



Please ask for: Mr Chris Pearson
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3 March 2010

www.nwas.nhs.uk

Mr/Ms D Rowland

By e-mail

Dear Mr/Ms Rowland

YOUR REQUEST FOR INFORMATION UNDER THE FREEDOM OF INFORMATION ACT 2000

I refer to my letter dated 4 February 2010 about your request for information under the Freedom of Information Act 2000.

I would like to explain that under national guidance the NHS handles complaints and litigation through separate processes. Cases of personal injury would normally be handled through the process of litigation which is how any matter involving a settlement would be handled. Provision of data about any settlements would require a physical review of all case files from 5 different sources and systems which would be onerous in terms of time and effort as covered by section 12 of the Act.

However some data about litigation cases and of related settlements is held by the NHS Litigation Authority (NHSLA) which handles all such payments: the NHSLA can be contacted through its website www.nhsla.com

I would also like to advise you that again the provision of the general data (and specifically about alleged assaults) that you requested about complaints would involve the physical examination of all complaints files from 5 different systems which would be onerous in terms of time and effort as covered by section 12 of the Act.

However some data about complaints against this Trust and its predecessors can be found in annual statistical publications from the Department of Health through its website www.dh.gov.uk. Information is also published in the Trust's Annual Reports which are available on the website www.nwas.nhs.uk. The current year's figures which are not yet published in any of the above amount to 457 cases. .

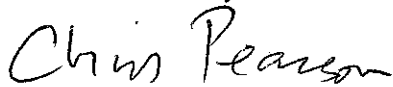
I would now like to turn to the receipt of your enquiry. I must apologise for the delay which occurred. Enquiries have shown that a problem had developed in the relevant

IT systems with the result that your message was not opened. This has now been rectified and this problem should not recur.

I hope that this is of some assistance to you.

If you wish to request a review of this reply you should write in the first instance to Mr Darren Hurrell who is the Trust's Chief Executive. He is based at Trust Headquarters.

Yours sincerely

A handwritten signature in cursive script that reads "Chris Pearson".

CHRIS PEARSON

Freedom of Information Co-ordinator