

Our Ref: Q1 14 43

9 June 2014

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Mrs Brenda Prentice

[request-213620-](#)
59ff873e@whatdotheyknow.com

Dear Mrs Prentice

Thank you for your request for information under the Freedom of Information Act 2000.

Further to my acknowledgement letter of 28 May 2014, I note your request and I can confirm that the Trust holds the information you have requested and I am able to release it as follows:

Please tell me what the procedure is for the Partnership Board to be kept fully informed of all complaints

Information on complaints is provided to the Board in a number of ways through the Trust's governance processes. Specifically these are:

- Monthly as part of the Trust's Quality Report
- Quarterly as part of the extended Quality Report focused on Patient Experience
- Annually through an Annual Complaints Report

All documents presented to the Trust Board are available on the Trust's website via the following link.

http://www.sompar.nhs.uk/about_us/publications/board_papers/

I am therefore applying an exemption under Section 21 (information already reasonably accessible) of the Freedom of Information Act 2000.

In addition, information on complaints is provided quarterly to the Trust's Patient and Public Involvement Group, which includes Trust Governors, patient representatives and a non-executive director.

Reports on patient experience, including complaints, are also presented quarterly to the Trust's Council of Governors at its public meetings. All of the documents presented to the Council of Governors are available on the Trust's website via the following link.

<http://www.sompar.nhs.uk/members/>

I am therefore applying an exemption under Section 21 (information already reasonably accessible) of the Freedom of Information Act 2000.

Within the Trust, complaints are reviewed monthly through our Clinical Governance Group, which is chaired by the Director of Nursing and Patient Safety and includes the Medical Director, to identify and consider any issues of clinical governance arising from complaints.

A report on complaints is also reviewed quarterly by the Trust's Regulation Governance Group, which is chaired by the Director of Governance and Corporate Development and includes the Director of Human Resources & Workforce Development, the Director of Nursing and Patient Safety and the Chief Operating Officer, to consider compliance with standards and regulations arising from complaints.

Both of these groups report quarterly to the Trust's Integrated Governance Committee, which is chaired by the Trust's Vice Chairman and includes three other non-executive directors and all the Trust's executive directors. The minutes of these meetings are presented to the Trust Board in public and can be accessed on the Trust's website via the following link.

http://www.sompar.nhs.uk/about_us/publications/board_papers/

I am therefore applying an exemption under Section 21 (information already reasonably accessible) of the Freedom of Information Act 2000.

All complaint responses are seen, approved and signed by the Trust's Chief Executive or his nominated deputy in his absence.

If you require further assistance or clarification to any part of this reply please quote the reference number and contact the Corporate Services Team on 01278 432000 or contact Dawn Godfrey, FOI & Complaints Officer, directly on 01278 432084 or via e-mail at FOI@sompar.nhs.uk

I hope this reply is helpful and thank you for your request.

Yours sincerely



PHIL BRICE

Director of Governance and Corporate Development

If you are unsatisfied with this response, you can write to the Chief Executive at the address supplied at the top of the letter; please quote the reference number. If you remain dissatisfied with the response you receive from the Trust you retain the right to progress any complaint under section 50 of the Freedom of Information Act 2000 by writing to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.