

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

Date 07<sup>th</sup> June 2016

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

Dear Sir or Madam,

**Ref: FOI 2496**

Thank you for your recent Freedom of Information request relating to the end of life care/palliative care at Homerton Hospital.

The Trust can provide the following information:

**1. How many complaints in the following years has the Trust received relating to the end of life care/palliative care of a patient? Please answer each year by breaking down month by month e.g. January: 9, February 10...**

**a) In 2015:** One Complaint received 21/12/2015

**b) So far in 2016 (up to 16/5/2016):** 0

**2. Of the number of complaints above what numbers were related to:**

**a) Communication that the patient is actually dying:** 0

**b) The patient or relatives was unaware that lifesaving drugs had been withdrawn:** 0

**c) Care, including dignity, respect and privacy:** 1

**d) Lack of pain relief:** 0

**e) Access to specialised support and information:** 0

**f) Lack of access to care through the night, at weekends and over holiday's periods:** 1

**Please again answer by breaking down month by month for each year. E.g. 2015: Jan:a x3 bx6...**

December 2015 Breakdown

a x 0

b x 0

c x 1

d x 1

e x 0

f x 1

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