

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

Date 11th July 2016

Email: foi@homerton.nhs.uk

Dear Sir or Madam,

Ref: FOI 2541

Thank you for your recent Freedom of Information request regarding information on complaints about noise received by Homerton hospital.

The Trust can provide the following information:

1) How many noise-related complaints the organisation has received in the past three years. For each year, I would like to know:

The department/ward the noise-related complaint refers to

Who made the complaint (patient/relative/staff member etc)

The nature of the complaint – i.e. if it is noise from staff, noise from another patient, equipment, building work etc

Please see the table below:

Year	Department/ Ward	Nature of complaint	Who made complaint
2013	Priestley	Noisy junior doctors coming on ward at night	Patient
2014	Gas pipeline project at back of hospital/Clifden Road	Project work noisy	Neighbour
2014	Thomas Audley ward	Noisy nurses	Patient
2014	Thomas Audley ward	Noisy night staff	Patient
2014	Thomas Audley ward	Nursing staff & general noise from other patients (in comparison to ITU where patient had previously been)	Patient
2015	Templar ward	Midwife dragged a chair across the floor instead of lifting it	Patient
2015	Priestley ward	Noisy nurses	Patient
2015	Lamb ward	Staff and patients noisy at night	Patient

2) I would also like to know if your organisation has a noise policy or any noise-reduction measures in place – for example soft-closing doors, not transferring patients at night, ‘sleep kits’ for patients and so on.

The Trust does not have a noise policy but does implement noise reducing measures such as no patient transfers at night unless clinically necessary and unavoidable, offering ear plugs to patients, soft closing bins and doors etc.

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

Mohamed Uddin
FoI Administrator

Mike Dunne
Information Governance Manager