

Ref: FOI/GS/ID 8342

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

13 October 2023

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 and Claims.

You asked: All questions are shown as received by the Trust.

- 1. How many complaints has the trust received from July 2022 to July 2023?*
- 2. How many of these complaints are related to poor or substandard care?*
- 3. How many medical negligence claims were lodged against the trust in the same period?*
- 4. How much compensation has the trust paid out in medical negligence claims in the past 12 months irrespective of when the claim was made?*

Trust response:

1. 521
2. 279
3. 46
4. This information is available from NHS Resolution (NHSR) the Trust indemnity providers who have a dedicated FOI team assigned to such requests. <https://resolution.nhs.uk/freedom-of-information/>