

Freedom of Information Act 2000 disclosure log entry

Reference

23-24136

Date response sent

07/08/23

Subject

Complaints & Negligence Claims July 2023-24

Details of enquiry

1. How many complaints has the trust received from July 2022 to July 2023?
2. How many of these complaints are related to poor or substandard care?
3. How many medical negligence claims were lodged against the trust in the same period?
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?

Response sent

Please find below our response, which should be read along with the explanatory notes which follow the data:

1. How many complaints has the trust received from July 2022 to July 2023?
 - a) The number of complaints received from 1st July 2022 to 31st July 2023 (13 months) was 107
 - b) The number of complaints received from in Financial Year 2022/23 (1st April 2022 to 31st March 2023) was 92
2. How many of these complaints are related to poor or substandard care?
For the financial year 2022/23, this was ≤5, (between 1-5*)
The Trust does not hold data for the exact period requested.
3. How many medical negligence claims were lodged against the trust in the same period?
For the financial year 2022/23, this was ≤5, (between 1-5*)
The Trust does not hold data for the exact period requested.
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?
For the financial year 2022/23 this was £35,135
The Trust does not hold data for the exact period requested.

Explanatory Notes:

1. Date Range of Data Provided

- i) The above information has been provided to us by NHS Resolution (NHSR, who provide the Trust with dispute resolution management and expertise.)
- ii) The above information has been audited and covers FY 2022/23 only, subsequent data would be published next year, once that has been audited, in line with NHSR's publication schedule.
- iii) We would expect claims data for the period 2023/24 to be available from NHSR around early summer next year, though any precise indications of this availability are beyond our scope. We hope that you will understand our position.

2. Masking of Low Numbers

* This data involves low numbers, ≤ 5 , (i.e. between 1 and 5).

Were we to disclose exact low number/s, this could potentially lead to identification or re-identification of individual(s). Although year alone is not personal data, we have also to consider whether other information that is already available, or may become available, to any member of the public, could be combined with the data requested so as to enable identification of the individual(s) concerned. We are, therefore, withholding this information under S.40(2) Personal Information. This is in line with Data Protection guidelines

Furthermore, as this information is considered to be sensitive personal data (the data subject's/ subjects' medical condition/s), the Trust has a greater responsibility to protect those individuals identities', as disclosure could potentially cause damage and/or distress to those involved.

Section 40 is an absolute exemption under the FOIA and does not require us to carry out the public interest test.