

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 31 July 2020.

I am pleased to confirm the following.

1) How many PALS enquiries and official complaints your Trust has received from patients concerned about

a) the impact of the coronavirus pandemic and your Trust's response on their access to cancer treatment

b) and access to cancer testing - including tests to find out whether their cancer has spread, returned, or occurred for the first time

NOTE: I suggest you search for these complaints by using the keywords 'cancer treatment', 'chemotherapy', 'cancer testing', 'coronavirus', 'COVID-19' and other relevant terms.

2) For the five most recent PALS enquiries/official complaints received, please provide me with

a) a summary of the complaint (e.g. a patient with stage 4 lung and breast cancer has contacted PALS to complain about their chemotherapy being indefinitely suspended)

b) the exact wording of the complaint, with redactions to remove potentially identifying information

c) what action the Trust took in response

The Trust has reviewed our complaints and PALS database, Datix, using the search terms suggested. I have also searched using the term "service provision" as this is the heading we have used to log any concerns relating to operational issues impacted by COVID-19.

Based on the above information I can confirm that between the dates provided, the Trust has not received any complaints or concerns from patients who are concerned about the impact the COVID-19 pandemic has had on their cancer treatment or any testing related to cancer.

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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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