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Request for Information Reference: 07.20.49

Email: cdda-tr.cddftfoi@nhs.net

Email only

21 September 2020

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 31 July 2020 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Firstly please accept my apologies for the time taken to respond. Your request was in relation to complaints received during Covid-19 relating to cancer treatment and testing and I am providing the following information in response to your specific questions:

- 1. How many PALS enquiries and official complaints your Trust has received from patients concerned about**
 - a) the impact of the coronavirus pandemic and your Trust's response on their access to cancer treatment**
 - b) and access to cancer testing - including tests to find out whether their cancer has spread, returned or occurred for the first time**

NOTE: I suggest you search for these complaints by using the keywords 'cancer treatment', 'chemotherapy', 'cancer testing', 'coronavirus', 'COVID-19' and other relevant terms.

A search was conducted based on the search terms suggested by you, the results were then reviewed to provide the following answers to your questions:

- a) 2 – both formal complaints
- b) 5 – all Informal complaints/PALS enquiries

- 2. For the five most recent PALS enquiries/official complaints received, please provide me with**
 - a) a summary of the complaint (e.g. a patient with stage 4 lung and breast cancer has contacted PALS to complain about their chemotherapy being indefinitely suspended)**

- b) the exact wording of the complaint, with redactions to remove potentially identifying information**
- c) what action the Trust took in response**

Please see the enclosed spreadsheet which details the most recent 5 PALS or complaints received. Please note that the 5 most recent entries received were all PALS.

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 on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer