

Ref: 02985_04169_2018-08-03_01
Date: 03 August 2018

Standing Way
Eaglestone
Milton Keynes
MK6 5LD
Tel: 01908 660033
www.mkhospital.nhs.uk
For people who have hearing loss
Minicom 01908 243924

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 24 July 2018.

I am pleased to confirm the following.

1. Please send a structure chart of your patient experience team (including PALS and complaints) detailing WTE and band.

Please see attached.

2. Please send job descriptions and person specifications for the posts detailed in question 1.

Please see attached. Please note that the Senior PALS officer JD is in draft only and still being written.

3. Total number of PALS enquiries/concerns per month

Average complaints 77 per month, information feedback and signposting average 122 per month- taken from figures 01/04/2017 to 31/03/2018

4. Total number of formal complaints per month

Formal complaints average 29 per month - taken from figures 01/04/2017 to 31/03/2018

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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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