



FOI REF: 24/090

25th February 2024

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:

I am contacting you to find out if you had any formal complaints, PALS enquiries or any related concerns (from Q1-Q3) related to failed hysteroscopy procedures due to pain experienced by patients during this test.

- **I will be very grateful if you could please send me any qualitative or quantitative data/information/themes related to this procedure.**
- **If you didn't have any complaints, queries or concerns between Q1 and Q3 just reply to me confirming that.**

During 1st April 2023 to 31st December 2023 (Quarter 1 – 3), we received 1 complaint relating to a Hysteroscopy procedure, there were no PALS contacts.

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

Freedom of Information Department
esh-tr.foi@nhs.net