

## FOI Request Response information

<b>FOI request reference:</b>	2016/059
<b>Date request received:</b>	11/03/2016
<b>Date request responded to:</b>	12/04/2016
<b>Category:</b>	Complaints
<b>Tags:</b>	Staffing, litigation, PALS, serious incidents

### Request Detail:

Info re staffing levels and information around complaints, litigation and SI

How many staff, full time equivalent work in your complaints department by grade and full time equivalent

What are the reported levels of complaints within your organisation for the past 3 financial years

How is your complaints information reported, measured in terms of performance, targets?

How many staff full time equivalent work within your clinical services to support the completion of complaints responses?

How many staff, full time equivalent work within your PALS department by grade?

How many staff, full time equivalent support the management corporately of Serious Incidents?

How many staff, full time equivalent support the management of incidents corporately?

How many staff, full time equivalent are dedicated to the support of serious incidents management of incidents within your clinical services?

How many incidents/serious incidents have been reported within your organisation for the last 3 financial years?

How many staff full time equivalent work on litigation and claims (inquests included)? please confirm the numbers of inquests and claims received by the organisation over the past 3 financial years.

### Response Detail:

The Trust response is as follows:

How many staff, full time equivalent work in your complaints department by grade and full time equivalent [The Trust currently has:](#)

1x Band 8a (0.8WTE)

1 x Band 6 (1WTE)

1 x band 5 (1WTE)

1 x Band 4 (1WTE)

2 x band 3 (1.6WTE)

1 x Band 2 (1WTE)

What are the reported levels of complaints within your organisation for the past 3 financial years

12/13 we received 317 formal complaints

13/14 we received 643 formal complaints

14/15 we received 734 formal complaints

How is your complaints information reported, measured in terms of performance, targets? via reports submitted to commissioners, KO41 and the Trust Annual Report.

How many staff full time equivalent work within your clinical services to support the completion of complaints responses? This information is not available.

How many staff, full time equivalent work within your PALS department by grade? The Trust does not have a specific PALS department. Service Enquiries are dealt with by the team above.

How many staff, full time equivalent support the management corporately of Serious Incidents? The Trust employs one full time administrator to coordinate serious incident reporting and investigations. The management of serious incidents is overseen by the Head of Investigations who spends approximately 0.8 of their time on serious incident management and the Associate Director of Safety and Quality Governance who spends approximately 0.1 of their time on serious incident management.

How many staff, full time equivalent support the management of incidents corporately? The Trust employs three administrators to coordinate incident reporting and investigations who each spend approximately 0.5 of their time on incident management. The management of incidents is overseen by the Risk Manager who spends approximately 0.2 of their time on incident management and the Associate Director of Safety and Quality Governance who spends 0.1 of their time on incident management.

How many staff, full time equivalent are dedicated to the support of serious incidents management of incidents within your clinical services? Each of the four clinical Networks, within the Trust, has a team of Operational Services Administrators who locally coordinate serious incident investigations and the monitoring of subsequent action plans. We are unable to determine the exact time spend as it is highly variable and is one of many tasks performed by those staff.

How many incidents/serious incidents have been reported within your organisation for the last 3 financial years? The Trust reported the following number of serious incident: 2015/16 – 116, 2014/15 – 210, 2013/14 – 296.

How many staff full time equivalent work on litigation and claims (inquests included)? please confirm the numbers of inquests and claims received by the organisation over the past 3 financial years. The Trust employs two staff who spend their full time on managing claims and inquests. The Trust reported the following number of claims (employer liability, public liability, clinical negligence): 2015/16 – 51, 2014/15 – 50, 2013/14 – 48. The Trust does not currently record inquests centrally and we are unable to provide the detail requested.