

Request under Freedom of Information Act 2000

Request Ref: NGFOI 18/19: 529

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 10/01/19.

I am pleased to be able to provide you with the following information:

Please detail the number and type of complaints made to the End of Life Care Strategy Group in the last three years. Please break the information down into complaints per month (where possible) and whether the complaint was to do with eg poor communication, issues to do with consent or the care itself etc. Where recorded, please also detail the outcome of the complaint.

Please note we do not hold records of complaints made to the End of Life Care Strategy Group. We can provide a list of complaints which have been made to the Trusts Complaints Dept. in relation to End of Life care:

Opened	Subject (primary)	Outcome code
25/01/January 16	Care (Medical & Nursing)	UPHELD
February 2016	Communication	NO FURTHER ACTION
March 2017	Care (Medical & Nursing)	UPHELD
May 2017	Care (Medical & Nursing)	NO FURTHER ACTION
October 2017	Care (Medical & Nursing)	PARTIALY UPHELD
May 2018	Communication	STAFF REMINDED
November 2018	End of Life Care	NO FURTHER ACTION