

Ref: FOI/CAD/ID 3342

Please reply to:
 FOI Administrator
 Trust Management
 Maidstone Hospital
 Hermitage Lane, Maidstone
 Kent, ME16 9QQ
 Email: mtw-tr.foiadmin@nhs.net

06 June 2016

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Complaints regarding end of life care.

1. How many complaints in the following years has the Trust received relating to the end of life care/palliative care of a patient? Please answer each year by breaking down month by month e.g. January: 9, February 10...

a) In 2015

b) So far in 2016 (up to 16/5/2016)

2. Of the number of complaints above what numbers were related to:

- a) Communication that the patient is actually dying*
- b) The patient or relatives was unaware that lifesaving drugs had been withdrawn*
- c) Care, including dignity, respect and privacy*
- d) Lack of pain relief*
- e) Access to specialised support and information*
- f) Lack of access to care through the night, at weekends and over holiday's periods*

1.

a)

	Ja n	Fe b	Ma r	Ap r	Ma y	Ju n	Ju l	Au g	Sep t	Oc t	No v	De c
No of complaints	1	0	1	0	1	0	0	1	0	1	0	3

b)

	Jan	Feb	Mar	Apr	May
No of complaints	0	0	1	0	2

2.

Maidstone and Tunbridge Wells NHS Trust has a subject code for complaints about 'end of life care'. The Trust does not break down the nature of the

complaints beyond this. However the categories listed would be included in the subject code.