

John xxxson

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Our Ref: FOI-FC-1670-30.12.18

Dear John Johnson

17 January 2019

Re: your application under the Freedom of Information Act for information regarding Assessments, False Information & Disciplinary Action

I am writing in respect of your recent enquiry for information held by Barnet, Enfield and Haringey Mental Health Trust under the provisions of the Freedom of Information Act 2000 received on 30 December 2018.

You requested the following information:

1. How many complaints have you received where patients supplied an audio recording of an assessment and the assessors written notes and this proved that the written notes contain significantly inaccurate information?
2. How many complaints, of the above, detailed that such inaccurate information could undermine legal/criminal investigations?
3. Of the above, where it has been proven records created contained false information, please confirm if any disciplinary action has been taken and if so on how many occasions.

If this would be too time consuming to gather, please supply the following information only:

- How many times disciplinary action has been taken against your employees, in the last 12 months, due to them writing inaccurate medical notes?

We have dealt with your request under section 1(1) of the Freedom of Information Act which entitles you to be provided with any information held by a public authority, unless an appropriate exemption applies.

Please find below our response:

During the time period requested, the Patient Experience Team (PET) received in excess of 1000 queries via our team mailbox which were recorded via our complaint reporting system, Datix. In order to ascertain which of these involved recordings of consultations, the PET would be required to open each individual case and review any reports, attachments or progress notes relating to the

case. Depending on the file size, this process would take approximately 2-5 minutes per case, totalling around 35-85 working hours for a full review which would exceed the appropriate limit as per Section 12 of the FOI Act.

Despite this, all reasonable efforts have been made to narrow down the search functions; by selecting formal complaints, and narrowing down the 'Category' field to complaints relating to Communication/Information, and reviewing the resulting cases. Of this search, there were no complaints received during the requested period which found that a recording of any patient consultation was different to the notes captured by the team member.

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The Trust provides a complaints procedure for the Freedom of Information Act and if you are not satisfied with the response, you should write to the Chief Executive at the address shown at the top of this letter or by email to: beh-tr.ceomail@nhs.net. It would be helpful if you could say why you are dissatisfied with the response.

If you are dissatisfied with the outcome of the complaints procedure, you can appeal to the Information Commissioner, who will consider whether the Trust has complied with its obligations under the Act, and can require the Trust to remedy any problems. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's website at: www.ico.org.uk. Complaints to the Information Commissioner should be sent to: First Contact Team, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



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Assistant Trust Board Secretary