

Request FOI0514007:

This is a request under the Freedom of Information 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?
2. Does your Trust employ dedicated staff for this purpose? If so how many?
3. Is this data handled on site or is it subcontracted/held-off site?
4. Are complaints and feedback collated and then reported to authorised people, such as the Trusts board or senior managers?
5. Who is in charge of complaints and feedback, if anyone?
6. Is there a standard procedure to follow if complaints and feedback data is obtained?
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)?
8. Could you please supply your most recent annual complaint volume figures and the preceding 3 year volumes please?
9. Do you capture and measure concern data separately?

Response:

Thank you for your request dated 07/05/2014 in which you made a Freedom of Information request. Please see Northamptonshire Healthcare NHS Foundation Trust response below;

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?**

Complaints, compliments and feedback are handled by the Complaints and PALs team who manage the enquiries and capture the data on an electronic datix system and a paper filing system.

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

There are 4 staff members dedicated for this purpose.

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

The data is handled on site

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

The complaints and feedback are collated and reported in Quarterly reports and the Trusts Annual Complaints Report. These reports are reviewed by the Trust board and Senior Managers.

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

The Responsible Director is the Director of Nursing. The Patient Experience Manager manages the Complaints and PALs team.

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

There is a standard procedure which is set out in the Trusts Complaints and Concerns 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)?

Please click [here](#)

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

There were a total of 328 complaints recorded as being received during the financial year 2013/14.

For the preceding 3 years the recorded complaints were:-

- 2012/13 – 286 complaints
- 2011/12 – 310 complaints
- 2010/11 – 163 complaints

9. Do you capture and measure concern data separately?

Concern data is managed by the PALs Manager and captured and reviewed on the DATIX electronic system under a separate module.

If you are unhappy with the service you have received in relation to your Freedom of Information request and wish to make a request for a review of our decision you should write to:

The Information Governance Manager
Northamptonshire Healthcare NHS Foundation Trust
CG08/09
Campbell House
Campbell Square
Northampton
NN1 3EB

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the Trust. The Information Commissioner can be contacted at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours Sincerely,

The Freedom of Information Team

The Freedom of Information Team

foi@nhft.nhs.net