

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 12 October 2018.

I am pleased to confirm the following.

1. Does the Trust routinely publish the complaints data it reports to NHS Digital (KO41a) via any other public channel, i.e. on your website (please indicate YES or NO in the box below)? If YES, please provide details of where and how frequently you publish this data.

| | |
|-----|-------------------------------------|
| YES | <input type="checkbox"/> |
| NO | <input checked="" type="checkbox"/> |

Further information on publication:

2. Does the Trust routinely publish, make public or evidence the outcomes and/or learning taken from complaints received (please indicate YES or NO in the box below)? If YES, please provide details of where and how frequently you publish this data.

| | |
|-----|-------------------------------------|
| YES | <input type="checkbox"/> |
| NO | <input checked="" type="checkbox"/> |

Further information on publication:

3. Do you record complaints made by third parties who don't have the expressed consent of the patient(s)? i.e. members of the public, people visiting other patients and/or external non-medical contractors who have concerns about the way patients are being treated or cared for.

| | |
|-----|-------------------------------------|
| YES | <input checked="" type="checkbox"/> |
| NO | <input type="checkbox"/> |

Please note for this question we would only take forward the complaint on a general basis and would not divulge any details regarding any patient(s)

4. If you record complaints made by third parties, please could you provide the numbers of complaints received by your NHS Trust for the following financial years?

| | |
|---------|--|
| 2015/16 | |
| 2016/17 | |

| | |
|---------|--|
| 2017/18 | |
|---------|--|

The Trusts database does not differentiate between those complaints made by patients, third parties with consent, and third parties where consent was not needed due to the generalised response given. Therefore, we are unable to answer this question.

5. Do you record complaints made by third parties in your official complaints figures as reported to NHS Digital (KO41a)?

| | |
|------------|-------------------------------------|
| YES | <input checked="" type="checkbox"/> |
| NO | <input type="checkbox"/> |

Written complaints only.

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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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| Any re-use of this information will be subject to the 'Re-use of Public Sector Information Regulations' and best practice. |
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