

Freedom of Information Act Request

Under the Freedom of Information Act, I would like to request the following information:

I am writing to request information on pressure care complaints under the Freedom of Information Act 2000.

1. Please provide the total number of complaints made to this trust about any subject during the following calendar years:

657 - 2023

672 - 2024

2. Please provide the number of complaints made to this Trust that relate to or mention pressure care (including, but not limited to, pressure care, pressure sores, pressure ulcers, pressure wounds, decubitus ulcers, bedsores, or bed sores) during the following calendar years:

- **2023**

- **2024**

Unfortunately, we are unable to provide this information as our incident reporting system (Datix) does not have a specific category for pressure care-related complaints.

3. Of the above complaints, also specify how many were brought as patient safety issues by healthcare workers or trust administrators, also categorised by year.

Similarly, we are unable to provide this information as there is no specific category within Datix to filter complaints based on this criterion.

About Datix:

Datix is an incident reporting and risk management system widely used within the NHS to record and manage patient safety incidents, complaints, and risks. It helps healthcare organisations track issues, identify trends, and improve patient care. However, Datix relies on predefined categories and reporting fields. If a specific issue—such as pressure care-related complaints—is not designated as a separate category, it may not be easily retrievable for reporting purposes.

We apologise for any inconvenience. If you require further clarification or wish to refine your request, please let us know.

If you are not satisfied with the handling of your request, you have the right to request an internal review. Requests for an internal review should be submitted within 40 working days from the date of this response, and should be addressed to d.wraith@nhs.net.

Our Ref: 154

FEB 2025

If you remain dissatisfied after the internal review, you have the right to appeal to the Information Commissioner's Office (ICO). The ICO can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

Website: <https://ico.org.uk/make-a-complaint/>