

FREEDOM OF INFORMATION REQUEST RF322-17

We can confirm East Kent Hospitals University NHS Foundation Trust (EKHUFT) holds the information you have requested.

a. What was the total number of complaints received during the financial years 2015-16, and 2016-17?

We can confirm EKHUFT holds this information as follows:

Division	2015/16	2016/17
Clinical Support Services	40	83
Specialist Services	167	181
Surgical Services	405	350
Urgent Care & Long Term Conditions	396	447
Corporate	12	14
Other	0	1
Total	1020	1076

b. Please break down the total number of complaints by service area.

Please refer to response to Qa. above.

c. How many complaints were escalated to the ombudsman?

EKHUFT can confirm the Trust received 35 complaints from the Ombudsman in 2015-16 and 34 in 2016-17.

(ALL INFORMATION PROVIDED AS AT NOVEMBER 2017)

