

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: 05.21.53

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

Email only

15 July 2021

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 21 May 2021 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 reviews and I am providing the following information in response to your specific questions:

1. How many Royal College (or other professional bodies) reviews you have had in the past 10 years and what they were

We do not keep a central log of all Royal College reviews going back 10 years, nor local logs in our services and Care Groups that could be trawled. We have maintained records of Royal College invited reviews for the last five years and can advise that we have had two such reviews since 1st January 2016, as follows:

A review from the Royal College of Paediatrics and Child Health, in December 2017, to inform plans to sustain and further develop Paediatric services within the Trust.

A case note review from the Royal College of Ophthalmologists, in respect of its Oculoplastics service, which was completed in late 2018 and reported in January 2019.

- 2. How many reports/complaints/issues/investigations raised regarding Safeguarding and Incident reporting?**
- 3. How many complaints/reports/issues/investigations regarding patient care?**
- 4. How many complaints/reports/issues/investigations regarding the care of people with dementia?**

On 26 May 2021 the Trust sought clarification from you with respect to:

The meaning for “reports/issues/investigations” for questions 2-4, and whether the Trust’s view that this would be satisfied by reporting incidents from our internal reporting system would fit the criteria.

For question 2 whether you required the total number of safeguarding referrals the Trust has completed as well as the number of incidents raised.

Finally, with regards to questions 2-4 the specific timescales to be covered.

We have responded to the amended questions that you submitted to us, in replying to our request for clarification on 28th May 2021, below.

1. I would like to know how many Safeguarding incidents reported for the last 5 years and what they were

This data has been extracted from the Incident Management System using the cause group of Safeguarding (encompassing Safeguarding Adults and Safeguarding Children), combined with incidents reported under cause group that answer yes to either of the following two mandatory questions:

Does this incident involve Safeguarding vulnerable adults?

Does this incident involve Safeguarding children?

Date reported range: 1st April 2016 – 11th June 2021

The numbers of incidents reported on the Incident Management System matching the above extraction criteria are as below.

Reporting Year	Total
2016-17	623
2017-18	591
2018-19	615
2019-20	584
2020-21	560
2021-22 YTD	102

2. How many complaints received regarding patient care in the last 5 years and what they were

We have identified 1,631 complaints based on the following reporting criteria between 1 June 2016 and 28 May 2021. Anything related to patient care has categorised as “clinical treatment” and prior to 2012 was categorised as “clinical”. Please see the attached spreadsheet (Attachment 1).

3. How many complaints regarding the care of people with dementia in the last 5 years and what they were

We do not record a patient's dementia status when logging a complaint so are unable to provide information

4. I'm not sure how you provide the information but if I can see it month by month, year by year I will be able to see trends.

Please see the attached spreadsheet (Attachment 1).

5. I would like to see incidents, over the past 5 years, where staff members were recorded as instigators?

This data has been extracted from the Incident Management System as follows:

Role: Instigator

Staff only: Yes

Date reported range: 01/04/2016 – 11/06/2021

The number of incidents reported on the Incident Management System matching the above extraction criteria – please note, this will include all types of incidents, including health and safety, security, equipment, patient's safety where a staff member is listed as the main person involved in the incident.

Reporting Year	Total
2016-17	1686
2017-18	1934
2018-19	2307
2019-20	2469
2020-21	2055
2021-22 YTD	467

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
Freedom of Information Officer