

Our ref: FOI 1491

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Information regarding the number of complaints received by our hospital trust in the past 5 years has now been considered and the information requested is enclosed.

FOI 1491 RESPONSE

I am writing to request information under the Freedom of Information Act 2000. I am seeking information about the number of complaints received by your hospital trust in the past five years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery.

Specifically, I would like to request the following:

- The total number of complaints received for each specialty in each of the past five years;
- The nature of the complaint;
- The outcome of the complaint, including any actions taken by the hospital trust to address the issue;

1) Neurosurgery

No complaints relating to Neurosurgery

2) Cardiothoracic Surgery

No complaints relating to Cardiothoracic Surgery

3) Vascular Surgery

Vascular Surgery had 3 complaints within the specified time period.
All of these complaints were related to waiting times.

No actions can be taken as lists are regionally pooled, waiting lists are held by BHSC and patients are done as per IEAP guidance; chronologically and by urgency

4) Orthopaedic Surgery

Orthopaedic Surgery had 543 complaints within the specified time period.

The overarching theme for this speciality was the waiting times for surgery and outpatient appointments.

380 of the 543 related to waiting times for surgery with a further 32 relating to waiting times to see a Consultant at outpatients.

The themes for the remaining 131 complaints relate to Communication (39), Staff Attitude (20) and Quality of Treatment and Care (34) as the other top themes.

No actions can be taken to address the waiting times as the waiting lists are extensive and patients are done as per IEAP guidance; chronologically and by urgency.

For Communication, Information and Staff Attitude the complaints are shared for learning and cascaded to all staff highlighting the importance of good communication and staff attitude.