

Ref: FOI/GS/ID 5236

Please reply to:
FOI Administrator
Trust Management
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Email: mtw-tr.foiadmin@nhs.net

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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.

You asked:

1. Does the Trust routinely publish the complaints data it reports to NHS Digital (KO41a) via any other public channel, i.e. on your website (please indicate YES or NO in the box below)? If YES, please provide details of where and how frequently you publish this data.

Further information on publication:

2. Does the Trust routinely publish, make public or evidence the outcomes and/or learning taken from complaints received (please indicate YES or NO in the box below)? If YES, please provide details of where and how frequently you publish this data.

Further information on publication:

3. Do you record complaints made by third parties who don't have the expressed consent of the patient(s)? I.e. members of the public, people visiting other patients and/or external non-medical contractors who have concerns about the way patients are being treated or cared for.

4. If you record complaints made by third parties, please could you provide the numbers of complaints received by your NHS Trust for the following financial years?

5. Do you record complaints made by third parties in your official complaints figures as reported to NHS Digital (KO41a)?

Trust response:

1. All the data corresponding to the KO41a return is available in the Trust's Complaints Annual Report, available on the website and published annually, other than being broken down by site.

2. The annual report contains a summary of all upheld/partially upheld complaints.

3. Yes.

4. The Trust does not specifically record this data.

5. Yes.