

By e-mail only  
Ms Dee Speers



4 November 2009

Dear Ms Speers

I write to acknowledge the information requests you made in your two e-mails of 30 October 2009.

I have identified the following requests for information from your e-mails:

- Is it correct that about 300 cases a year are accepted for investigation by PHSO? I have taken this to relate to complaints made to the Health Service Ombudsman.
- Do PHSO only investigate 1.5% of complaints made to them? Again I have taken this to relate to complaints made to the Health Service Ombudsman.
- How many cases have been referred to PHSO since the Healthcare Commission finished [on 31 March 2009]? Again I have taken this to relate to complaints made to the Health Service Ombudsman.
- How many cases from those selected for investigation in the same period have been upheld? I have taken this to refer to all investigations by PHSO.
- What is the expected annual budget to PHSO this year?
- What is the total number of PHSO staff?
- How many PHSO staff were formerly employed by the HC?
- Were the former employees of HC TUPEd across or were they recruited directly by PHSO?
- How many PHSO decisions are modified as a result of review or re-review?
- How investigations are conducted by PHSO are following review of a previous decision not to investigate?

- How many review requests/complaints against PHSO have been processed by the Review Team in total since 1 April 2009?

Within your first e-mail you commented upon PHSO's complaints handling service and included the following questions: Am I understanding this data correctly and how does this [the Ombudsman's principles] happen if only 1.5% of complaints are being investigated? These questions and comments do not constitute requests for recorded information, and as you may be aware the Freedom of Information Act does not require the creation of information in response to requests. I will not therefore respond to your comments or these two questions.

If I have misinterpreted any of your requests then please clarify these as soon as possible.

We aim to respond to your requests by 27 November 2009.

Yours sincerely

A handwritten signature in black ink, appearing to read 'LH', with a long, sweeping horizontal line extending to the right.

Liz Hannan

**Freedom of Information and Data Protection Manager**