

Sherelle Folkes
13 November 2014

Oxleas NHS Foundation Trust
Bracken House
Bracton Lane
Leyton Cross Road
Dartford
Kent
DA2 7AF

Our ref: FOI 1505

11 December 2014

Switchboard: 01322625700
Website: www.oxleas.nhs.uk

Dear Sherelle Folkes

FREEDOM OF INFORMATION ACT 2000 – SECTION 8 REQUEST

I write in relation to your section 8 request for information dated 13 November 2014, under the above Act.

I can confirm that your request for information has now been considered and the information requested is enlisted below for your attention as stipulated under section 1 of the Act.

1 - General right of access to information held by public authorities.

(5) A public authority is to be taken to have complied with subsection (1)(a) in relation to any information if it has communicated the information to the applicant in accordance with subsection (1)(b).

You requested the following information under section 8 of the aforementioned Act:

- 1. How are complaints, compliments and feedback handled at the Trust? This data might be obtained by means such as email, phone, letter, piece of paper in a hospital reception etc. etc. Is there a central place where this data is collated?**

In accordance with Trust policy (attached). Data is collated through Datix database

- 2. Does your Trust employ dedicated staff for this purpose? If so how many?**

There is a Complaints and PALS team consisting of a manager, 3 complaints officers and 3 PALS officers.

- 3. Is this data handled on site or is it subcontracted/held-off site?**

Data is handled on site – see above

- 4. Are complaints and feedback collated and then reported to authorised people, such as the Trusts board or senior managers?**

Yes. Complaints are reported monthly to the Board of Directors and Executive Team and every two months to the Patient Experience Group.

5. Who is in charge of complaints and feedback, if anyone?

Head of Complaints and PALS

6. Is there a standard procedure to follow if complaints and feedback data is obtained?

Yes – in accordance with Trust policy

7. What are the operational costs to the Trust for complaints and feedback, excluding redress (staff costs, computer and software costs, storage costs, legal costs, search costs, report compilation costs, maintenance and any other considerations)?

The Trust is unable to answer this question as data is not held in this way.

8. Could you please supply your most recent annual complaint volume figures and the preceding 3 year volumes please?

2013-14 204

2012-13 161

2011-12 179

2010-11 114

9. Do you capture and measure concern data separately?

Yes through the PALS team

Please note that the Information you receive may be protected by the copyright of the person or organisation from which the information originated. You must ensure that you gain their permission before reproducing any third party information.

If you have any queries or concerns or are dissatisfied with the service you have received in relation to your request, please do not hesitate to contact me. If you wish to request a review of the decision, you should write to the: Information Governance Manager, Julie Lucas via email at julie.lucas@oxleas.nhs.uk in the first instance. If you remain unsatisfied with the outcome of your review and wish to make a formal complaint, please address this to the Head of Complaints, Oxleas NHS Foundation Trust, Pinewood House, Pinewood Place, Dartford DA2 7WG - Email: complaints@oxleas.nhs.uk

In addition if you are not satisfied with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a



decision unless you have exhausted the complaints procedure provided by the Trust. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF Telephone: 08456 30 60 60 or 01625 54 57 45 - www.ico.gov.uk

Yours sincerely,

R. Stephen

Rihanne Stephen
Information Governance Officer

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