

Wednesday, 19th November 2014

Dear Sir/Madam

This is a follow up response relating to DTOC & staff complaints.

Please find our response below:

1) Name of a) your trust b) the hospitals in your trust—**Homerton University Hospital Foundation Trust**

2) Between April and September 2014, how many complaints/concerns were raised by Trust staff members regarding - **None**

a) staffing levels/staffing shortages

b) shifts being filled by underqualified staff/staff "acting up"/agency staff/locums

c) staff overwork/unpaid overtime

d) staff not being able to take breaks

3) What is the longest time (in days) one patient has remained in a bed at your NHS Trust due to delays in transfer of care (DTOC) from September 2013 to September 2014?

?2012/13—110 days; 2013/14- 89 days- from previous request not sure what months these figures cover so please update to reflect period being requested (if possible) **63 days**

4) What was the age of the patient (from question 3) and the reason for delay?

2012/13- Patient or Family choice; 2013/14-Housing-patients not covered by NHS and Community Care Act- from previous request not sure what months these figures cover so please update to reflect period being requested (if possible) **55 years. Awaiting bed on RNRU (Regional Neurological Rehabilitation Unit)**

If you have any queries about this response please contact the information governance manager at foi@homerton.nhs.uk , in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email www.informationcommissioner.gov.uk to take them further.

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Yours sincerely

Mike Dunne
Information Governance Manager/Deputy Calidcott Guardian