



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 19 February 2019

Re: Freedom of Information Request
Ref: 22- 2019

Thank you for your email dated 22nd January 2019 requesting information regarding complaints.

The information that you require is as follows:

Questions:

1. Does the Trust routinely publish the complaints data it reports to NHS Digital (KO41a) via any other public channel, i.e. on your website (please indicate YES or NO in the box below)? If YES, please provide details of where and how frequently you publish this data.

YES

NO

Due to the small amount of complaints received, a summary table of complaints and a short narrative are published within the Trusts annual report which is published on our website as part of our publication scheme (26 received 17/18).

<https://www.clatterbridgecc.nhs.uk/about-centre/corporate-matters/public-documents/annual-reports-and-reviews>

Further information on publication:

2. Does the Trust routinely publish, make public or evidence the outcomes and/or learning taken from complaints received (please indicate YES or NO in the box below)? If YES, please provide details of where and how frequently you publish this data.

YES As above

NO

Further information on publication:

3. Do you record complaints made by third parties who don't have the expressed consent of the patient(s)? i.e. members of the public, people visiting other patients and/or external non-medical contractors who have concerns about the way patients are being treated or cared for.

YES

NO However, depending on the subject/issue these may be recorded and investigated as an incident.

4. If you record complaints made by third parties, please could you provide the numbers of complaints received by your NHS Trust for the following financial years? **N/A**

2015/16

2016/17

2017/18

5. Do you record complaints made by third parties in your official complaints figures as reported to NHS Digital (KO41a)?

YES

NO

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>