

Ref: FOI/GS/ID 6534

Please reply to:
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03 February 2021

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 Mr Shotton.

You asked:

Please can I have, under the FOI, details of all complaint made in any hospital but anybody for any reason, against Mr Shotton.

Trust response:

The Trust has previously released details which relate to complaints against the consultant Mr John Shotton at Tunbridge Wells Hospital at Pembury.

Please find below details of complaints against the consultant Mr John Shotton at Maidstone Hospital.

First received	Description (Policies)	Closed	Outcome code	Outcome
26/11/2013	Patient feels that she has waited an unreasonable length of time for a surgical procedure to be undertaken. Procedure scheduled to take place on 4 dec, some 31 weeks after referral.	07/01/2014	PARTUP	Feedback given to surgical team re: managing patient expectations re: waiting times. Change in admin groups
27/08/2014	Manner and attitude of doctor. Delay in receiving clinic letter. Poor communication.	01/10/2014	NOTUP	Apologies offered by consultant for poor impression. Consultant recalls long discussion with pt in clinic. Clinic letter sent day after appt - not clear why there was a delay in receipt. Clinic letter sent to referring GP - records now changed.
12/08/2016	Manner of doctor during clinic appointment.	16/09/2016	PARTUP	Consultant offered apologies for patient's experience.
22/02/2016	Patient is unhappy with the manner and attitude of the consultant she saw who she felt was dismissive. She describes that he has an horrendous bedside manner.	12/04/2016	NOTUP	Apology offered for distress caused. Explanation offered that it was not the intention of the consultant to cause any offense and the nurse present supports that the consultant was courteous and professional

We do not hold data on patient complaints for a full 20 years. The earliest records we have access to date back to 2003.