

Frimley Park Hospital



NHS Foundation Trust

Freedom of Information

Frimley Park Hospital NHS Foundation Trust

Portsmouth Road

Frimley

Camberley

GU16 7UJ

www.frimleypark.nhs.uk

Date: 10th February 2014

Address: request-192903-
ccc815ad@whatdotheyknow.c
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Dear Requestor

Request for Information Reference: FOI 0019-14

Please note: The email address for submitting FOI requests is: foi@fph-tr.nhs.uk please always use this email address.

Thank you for your request for information which was received on 14th January 2014, which is detailed below with the Trust's response. It has taken the Trust 3 hours to complete this request.

	Information Request	Trust Response
1	<p>How are complaints, complements and feedback handled? This data might be by obtained by means such as email, phone, letter, piece of paper in hospital reception, etc etc.</p> <p>Is there a central place where this data is collated.</p>	<p>Complaints, concerns, comments and compliments are received by telephone, letter, e mail, fax, via trust staff and patients and relatives visiting in person.</p> <p>Information is collated using the Datix system.</p>
2	<p>Are there dedicated staff for this purpose? If so how many staff are there?</p>	<p>Complaints & PALs team – 1x37.5hrs 1x27hrs 2x30hrs 1x22hrs 1x20hrs</p>

3	Is this data handled on-site or is it subcontracted/held off site?	On site
4	Are complaints & feedback collated and then reported to authorised people, such as the trusts board or senior managers?	Yes
5	Who is in charge of complaints and feedback, if anyone?	Complaints manager has overall responsibility.
6	Is there a standard procedure to follow if complaints and feedback data is obtained?	There is a Trust complaints policy which instructs staff on how to record complaints, concerns, comments and compliments.
7	If you have any costings at all for complaints & feedback then that would be useful (staff costs, computer & software costs, storage costs, legals costs, search costs, report compilation costs, etc)?	Staff costs for the year April 2013 – Jan 2014 is £80,815.43

If you are dissatisfied with how your request has been handled or would like to formally appeal against our response, you can complain in writing to:

Angela Ince
Information Manager
Frimley Park Hospital NHS Foundation Trust
Larch House, Entrance 2
Portsmouth Road,
Camberley
Frimley
GU16 7UJ
Email: angela.ince@fph-tr.nhs.uk

If, after we have addressed your complaint, you remain dissatisfied with how the Trust has responded, you are entitled to appeal to the Information Commissioner (Tel: 01625 545 745). Further details can be found at www.ico.gov.uk.

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To enquire about re-using the information or if you have any enquiries about Re-use, please write to us at the above address or email information.governance@fph-tr.nhs.uk.

If you remain dissatisfied about the decision taken regarding the Re-use of Public Sector Regulations 2005, you have the right, under section 18 of the Regulations to apply to the Office of Public Sector Information to seek resolution to the matter. Further details can be found on their website: www.opsi.gov.uk.

You can find out more about the Act on the Information Commissioner website www.ico.gov.uk. To find out more information about the types of information the Trust makes available on a routine basis this is detailed in our Publication Scheme on the Trust's website at: www.frimleypark.nhs.uk

Yours sincerely,

Information Governance Office