

Date 27th October 2017

Re: Freedom of Information Request
Ref: 173-2017

Thank you for your email dated 2nd October 2017 requesting various information regarding information to patients, complaints, Risk Management and consent.

The information that you require is as follows:

1. **In the past 5 years how many complaints have you had regarding communication with or supplying information to patients (written and oral)?**

None

2. **In the past 5 years how many complaints have you had regarding the inappropriate or incorrect taking of consent?**

None

3. **If the level of detail in questions 1 and 2 is unknown then please say how many complaints have you had in the past 5 years categorised as communication complaints?**

N/A

4. **In the past 5 years how many claims for compensation have you had involving the inappropriate or incorrect taking of consent?**

None

5. **If the level of detail in question 4 is unknown please say how many claims for compensation have you had categorised as communication claims?**

N/A

6. How much did you pay the NHSLA for insurance last year?

CNST contribution was £106,780

7. Can I have a copy of your Consent to Examination or Treatment Policy?

Available upon request.

8. If no Consent to Examination or Treatment Policy exists then can you supply me with your approved documented process for obtaining consent, as specified in the NHSLA Risk Management Standards 2013-14?

N/A

9. Can you tell me how information is provided to patients to support their decision making, including risks, benefits and alternatives where appropriate?

Patients are given information leaflets specific to their course of treatment in order to support their decision making. The person taking consent will also discuss the risks, benefits and alternatives during the consent process and this is documented on the consent form.

10. Can you tell me how the discussion and provision of information to patients is recorded?

This information is recorded on the consent form. There is a section on the form where staff can document what information has been provided, they are also required to answer yes or no as to whether information leaflets have been given.

11. Can you tell me the process for recording that consent has been given

The completion of a consent form is evidence that the process of consent has been recorded. There is a section on the patient assessment forms that ask if consent has been undertaken.

12. **Can you tell me how your organisation monitors compliance with points 9 to 11?**

Compliance is monitored by an annual audit –any areas of non-compliance are then actioned.

13. **Who has overall responsibility for your Consent to Examination or Treatment Policy. (Their name would be helpful)?**

Ruth Selvan - Clinical Governance Manager – Regulation

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>