

Compliance Team – Health Records

Kestrel House
Hellesdon Hospital
Drayton High Road
Norwich
Norfolk
NR6 5BE

Tel: 01603 421687
Fax: 01603 421411

FOI REQUEST NUMBER 287 2015

Request & Response

Thank you for your recent request under the Freedom of Information Act.

1) How much are Kennedys Law charging this Trust for each letter it posts on behalf of the Trust? Kennedys Law is not instructed by this Trust and as such this Trust does not pay Kennedys Law. Kennedys Law are instructed by NHS Litigation Authority, which is Norfolk & Suffolk NHS Trusts indemnity provider for clinical negligence and/or personal injury claims made against the Trust. Therefore, we do not hold this information.

2) On which date did the Norfolk and Suffolk NHS Foundation Trust become clients of Kennedy Law solicitors? As per Question 1 response.

3) One which dates did the Trust best review the costs incurred to the organisation due to the failure of patients to best resolve problems after Resolution Meeting with staff at this Trust? - We do not hold this information.

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.