

Our Ref: LW/lmw/FOI.217.23
Date: 7th August 2023

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

Tel 01782 275030

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 10th July 2023. 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. How many complaints has the trust received from July 2022 to July 2023? **42**
2. How many of these complaints are related to poor or substandard care? **28**
3. How many medical negligence claims were lodged against the trust in the same period? **4**
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? **0**

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



Laurie Wrench
Deputy Director of Governance