

Information Governance

Wrightington Hospital
Hall Lane
Appley Bridge
Lancashire
WN6 9EP

Tel: 01257 256284
Email: FOI@wwl.nhs.uk
Web: www.wwl.nhs.uk

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Ref: FOI2019/5185

Date Received: 30th January 2019

Response Due: 27th February 2019

27th February 2019

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the FOI Act.

You asked:

Please detail the number and type of complaints made to your End of Life Care Strategy Group in the last four years. Please break the information down into complaints per month (where possible) and whether the complaint was to do with, for example poor communication, issues to do with consent or the care itself etc. Where recorded, please also detail the outcome of the complaint.

The remit of our Wigan Borough Palliative and end of life care Strategy Committee does not include receiving or investigating complaints directly. These are investigated by the individual Organisations as defined within their complaint policies.

Those attending the above strategy meeting represent all involved organisations within the Wigan borough. The above strategy meeting may discuss incidents or complaints if there is shared learning to inform ongoing strategies.

There have therefore been no complaints to that Group in the past 4 years.

I trust that this information is helpful to you, 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,

A handwritten signature in black ink, appearing to read 'Andrew Foster', written in a cursive style.

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, Wrightington Hospital, Hall Lane, Appley Bridge, 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