

Our Ref: NG/RM/25090
Date: 27th March 2025

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 March 2025. 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 am writing to request information on pressure care complaints under the Freedom of Information Act 2000.

1. Please provide the total number of complaints made to this Trust about any subject during the following calendar years:
 - 2023- **56**
 - 2024- **74**
2. Please provide the number of complaints made to this Trust that relate to or mention pressure care (including, but not limited to, pressure care, pressure sores, pressure ulcers, pressure wounds, decubitus ulcers, bedsores, or bed sores) during the following calendar years:
 - 2023- **0**
 - 2024- **0**
3. Of the above complaints, also specify how many were brought as patient safety issues by healthcare workers or Trust administrators, also categorised by year. **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



Nicola Griffiths
Deputy Director of Governance