

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Monday 10th July 2023.
I am pleased to confirm the following.

1. How many complaints has the trust received from July 2022 to July 2023?

1033 informal complaints received across the Trust between these dates and dealt with through the PALS team.

173 formal complaints were received across the Trust between these dates and dealt with by the Complaints team.

2. How many of these complaints are related to poor or substandard care?

These numbers are based on running a report on complaints that have been logged to the following primary categories: "Care of patient" and "Clinical Treatment".

65 Informal complaints.
77 Formal complaints.

3. How many medical negligence claims were lodged against the trust in the same period?

75

4. How much compensation has the trust paid out in medical negligence claims in the past 12 months irrespective of when the claim was made?

£2,882,328.00

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal

process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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