

FOI REF: 24/778

26th November 2024

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) Total number of complaints received relating to radiographers for any reason (including x-ray, MRI, CT, ultrasound, mammography, fluoroscopy).**

Under Section 1 (1) (a) of the Freedom of Information Act, East Sussex Healthcare NHS Trust can confirm that this information is not held.

The Trust is not able to break down information relating specifically to radiographers. The information given below is for Radiology Services overall:

There were 161 complaints relating to Radiology Services received between 1st October 2014 and 31st October 2024.

- 2) Total number of the above complaints that relate to radiographers' communication issues (excluding delays in appointments or diagnostic reports).**

Under Section 1 (1) (a) of the Freedom of Information Act, East Sussex Healthcare NHS Trust can confirm that this information is not held.

The Trust is not able to break down information relating specifically to radiographers. The information given below is for Radiology Services overall:

33 complaints relating to Radiology Services were coded to 'communication'.

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

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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