

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

Information Governance Department

Suite 9
Buckingham Row
Brick Kiln Lane
Wigan
WN1 1XX

Email: foi@wwl.nhs.uk
Web: www.wwl.nhs.uk

Ref: FOI/2023/8688

Date Received: 13th February 2023

Response Due: 13th March 2023

Date: 13th March 2023

Dear Sir/Madam

You asked:

I am seeking information about the number of complaints received by your hospital trust in the past five years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery.

Specifically, I would like to request the following information for each specialty:

- **The total number of complaints received for each specialty in each of the past five years;**

We only have two categories on our complaints recording system. These are General Surgery and Musculoskeletal, in the last 5 years we have received:

General surgery- 284

Musculoskeletal/orthopaedics- 390

- **The nature of the complaint;**
- **The outcome of the complaint, including any actions taken by the hospital trust to address the issue;**

As there are 674 complaints, to discover the nature and outcome we would have to investigate each one individually and redact any personal identifiable information would take over 18hours to retrieve and extract the relevant information.

Refusal Notice for question(s) - The information that you have requested is exempt under Section 12 (2) of the Freedom of Information Act because it will take more than 18 hours to retrieve and extract the relevant information.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department on email address provided. 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,



Rabina Tindale
Chief Nurse & DIPC

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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, Wroughtington, 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