

Ref: FOI2016/3113  
Date Received: 10 March 2016  
Response Due: 11<sup>th</sup> April 2016

5 April 2016

Dear

## INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the Freedom of Information Act.

You asked:

1. How many staff, full time equivalent work in your complaints department by grade and full time equivalent

**1 x Band 7; 1 x Band 6; 1 x Band 5; 1 x Band 4; 1 x Band 3**

2. What are the reported levels of complaints within your organisation for the past 3 financial years -

**2012/13 = 486; 2013/14 = 391; 2014/15 = 376**

3. How is your complaints information reported, measured in terms of performance, targets?

**The Patient Relations Department produce various types of reports for the organisation in relation to the complaints and PALS service. Additionally, the National K041 is produced quarterly. On a quarterly basis, our Quality & Safety Committee receives a Safe, Effective, Caring report which includes a chapter on complaints, compliance with timescales, themes and trends etc. The Board Performance Report, produced monthly, includes Patient Experience and Complaints. See attached link:-**

[http://www.wwl.nhs.uk/Library/Trust\\_Board/FT\\_Mins/2016/February/Performance\\_Report\\_M10.pdf](http://www.wwl.nhs.uk/Library/Trust_Board/FT_Mins/2016/February/Performance_Report_M10.pdf)

4. How many staff full time equivalent work within your clinical services to support the completion of complaints responses?

**We do not hold this information. There are lots of staff who support this function, including the divisional Governance team, Heads of Nursing, ward staff, medical staff, directorate managers etc. but we do not hold this as a WTE.**

5. How many staff, full time equivalent work within your PALS department by grade?

**Our Patient Relations and PALS service are a combined service/function and as such the staffing is including in number 1 above.**

6. How many staff, full time equivalent support the management corporately of Serious Incidents?

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In relation to clinical incidents only (excluding H&S type incidents), we have 2 WTE.

7. How many staff, full time equivalent support the management of incidents corporately?

**We do not hold this information. There are lots of staff who support this function, including the divisional Governance team, Heads of Nursing, ward staff, medical staff, directorate managers etc. but we do not hold this as a WTE.**

8. How many staff, full time equivalent are dedicated to the support of serious incidents management of incidents within your clinical services?

**We do not hold this information. There are lots of staff who support this function, including the divisional Governance team, Heads of Nursing, ward staff, medical staff, directorate managers etc. but we do not hold this as a WTE.**

9. How many incidents/serious incidents have been reported within your organisation for the last 3 financial years?

**Reported clinical and patient safety incidents reported 1<sup>st</sup> April 2013 to 22<sup>nd</sup> March 2016 by financial year.**

Reporting Periods 1 April 2013 to 22 March 2016	13/14	14/15	1.4.15 to 22.3.16	Total
<b>Totals:</b>	7348	6712	7801	21861

**We have reported the following numbers of serious incidents to StEIS (clinical and patient safety) reportable incidents:-**

13/14	14/15	1.4.15 to 22.3.16	Total
20	20	18	58

10. How many staff full time equivalent work on litigation and claims (inquests included)? Please confirm the numbers of inquests and claims received by the organisation over the past 3 financial years.

**There are 3 WTE staff and 2 part time staff in the department, each of which work 27.5 hours and 24 hours per week .**

#### NEW CLAIMS RECEIVED

Year	Number	Breakdown
2015/2016	91	72 Clinical 15 Employers Liability 4 Public Liability
2014/2015	117	79 Clinical 32 Employers Liability 6 Public Liability
2013/2014	95	72 Clinical 19 Employers Liability 4 Public Liability

#### NEW INQUEST NOTIFICATIONS

Year	Number
2015/2016	133

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2014/2015	137
2013/2014	160

I hope you find this information useful, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



**Andrew Foster**

**Chief Executive**

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, WrightingtonHospital, Hall Lane, AppleyBridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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