

By e-mail
Ms D Speers



25 June 2009

Dear Ms Speers

I am writing to respond to your information request dated 5 June 2009.

During 2008/09 Boris Johnson did not submit any complaints to PHSO and John Howells MP submitted 2 complaints to PHSO.

You have asked whether any complaints were brought to the attention of PHSO by any health minister during the period of the current National Service Framework (NSF). We do not hold information on referrals by ministers, although we do hold information on the numbers of referrals by individual MPs. I should explain that it is a requirement that complaints about government bodies should be referred to PHSO by an MP. Complaints about the NHS are, however, usually received direct from complainants, without MP referral. Additionally, there are a number of NSFs relating to different clinical specialities and I am unsure as to which NSF you refer. The period of current NSFs is also not readily available.

If you let me know which MP referrals you would like information on and for what period of time, I will consider this fresh request and respond to you as soon as possible.

Yours sincerely

A handwritten signature in black ink, appearing to read "Liz Hannan".

Liz Hannan
Freedom of Information and Data Protection Manager