

Our Ref: NG/RM/24145
Date: 23rd April 2024

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 17th April 2024. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

1. I would like to know how many Formal Complaints have been made in relation to Ward 6 & 7 from the time period 1st September 2022 through to the 1st May 2023

During the period 1st September 2022 to 1st May 2023, the Trust received 4 formal complaints relating to Wards 6 and 7.

- Ward 6 = 1
- Ward 7 = 3

2. How many of these complaints have been investigated with an outcome signed off and ratified by the Chief Executive?

All formal complaints are formally reviewed by the Chief Nursing Officer who is an Executive member of the Trust Board and also the Chief Executive Officer who reviews and signs them off as the Trust's Responsible Officer under the NHS Complaints Regulations.

3. Are / Should all complainants have the opportunity to speak with an investigating officer to provide them with supporting evidence?

The Complaint Resolution Summary (CRS) is drafted and agreed prior to the complaint being sent out to the Directorate. Any additional or supporting evidence is sent to the Reviewing Officer once appointed. We advise Reviewing Officers to contact the complainant to introduce themselves as the Reviewing Officer. This is not intended to result in a discussion regarding the complaint as the complaint has already been agreed within the CRS and the Reviewing Officer will have received any and all additional documentation.

4. Are all Members of the Board aware of these Formal Complaints?

Trust Board members receive regular and comprehensive reports regarding all patient experience contacts which includes details of all complaints received.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. 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: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH.

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 Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance



Chairman: Janet Dawson
Chief Executive: Dr Buki Adeyemo
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