

FOI REF: 22/636

7th November 2022

Tel: 0300 131 4500

Website: www.esht.nhs.uk

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 your trust, in each of the last 5 calendar years, how many formal patient/family complaints were made regarding communication?**

Please see the table below for the number of formal patient/family complaints received by East Sussex Healthcare NHS Trust during the period requested:

2017	310
2018	238
2019	218
2020	197
2021	180

- 2. How many of these complaints were regarding lack of updates to Next of kin or patient families?**

Cases coded to verbal/written information to relatives:

2017	47
2018	27
2019	21
2020	40
2021	33

3. In your trust in the last 5 years, what were the top 5 categories for complaints? For example, 'communication' or 'clinical care' may be examples

The top 5 categories for complaints are as follows:

- Standard of Care
- Communications
- Patient Pathway
- Attitude
- Discharge

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, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Linda Thornhill (Mrs)
Corporate Governance Manager
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