

25th August 2015

Dear Sir/Madam,

Thank you for your recent follow-up Freedom of Information request regarding ITU beds.

The Trust can provide the following information:

1.) How many complaints have been made against staff at your trust by patients and/or their families over the last four years? I am not requesting complaints made by members of staff.

Please provide the information broken down by i)2012 ii)2013 iii)2014 iii)2015 (between January and June)

- i) 2012 = 47**
- ii) 2013 = 34**
- iii) 2014 = 42**
- iv) 2015 – January to June = 33**

2.) Please break down by position of the staff member: For instance, midwives, nurses, doctors etc.

- i) 2012 – 4 hospital transport drivers, 19 nurses, 10 doctors, 4 midwives, 4 consultants, 2 car park attendants, 1 domestic staff, 1 admin & clerical staff, 2 medical clinicians**
- ii) 2013 – 12 nurses, 4 doctors, 5 midwives, 9 consultants, 1 health visitor, 1 advocate, 1 key worker, 1 admin & clerical staff**
- iii) 2014 – 7 nurses, 7 doctors, 3 midwives, 18 consultants, 1 health visitor, 1 advocate, 2 admin & clerical staff, 3 medical clinicians**
- iv) 2015 – First 6 months – 4 nurses, 1 doctor, 5 midwives, 19 consultants, 1 security guard, 2 admin & clerical staff, 1 medical clinician**

Medical clinician could be radiologist, physiotherapist, dietician

3.) If possible, please provide any detail you hold about each complaint made. If this would exceed cost limit, please just provide details of all complaints made in December 2014. If retrieving this information would still exceed cost limit, please exclude (3.) from my request.

Work required to respond to this question would exceed the cost limit.

Incorporating hospital and community health services, teaching and research

4.) How many complaints were made to the trust overall (including those not directed at a specific member of staff)

Please provide the information broken down by i)2012 ii)2013 ii) 2014 iii)the first six months of 2015 (between January and June)

i) 2012 = 244

ii) 2013 = 254

iii) 2014 = 307

iv) 2015 first 6 months = 175

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