

Ref: FOI/GS/ID 7122

Please reply to:
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07 January 2022

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 Covid Visiting Policies.

You asked:

- 1) In the period 1 February 2020 to 31 October 2021 what is the total number of complaints that your Trust has received from the public including service users (i.e. complaints on any issue)?*
- 2) In the period 1 February 2020 to 31 October 2021 how many complaints from the public including service users has your Trust received about (or that include mention of) restrictions to patient visiting or patient visiting policies?*
- 3) In the period 1 February 2020 to 31 October 2021 how many incident reports (including Datix, Ulysses or other internal reporting system) have been raised by staff regarding abuse received from the public including service users that include mention of restrictions to patient visiting or patient visiting policies (i.e. where visiting restrictions may have contributed to the cause of the abuse)?*
- 4) Does your Trust know what circumstances, or have a set of defined criteria, under which it would revert patient visiting policy back to what it was before the emergence of Covid 19?*

Trust response:

1. 812 formal complaints
2. We have undertaken a search of the complaint description box on the complaints database which yielded 19 formal complaints where this has been documented.
3. 12
4. The Trust makes decisions on safe visiting for patients based on a number of issues, these include the community rates of Covid-19, the Covid status of the wards and if there are any outbreaks of infection occurring, our visiting schedules remain under constant review and with patient safety in mind. The

visiting policy may not revert to the one prior to the pandemic as this may no longer be suitable or safe.