

Our Ref: NG/RM/24164
Date: 22nd May 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 2nd May 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:

- I would like to know how many complaints have been logged against the trust by patients for the years 2024 to date, 2023, 2022, 2021 and 2020.
- I would also like to know what the complaint was for.

Category	2020	2021	2022	2023	2024
A= Access & Waiting	4	3	8	9	3
B = Info & Choices		4	1	4	1
C = Building Relationships	2	1	1	2	1
D = Safe, High Quality Co-Ordinated Care	24	34	31	40	19
E = Environment				1	

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

Chair: Janet Dawson
Chief Executive: Dr Buki Adeyemo
www.combined.nhs.uk

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