

Our Ref: 453/2023
September 2023

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

1. How many complaints has the trust received from July 2022 to July 2023?

01/07/2022 – 31/07/2023 = **789**

2. How many of these complaints are related to poor or substandard care?

Unfortunately I am unable to filter the complaints related to poor substandard care as this is not a heading/subject we use in datix.

The subjects that we use within datix are more specific to what the complainant was unhappy with i.e.

Delays in diagnosis, Communication, staff attitude and behaviour etc.

3. How many medical negligence claims were lodged against the trust in the same period? **81**

4. How much compensation has the trust paid out in medical negligence claims in the past 12 months irrespective of when the claim was made? **£4,083,573.79**

Answers to 3 & 4 relate to the period 1st July 2022 to 30th June 2023.