

Ms Sheila Hersom  
c/o request-91548-  
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Sent by email from : Foi@beh-mht.nhs.uk

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21 December 2011

Dear Ms Hersom,

**Your application under the Freedom of Information Act for information.**

I am writing in response to your Freedom of Information Act request received on 31 October 2011 for statistics for the following questions under the Freedom of Information act; I require information year on year going back 5 years, itemising statistics for each hospital within your trust. We collate our by Service rather than by hospital

**Service Users: See attached reports**

1. How many service users have made complaints against hospitals or staff within your trust?
  - a. Please provide brief status of complaints (total dismissed, total on going, total completed etc.) **Please see attached summary**
2. How many service users have taken the hospitals or staff to court within your trust? **We have information on claims for the period 1.4.10-30.9.11 in the above summary but are unable to identify how many cases went to court.**
  - a. Please provide brief status of complaints (total dismissed, total on going, total completed etc.) **The information available is in the above summary.**
3. How many service users have made taken the hospitals or staff to Judicial Review within your trust? **As above**
  - a. Please provide brief status of complaints (total dismissed, total on going, total completed etc.) **As above**
4. How many Serious Case Reviews are there within your trust?
  - a. Please provide details of these, on-going or completed.

**There have been 35 serious incident reviews in the past twelve months of which 4 are currently under serious case review.**

**Staff: For answers to 5. - 7.see attached schedule**

5. How many staff working within your trust has made complaints against hospitals or other staff within your trust?
  - a. Please break down into positions of employment – i.e. Dr reporting admin.

6. How many staff working within your trust are whistle blowers? Do they still work within your trust?

a. Please break down into positions of employment – i.e. Dr reporting admin.

7. How many staff working within your trust have gone to or approached employment tribunals?

a. Do they still work within your trust? Please break down into positions of employment – i.e. Doctor, nurse

8. What is your policy on whistleblowing? **I have included the link to our website in my covering email**

9. How Many Service users are on service plans, (per hospital) within your trust and please itemise short term or long term)

**We have 32 wards with approximately 570 in-patients, all of whom have care plans. We provide support in the community to several thousand patients, all of who have a care plan. Some of our patients receive services from us for a number of years. Other patients may be assessed for a short period of treatment and may be said to have short term care plans.**

10. Policy of any form of harassment from staff to service users.

**I have included, in my covering email, the link to our safeguarding policies on our website**

11. **Staffing costs are set out below:**  
over the last 5 years and forecast cost for next  
year breaking down into front line staff (doctors, nurses etc.) and  
Managers / Admin

**Pay Cost**

<b>Staff Category</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	<b>forecast</b>
						<b>£'000</b>
<b>Medical Staff</b>	22,847	22,216	23,307	22,792	22,612	22,989
<b>Nursing, midwives &amp; health visitors</b>	49,669	47,919	35,592	33,529	43,483	40,672
<b>Scientific and Therapeutic</b>	14,623	15,911	16,366	15,348	22,064	23,480
<b>Healthcare assistants &amp; support staff</b>	2,523	2,434	15,207	14,267	16,158	13,287
<b>Administration, clerical and Estates</b>	20,231	19,580	19,538	22,131	26,674	28,684
<b>Grand Total</b>	<b>109,893</b>	<b>108,060</b>	<b>110,010</b>	<b>108,067</b>	<b>130,991</b>	<b>129,112</b>

**Note: The cost for 2010/11 and 2011/12 includes Enfield Community Services**

12. Policy on paging resuscitation staff when needed at times of high service users.

**I have included, in my covering email, the link to our resuscitation policy on our website**

I hope that this is satisfactory.

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. Furthermore, you have a right to complain to the Information Commissioner for a determination under Section 50 on whether the Act has been complied with. The Information Commissioner's details are: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Stephen Guile  
**Head of Corporate Affairs and Trust Secretary**