient in relation to epilepsy care
- 4) Patient unhappy with communication/waiting time for clinic
- 5) in relation to inpatient admission & surgery

b) the exact wording of the above complaints:

- 1) verbal- n/a
- 2) verbal n/a
- 3) 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) in answering your query this may lead to the undue stress of a patient as if the information relating to this complaint was released it would identify the patient. Therefore this information has not been released for reasons of confidentiality. This exemption is not subject to the public interest test. This response therefore acts as a refusal notice under section 17 of the FOIA.
- 4) Patient want to know why my referral has not been made sooner and why I will have to wait for appointment
- 5) verbal details and explanation requested

c) What action the Trust took in response:

- 1) Trust will make referral
- 2) will provide rationale
- 3) 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) in answering your query this may lead to the undue stress of a patient as if the information relating to this complaint was released it would identify the patient. Therefore this information has not been released for reasons of confidentiality. This exemption is not subject to the public interest test. This response therefore acts as a refusal notice under section 17 of the FOIA.
- 4) under review - rationale regarding appointment waiting times will be communicated
- 5) under review

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 4821 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