

## Trust Complaints & Claims

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Reference Number: RDF1682-23

Date of Response: 18/07/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1<sup>st</sup> April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

*1. How many complaints has the Trust received from July 2022 to July 2023?*

Answer: From 1 July 2022 to 13 July 2023 – 1410 complaints and concerns received.

*2. How many of these complaints are related to poor or substandard care?*

Answer: Complaints are categorised into subject areas, using the search criteria of 'Patient Care', there are 202 cases for the time period July 2022 to July 2023. Please note that this does not include any complaints where treatment may have been an issue, but the question only asks for the number of complaints relating to poor or substandard care.

*3. How many medical negligence claims were lodged against the Trust in the same period?*

Answer: The Trust does not hold this information please contact NHS Resolution (NHSR) <https://resolution.nhs.uk/>. NHSR indemnify the Trust and hold accurate data, including location. A Freedom of Information request can be made at: <https://resolution.nhs.uk/freedom-of-information/>

*4. How much compensation has the Trust paid out in medical negligence claims in the past 12 months irrespective of when the claim was made?*

Answer: Please see response to question 3.