

## Re: Your request made under the Freedom of Information Act 2000

I am undertaking independent research to investigate the impact of restricted patient visiting policies that have been introduced following the onset of the Covid19 pandemic on the NHS employee / service user relationship.

To assist with this work, I am making the following request for information:

- 1) In the period 1 February 2020 to 31 October 2021 what is the total number of complaints that your Trust has received from the public including service users (i.e. complaints on any issue)?

775

*For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.*

- 2) In the period 1 February 2020 to 31 October 2021 how many complaints from the public including service users has your Trust received about (or that include mention of) restrictions to patient visiting or patient visiting policies?

*For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.*

This is not recorded

- 3) In the period 1 February 2020 to 31 October 2021 how many incident reports (including Datix, Ulysses or other internal reporting system) have been raised by staff regarding abuse received from the public including service users that include mention of restrictions to patient visiting or patient visiting policies (i.e. where visiting restrictions may have contributed to the cause of the abuse)?

*For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.*

This is not recorded

- 4) Does your Trust know what circumstances, or have a set of defined criteria, under which it would revert patient visiting policy back to what it was before the emergence of Covid 19?

Our Ref: 358/2021  
DECEMBER 2021

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There are no plans to revert to visiting pre covid – this is influenced by the most up to date government guidance