



**Wrightington, Wigan and  
Leigh Teaching Hospitals**  
NHS Foundation Trust

**Information Governance Department**

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Ref: FOI2021/7693

Date Received: 3<sup>rd</sup> September 2021

Response Due: 1<sup>st</sup> October 2021

Date: 22<sup>nd</sup> September 2021

Dear Sir/Madam

**INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000**

You asked:

**Could you please tell me, between March 1<sup>st</sup> 2020 and the date of this email (02/09/2021):**

**1) How many comments through the patient advice and liaison system (PALS)\*, as well as official complaints, has your Trust received from patients complaining about limited access to neonatal care units as a result of COVID-19 restrictions? None**

**Please do this by searching for complaints containing any of the words "neonatal", "covid", "covid-19", "coronavirus", "incubator", "baby".**

**2) Can you select the five most recent complaints and provide me with the following details: N/A**

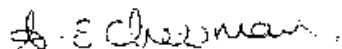
**a) a summary of the complaint (e.g., a couple whose baby spent two weeks in an incubator following premature birth complained about not being allowed to enter the neonatal care unit together and for only a limited number of hours per day)**

**b) the exact wording of the complaint, with redactions to remove potentially identifying information**

**c) what action the Trust took in response.**

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,



Amanda Cheesman  
Deputy Chief Nurse

PLEASE NOTE:

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, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 1113