

Ref: FOI/GS/ID 6239

Please reply to:
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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 Cancer complaints.

You asked:

Could you please tell me between 1st March 2020 and the date of this email (31st July 2020):

1) How many PALS enquiries and official complaints your Trust has received from patients concerned about

a) the impact of the coronavirus pandemic and your Trust's response on their access to cancer treatment

b) and access to cancer testing - including tests to find out whether their cancer has spread, returned or occurred for the first time

NOTE: I suggest you search for these complaints by using the keywords 'cancer treatment', 'chemotherapy', 'cancer testing', 'coronavirus', 'COVID-19' and other relevant terms.

2) For the five most recent PALS enquiries/official complaints received, please provide me with

a) a summary of the complaint (e.g. a patient with stage 4 lung and breast cancer has contacted PALS to complain about their chemotherapy being indefinitely suspended)

b) the exact wording of the complaint, with redactions to remove potentially identifying information

c) what action the Trust took in response

Trust response:

1)

a) 0 complaints received concerning the impact of the coronavirus pandemic and the Trust's response on patient access to cancer treatment

16 PALS enquiries received concerning the impact of the coronavirus

pandemic and the Trust's response on patient access to cancer treatment.

b) None found.

2) Detail of the 5 most recent PALs enquiries/official complaints received (exact wording of complaint unavailable as these were all PALs enquiries taken over the telephone):

Summary	Action taken by the Trust
The patient is concerned as since he finished his chemotherapy treatment he was supposed to begin radiotherapy, however this was put on hold due to the Covid-19 pandemic	The Consultant has referred the patient for radiotherapy
The patient is concerned about cancer treatment having been delayed by Covid test having been misplaced and the patient has a temperature	Directorate has discussed the situation with the patient. The patient has since received the test results. The treatment will go ahead as planned.
The patient's daughter is concerned as the patient does not know what is happening regarding her treatment for lung cancer and the patient would like to know the plan	Consultant contacted the patient's daughter with regards to the treatment plan
The patient has had chemotherapy delayed due to admissions in hospital and changes in hospitals. The patient has an appointment on 1/6/20 and would like to know if there is an appointment this week and as it is a video appointment, what system do they use.	The patient was sent confirmation of the appointment and advised that it would take place by telephone
The patient's niece contacted PALs. The patient was diagnosed with cancer 2 months ago, has undergone a biopsy and been told that he will need radiotherapy. The family don't know when this will be and are hearing conflicting information	The patient now has an appointment to see the Consultant