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Darlington Memorial Hospital
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Darlington
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Foundation Trust Office: 01325 74 3625
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Request for Information Reference: 02.19.03

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Email only

5 March 2019

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 4 February 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 end of life care and the Liverpool Care Pathway (LCP). Specifically you requested information as follows:

- 1. Please list the number of patients per year placed on an end-of-life pathway (LCP or otherwise) or end-of-life care plan between the years 2011 – 2018?***

Answer: The Trust used a modified version of the LCP until July 2014. We did not record on a central database every patient who was commenced on the LCP, but use of the LCP was monitored throughout the Trust by use of audit.

Since July 2014 patients approaching the end of life have had individualised end of life care plans which was recorded in the case notes but again not held centrally.

Since 2015 we have recorded patients who are recognised to be dying as receiving 'end of life care' on the Trust's central electronic system Nervecentre, which enables us to provide the data below.

Year (Jan-Dec)	Patients with end of life care
2011	N/A
2012	N/A
2013	N/A
2014	N/A
2015	249
2016	515
2017	807
2018	1029

2. Please detail the number and type of complaints relating to end of life care per year for the years 2011 – 2018? Please detail the nature of the complaint (e.g. poor communication, issues to do with consent, or the care itself etc.) and whether the complaint was upheld?

Answer: Please note, work was done in 2018 to improve secondary coding which could be attributed to the rise in complaints last year.

Date	Number	Category	Outcome
2011	0	Clinical treatment	0
2012	0	Clinical treatment	0
2013	0	Clinical treatment	0
2014	4	Clinical treatment	3 founded, 1 partially founded
2015	8	Clinical treatment	3 founded, 2 partially founded, 2 unfounded and 1 complaint withdrawn
2016	2	Clinical treatment	2 partially founded
2017	5	Clinical treatment	2 founded, 2 partially founded and 1 unfounded
2018	16	Clinical treatment	6 founded, 8 partially founded and 2 unfounded
Total: 35			

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