

FOI REF: 21/659

4<sup>th</sup> January 2022

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## FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

- 1) **In the period 1 February 2020 to 31 October 2021 what is the total number of complaints that your Trust has received from the public including service users (i.e. complaints on any issue)?**

745.

- 2) **In the period 1 February 2020 to 31 October 2021 how many complaints from the public including service users has your Trust received about (or that include mention of) restrictions to patient visiting or patient visiting policies?**

12.

- 3) **In the period 1 February 2020 to 31 October 2021 how many incident reports (including Datix, Ulysses or other internal reporting system) have been raised by staff regarding abuse received from the public including service users that include mention of restrictions to patient visiting or patient visiting policies (i.e. where visiting restrictions may have contributed to the cause of the abuse)?**

9.

- 4) **Does your Trust know what circumstances, or have a set of defined criteria, under which it would revert patient visiting policy back to what it was before the emergence of Covid 19?**

Throughout the pandemic East Sussex Healthcare NHS Trust has regularly reviewed policy against the national guidance. Specific attention has been given to ensure that communication between patients and families has been facilitated either in person with the correct personal protective equipment or by virtual means such as telephone and or video calls using mobile devices.

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Any changes to visiting would be determined by national guidance and regular review of internal policy for which there is a clear governance framework.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, please write to the Freedom of Information Department ([esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)), quoting the above reference.

Yours sincerely

Linda Thornhill (Mrs)  
Corporate Governance Manager  
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