

FOI 2787

12<sup>th</sup> December 2024

## FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

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### Formal Complaint Data for period 01/11/2023-31/10/2024.

*Data collection completed on 22/11/2024.*

- 1. The number of complaints received by the Southern Health Trust over the past 12 months.**

**Response:**

515

- 2. The number of complaints that were fully responded to within the stated time frame of 20 working days during this period.**

**Response:**

135 (excluding those received after 25.10.24 as still within the 20-day time frame)

- 3. If available, the percentage of complaints meeting the 20-day target within the same time frame.**

**Response:**

26% (excluding those received after 25.10.24 as still within the 20-day time frame)

- 4. A breakdown of the nature of complaints received during this period:**

<b>Complaints by Directorate</b>	
Adult Community Services	57
Children and Young Peoples Services	90
Finance Procurement & Estates	16
Medicine & Unscheduled Care	175
Mental Health and Disability	43
Nursing, Midwifery and AHP	7
Performance and Reform	<5
Surgery & Clinical Services	125

One complaint may contain several subjects therefore the table below provides a breakdown of the number of complaint subjects mentioned in each complaint received during the period.

The following could not be reported due to low numbers: Access to premises, Children Order Complaints, Complaints Handling, Consent to Treatment/ Care, Delayed Admission from A&E, Hotel/ Support/ Security Services, Transport.

<b>Subject</b>	
Quality of Treatment & Care	243
Communication/Information	179
Staff Attitude/Behaviour	146
Professional Assessment of Need	76
Wait Times – all *	74
Clinical Diagnosis	41
Quantity of Treatment & Care	36
Policy/Commercial Decisions	27
Property/Expenses/Finances	22
Discharge/Transfer Arrangements	21
Other	20
Confidentiality	18
Records/Record Keeping	17
Privacy/Dignity	15
Environmental	14
Infection Control	8
Aids/Adaptions/Appliances	7
Discrimination	7

*\*Includes Delay/Cancellation Community Based Appointments, Outpatient Appointments, Planned Admission to Hospital and Inpatient, Waiting Times for A&E Departments, Community Services and Outpatient Departments.*

The Trust has a legal duty to protect patient confidentiality and, in line with this duty, the figure <5 has been provided where figures are very low. This is because of the potential risk of identification of an individual. In reaching this decision the Trust has taken into account the small geographical area which the Trust serves and the sensitivity of the information requested. In addition the Trust has taken into account the fact that all information disclosed in response to an FOI is disclosed to the 'world at large' and is published on the Trust website.

S 40 (2) (third party information) of the Freedom of Information Act 2000 has been applied to exempt the redacted information from disclosure. The Trust does not consider the disclosure of the redacted information to be fair to the individuals concerned as there is the potential risk of identification of an individual(s) which they would not expect, and which would therefore breach the fairness element of the first principle of the Data Protection Act 2018.

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