

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX
Switchboard Tel: 01325 38 0100
Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 01.19.44

Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

13 February 2019

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 21 January 2019 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding complaints data. Specifically you requested information as follows:

Some key points about our request:

- Question 4 relates to the last three financial years. Please report all complaints received within the year, including those that were resolved or closed in the following financial year.***
- We are aware that all Trusts report official complaints data to NHS Digital via form KO41a. We are not requesting that data, we are requesting information about how the Trust uses that data.***
- We may report the data we collect in the media, however we will not identify any individual Trust, and will only present an anonymised national report.***

Questions:

- 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	<input checked="" type="checkbox"/>
NO	<input type="checkbox"/>

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	<input type="checkbox"/>
NO	<input checked="" type="checkbox"/>

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	<input type="checkbox"/>
NO	<input checked="" type="checkbox"/>

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?**

2015/16	N/A
2016/17	N/A
2017/18	N/A

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

YES	<input type="checkbox"/>
NO	<input checked="" type="checkbox"/>

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

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

Telephone: 0303 123 1113
Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer