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Request for Information Reference: 07.21.12

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Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

29 July 2021

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

Thank you for submitting a request for information which we received on 2 July 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.

Your request was in relation to contributors to the Parliamentary Health Service Ombudsman (PHSO) and I am providing the following information in response to your specific questions:

### **Who provided the information to the named PHSO caseworker?**

The Trust follow a set process when complaints are escalated to the Parliamentary Health Service Ombudsman and this is coordinated by the Trust's Patient Experience Team (PET).

When the Trust is advised that a complaint is to be considered by the PHSO, the PHSO contact PET. They request that Trust provides the relevant complaint correspondence, which will include the information provided to PET during the original complaint investigation, and the relevant sections of the medical records relating the episode of care. It is therefore PET that shares this information with the PHSO.

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

Yours sincerely

**Corporate Records and Freedom of Information Facilitator**