

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. Please list the number of patients per year placed on an end-of-life pathway (LCP or otherwise) or end-of-life care plan between the years 2011 - 2018.

The Trust does not record this information.

2. Please detail the number and type of complaints relating to end of life care per year for the years 2011 - 2018. Please detail the nature of the complaint (e.g. poor communication, issues to do with consent, or the care itself etc) and whether the complaint was upheld.

8 formal Complaints relating to end of life care between 2011-2018 whereby the nature of the complaint was as follows:

- Communication, Privacy and dignity – Partly Upheld
- Communication, Consent, Delay in treatment – Partly Upheld
- Communication, Delay in treatment, discharge planning – Partly Upheld
- Privacy and Dignity, Bereavement support, communication – Upheld.
- Inappropriate treatment, discharge at an inappropriate time, patient not listened to, manner and attitude of staff – Partly Upheld
- Communication, Manner and attitude of staff, Privacy and dignity, transfer arrangements – Upheld
- Communication, privacy and dignity, delay in observations being undertaken – Partly upheld.
- Communication, Delay in planned discharge, issues relating to a DNR, patient discharged with incomplete medication – Upheld.

You are advised that this information is provided in accordance with the Freedom of Information Act 2000 and is for your personal use. Any re-use of this information will be subject to copyright and the Re-Use of Public Sector Information Regulations (1st July 05) and authorisation from Milton Keynes Hospital NHS Foundation Trust will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

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

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