

## Patient / Family Complaints Regarding Communication

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Reference Number: F4985  
Date of Response: 04/11/2022

Further to your Freedom of Information Act request, please find the Trust's response, in **blue bold text** below:

- 1) In your trust, in each of the last 5 years, how many patient/family complaints were made regarding poor or inadequate communication?.

2018	<b>19</b>
2019	<b>77</b>
2020	<b>76</b>
2021	<b>88</b>
2022	<b>47</b>

- 2) In your trust, how many of these complaints ended up in a financial settlement, and what was the total or average sum paid out in compensation?  
**The Trust has considered your request and can confirm the information is hld. However, this information is not readily available and would mean going through the complaints manually. To carry this task would exceed the appropriate cost limit as set out in Section 12 (1) of the Freedom of Information Act 2000 and is therefore exempt.**

**12. — (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.**

**The appropriate limit of £450 represents the estimated cost of one person spending two and a half days This would entail Trust staff:-**

- **Determining whether the information is held.**
- **Locating the information, or a document containing it.**
- **Retrieving the information, or a document containing it.**
- **Extracting the information from a document containing it.**

- 3) In your trust in the last 5 years, what were the top 5 reasons for patient or family complaints?

- **Communication with patient**
- **Communication with relatives/carers**
- **Delay in giving information/results**
- **Incorrect entry on medical records**
- **Method/style of communications**