

Ref: FOI/GS/ID 7773

**Please reply to:**  
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20 December 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 complaints made regarding communication.

*You asked:*

- 1. In your trust, in each of the last 5 calendar years, how many formal patient/family complaints were made regarding communication?*
- 2. How many of these complaints were regarding lack of updates to Next of kin or patient families?*
- 3. In your trust in the last 5 years, what were the top 5 categories for complaints? For example, 'communication' or 'clinical care' may be examples*

Trust response:

1.

2021 = 205

2020 = 188

2019 = 223

2018 = 160

2017 = 143

2. The Trust does not record complaints using “lack of updates to Next of kin or patient families” as a specific category. In order to try and gather the information requested each of the complaints would need to be manually read by a member of staff. The Trust has estimated that it will cost more than the appropriate limit to consider this part of your request. The appropriate limit is specified in regulations and represents the estimated cost of one person spending 3½ working days in determining whether the Trust holds the information, locating, retrieving and extracting the information. Under Section 12 of the Freedom of Information Act 2000 the Trust is not obliged to comply

with this part of your request and we will not be processing this part of your request further.

3.

1 = clinical treatment

2 = communications

3 = staff values and behaviours

4 = patient care

5 = admissions and discharges