

Homerton University Hospital NHS Foundation Trust  
Hackney College  
Defoe Building, Room 10  
50 Hoxton Street  
N1 6LP

Date 06<sup>th</sup> April 2016

Email: [foi@homerton.nhs.uk](mailto:foi@homerton.nhs.uk)

Dear Sir or Madam,

**Ref: FOI 2367**

Thank you for your recent Freedom of Information request relating to staffing levels at the Complaints department at Homerton Hospital.

The Trust can provide the following information:

**How many staff, full time equivalent works in your complaints department by grade and full time equivalent? 2**

**What are the reported levels of complaints within your organisation for the past 3 financial years?**  
834 from 1 April 2012 – 31 March 2015

**How is your complaints information reported, measured in terms of performance, targets?**  
Complaints are registered on Datix (Reporting System) which sets targets for responding to complaints within the local target of 25 working days. Complaint activity is reported to the Board and figures are provided on a monthly basis.

**How many staff full time equivalent work within your clinical services to support the completion of complaints responses?**  
None (all complaints are managed centrally)

**How many staff, full time equivalent work within your PALS department by grade?**  
1 Band 6 PALS manager, 2 Band 4 PALS officers

**How many staff, full time equivalent supports the management corporately of Serious Incidents?**  
4 currently there are 2 vacancies. 1 post is being covered by agency staff.

**How many staff, full time equivalent supports the management of incidents corporately?**  
Same as above

**How many staff, full time equivalent is dedicated to the support of serious incidents management of incidents within your clinical services?**  
Same as above

**How many incidents/serious incidents have been reported within your organisation for the last 3 financial years?**  
168 Serious Incident reported from 1 April 2013 – 31 March 2016

**How many staff full time equivalent work on litigation and claims (inquests included)?** There is 1 person working in Litigation/Legal

**Please confirm the numbers of inquests and claims received by the organisation over the past 3 financial years.**

Over the last three financial years April 2013 – March 2016 382 claims and inquest were received by the Trust.

If you have any queries about this response please contact the information governance manager at [foi@homerton.nhs.uk](mailto: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](http://www.informationcommissioner.gov.uk) to take them further.

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Yours sincerely

Mohamed Uddin  
FoI Administrator

Mike Dunne  
Information Governance Manager