

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 27 October 2022.

I am pleased to confirm the following.

In your trust, in each of the last 5 calendar years, how many formal patient/family complaints were made regarding communication?

How many of these complaints were regarding lack of updates to Next of kin or patient families?

**In your trust in the last 5 years, what were the top 5 categories for complaints?
For example, 'communication' or 'clinical care' may be examples**

Please see attached document.

Please note, the Trust moved from Datix to RADAR in November 2021, and therefore we are not able to access the information on Datix pre 2020.

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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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