

Ref: FOI2016/3241
Date Received: 12th May 2016
Response Due: 10th June 2016

9th June 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:

The number of complaints made to WWL about the premature discharge of patients from Wigan and Leigh's hospitals in 2015, 2014, 2013 and 2012?

Also could you provide us with the number of complaints in the aforementioned years which were upheld after investigation?

Was any compensation paid in any of the upheld cases over the four years? If so, in how many cases and a breakdown of the amounts paid?

Inappropriate discharge/discharge too soon	38
2012	14
2013	7
2014	9
2015	6

It is pleasing to note that the number of complaints relating to discharge is reducing year on year. We uphold all our complaints on the basis that a complainant has felt the need to complain. No money has been paid to any of these complainants.

And finally, have there been any disciplinary proceedings against staff as a result of complaints about premature discharge of patients between 2012 to 2015? If so, how many were there in each year and is it possible to have a breakdown, if possible, of sanctions taken?

We have had no disciplinary cases as a result of complaints about premature discharge of patients between 2012 and 2015.

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.

Chairman: Robert Armstrong
Chief Executive: Andrew Foster CBE

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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