

Date: Monday, 17th July 2023
Our Ref: MB/CM FOI 5827

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Re: Freedom of Information Request FOI 5827

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 10th July 2023.

Your request was as follows:

1. How many complaints has the trust received from July 2022 to July 2023?

I can confirm that the Walton Centre NHS Foundation Trust received 124 complaints between July 2022 and July 2023.

2. How many of these complaints are related to poor or substandard care?

When logging complaints the WCFT records all issues raised within the complaint individually - this means for each 1 complaint, there are multiple 'subjects' recorded. When pulling our themes this means there are always more 'subjects' recorded than complaints, essentially all complaints are raised as the complainant feels they have received a poor or substandard service (however, this does not always relate to clinical matters and/or nursing care i.e. this could relate to waiting times, admin processes, staff behavior)

3. How many medical negligence claims were lodged against the trust in the same period?

The WCFT received 22 claims in the same period.

4. How much compensation has the trust paid out in medical negligence claims in the past 12 months irrespective of when the claim was made?

The WCFT has paid a total of £204,083.26 in damages in the past 12 months.

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 5827 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 by:

Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Online: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/>

Telephone: 0303 123 1113

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information