

Ref: FOI2016/3480  
Date Received: 19<sup>th</sup> September 2016  
Response Due: 17<sup>th</sup> October 2016

26<sup>th</sup> October 2016

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:

### Question 1:

*How many open K041 formal complaints did you have as a Trust on the last calendar day of each month during 2015/2016 and 2016/2017 (to date)?*

| 2015/2016      | Number of K041 complaints |
|----------------|---------------------------|
| March 2015     |                           |
| April 2015     |                           |
| May 2015       |                           |
| June 2015      |                           |
| July 2015      |                           |
| August 2015    |                           |
| September 2015 |                           |
| October 2015   |                           |
| November 2015  |                           |
| December 2016  |                           |
| January 2016   |                           |
| February 2016  |                           |
| March 2016     |                           |

| 2016/2017      | Number of K041 complaints |
|----------------|---------------------------|
| April 2016     |                           |
| May 2016       |                           |
| June 2016      |                           |
| July 2016      |                           |
| August 2016    |                           |
| September 2016 |                           |

### Question 2:

Chairman: Robert Armstrong  
Chief Executive: Andrew Foster CBE

How many open PALS / Informal concerns did you have as a Trust on the last calendar day of each month during 2015/2016 and 2016/2017 (to date)?

| 2015/2016      | Number of open PALS / Concerns |
|----------------|--------------------------------|
| March 2015     |                                |
| April 2015     |                                |
| May 2015       |                                |
| June 2015      |                                |
| July 2015      |                                |
| August 2015    |                                |
| September 2015 |                                |
| October 2015   |                                |
| November 2015  |                                |
| December 2016  |                                |
| January 2016   |                                |
| February 2016  |                                |
| March 2016     |                                |

| 2016/2017      | Number of K041 complaints |
|----------------|---------------------------|
| April 2016     |                           |
| May 2016       |                           |
| June 2016      |                           |
| July 2016      |                           |
| August 2016    |                           |
| September 2016 |                           |

**Question 3:**

Can I have a copy of the Trusts annual complaints report for the last 2 years please?

**Refusal Notice.** The information that you have requested is exempt under Section 21 of the Freedom of Information Act because this information is easily accessible by some other means. Please use the link below to obtain details of the complaints section of our Quality Accounts.

[http://www.wwl.nhs.uk/about\\_us/annual\\_report.aspx](http://www.wwl.nhs.uk/about_us/annual_report.aspx)

If you are not satisfied with this response please do not hesitate to contact the Information Governance Department at the address above or on email: [foi@wwl.nhs.uk](mailto:foi@wwl.nhs.uk). 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,



**Rob Forster**

**Deputy Chief Executive and Director of Finance and Informatics**

Chairman: Robert Armstrong

Chief Executive: Andrew Foster CBE



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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