

Request under Freedom of Information Act 2000

**Request Ref: NGFOI 18/19: 558**

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 21/01/19.

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

*Some key points about our request:*

- *Question 4 relates to the last three financial years. Please report all complaints received within the year, including those that were resolved or closed in the following financial year.*
- *We are aware that all Trusts report official complaints data to NHS Digital via form KO41a. We are not requesting that data, we are requesting information about how the Trust uses that data.*
- *We may report the data we collect in the media, however we will not identify any individual Trust, and will only present an anonymised national report.*
- *If you have any queries or points of clarification, please contact [Jonathon.holmes@healthwatch.co.uk](mailto:Jonathon.holmes@healthwatch.co.uk)*
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**Questions:**

1. *Does the Trust routinely publish the complaints data it reports to NHS Digital (KO41a) via any other public channel, i.e. on your website (please indicate YES or NO in the box below)? If YES, please provide details of where and how frequently you publish this data.*

<b>YES</b>	<b>x</b>
<b>NO</b>	<input type="checkbox"/>

**The Trust publish our complaints annual report (Q4) on our website annually although this has not yet been uploaded for 2017/2018 as changes have been made recently and this is awaiting approval. Also they are published via the Trust's Quality Account.**

**Further information on publication:**

2. *Does the Trust routinely publish, make public or evidence the outcomes and/or learning taken from complaints received (please indicate YES or NO in the box below)? If YES, please provide details of where and how frequently you publish this data.*

<b>YES</b>	<b>x</b>
<b>NO</b>	<input type="checkbox"/>

**Complaints data is published via NHS Digital annually. Quarterly reporting takes place and this information is presented at the Trust's Patient, Carer, Experience & Engagement Group (attended by a member of the public) and the Quality Governance Committee. Monthly reporting is published via the Trust's Corporate Scorecard and through the Clinical Divisions monthly Governance reports. New reporting processes have recently been introduced for the learning, which will also be included within the quarterly reports.**

**Further information on publication:**

3. *Do you record complaints made by third parties who don't have the expressed consent of the patient(s)? i.e. members of the public, people visiting other patients and/or external non-medical contractors who have concerns about the way patients are being treated or cared for.*

<b>YES</b>	<b>x</b>
<b>NO</b>	<input type="checkbox"/>

**Complaints can be made by any member of the public who access the services at the Trust. However, if any complaints relate to a person other than themselves consent must be obtained where appropriate from the patient. Some complaints may be made about a ward / dept in a general way and where possible these will be responded to but without disclosing any personal or identifiable details in line with GDPR regulations.**

4. *If you record complaints made by third parties, please could you provide the numbers of complaints received by your NHS Trust for the following financial years?*

<b>2015/16</b>	<b>181</b>
<b>2016/17</b>	<b>162</b>
<b>2017/18</b>	<b>203</b>

5. *Do you record complaints made by third parties in your official complaints figures as reported to NHS Digital (KO41a)?*

<b>YES</b>	<b>x</b>
<b>NO</b>	<input type="checkbox"/>

**Any complaints formally registered and investigated are included in these figures.**