

FOI Request Response information

FOI request reference:	2017/102
Date request received:	28/03/2017
Date request responded to:	27/04/2017
Category:	Complaints
Tags:	Doctors, quality, care, treatment

Request Detail:

I would like to know the number of registered complaints, written or verbal, that your NHS mental health trust received relating to the quality of care that the patient received, for example if the patient was not happy with the way they were treated by their doctors.

I would like this information for the following years:

- 2011/12
- 2012/13
- 2013/14
- 2014/15
- 2015/16

If possible, I would also like you to explain the reason for the complaint and any relevant details relating to the complaint.

Response Detail:

The Trust response to your recent FOI request is as follows:

The Trust is unable to respond in the level of detail without going through each and every complaint to identify whether it meets the 'quality of care' definition that has been applied. The sheer number of complaints renders this an impossible task within the recommended 18hrs under the FOI Act.

Therefore we could only provide the total number of complaints per year which is produced annually and is contained within the published annual reports:

<https://www.lancashirecare.nhs.uk/annual-report--accounts>

It is also worth noting that the numbers in those reports are not comparable as the Trust has seen services move in and out of the Trust as a whole over this period, and the figures will also include community services.