

## ***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on 14 September 2018.

I am pleased to confirm the following.

### **1) How many compliments did your trust receive in 2017?**

The Trust does not record this information.

### **2) Do you have a procedure for handling compliments?**

Yes.

### **3) Do you respond to the authors?**

Compliments received by the Chief Executive and the PALS team are acknowledged when information for correspondence is given.

### **4) Do you pass the compliments onto to the complimentees?**

Yes.

### **5) Do management see copies of compliments?**

Yes, they are copied in to every letter of acknowledgement written and signed by the CEO.

### **6) Do you analyse the content of compliments?**

We are unable to answer this question as there is no central recording system for compliments and each department/ward has their own way of dealing with compliments received.

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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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