

Compliance Team – Health Records

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FOI REQUEST NUMBER 48 2017

Request and Response:

In the last four financial years can I ask how many complaints by a) NHS staff and b) patients and their families about staffing levels?

Can I have that broken down by patients and families and NHS staff and broken down year on year? **We use Korner codes to record complaints by type. These do not assist us to identify specific complaints about staffing levels.**

Compared the total amount of complaints – how many, as a percentage, who much does staffing levels make up? **As above.**

Can you provide the total number of complaints and the top three complaints in each of the last four financial years?

Year	Total Complaints			
12-13	430	All aspects clinical treatment 49.5%	Attitude of staff 14%	Communications 7%
13-14	544	All aspects clinical treatment 40%	Attitude of staff 14%	Delays in appointment out-patient 10%
14-15	608	All aspects clinical treatment 43%	Attitude of staff 22%	Communications 8%
15-16	592	All aspects clinical treatment 39%	Values and behaviour of staff 17%	Communications 14%

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the Information Commissioner who can be contacted on telephone number 01625 545740 or at www.ico.gov.uk.