

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 22 July 2021.

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 or their family member's access to cancer treatment**

1

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

1 – same complaint as above.

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 postponed for a month)**

Alleged delays in treatment and procedure relating to a gynaecological cancer

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

We will not disclose this information due to the risk of identifying the patient. Due to the number of complaints being under 5 there is a possibility of the patient being identified through the complaint. Therefore, we are exempting this under Section 40 – Personal Information.

- c) **what action the Trust took in response**

Following investigation, it was concluded that this was not upheld, and treatment happened in line with national guidelines

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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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