

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: 01.19.66

Direct line: 01325 743700  
Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

26 February 2019

### **Freedom of Information Act 2000 – Request for Information**

Thank you for your request for information received on 30 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 the End of Life Care complaints. Specifically you requested information as follows:

***Please detail the number and type of complaints made to your End of Life Care Strategy Group in the last four years?***

***Please break the information down into complaints per month (where possible) and whether the complaint was to do with, for example poor communication, issues to do with consent or the care itself etc.? Where recorded, please also detail the outcome of the complaint?***

### **County Durham and Darlington NHS Foundation Trust replies:**

Please see the attached excel spreadsheet and note that this summary report will be reviewed at the Palliative and End of Life Steering Group on 11 February 2019. It contains a summary of the information provided by Patient Experience to the Steering Group over the last year. Please note the group did not receive any information on complaints prior to December 2017.

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](http://www.ico.gov.uk).

There is no charge for making an appeal.

Yours sincerely

**Joanna Tyrrell**  
**Freedom of Information Officer**