



University Hospitals Birmingham
NHS Foundation Trust

Freedom of Information Request: 0747

University Hospitals Birmingham NHS Foundation Trust (UHB) completed a merger by acquisition of Heart of England NHS Foundation Trust (HEFT) on 1st April 2018. Due to historical differences in data collection/reporting across UHB and the former Heart of England NHS Foundation Trust this response has been provided by hospital site.

Queen Elizabeth Hospital Birmingham

Some key points about our request:

- Question 4 relates to the last three financial years. Please report all complaints received within the year, including those that were resolved or closed in the following financial year.
- We are aware that all Trusts report official complaints data to NHS Digital via form KO41a. We are not requesting that data, we are requesting information about how the Trust uses that data.
- We may report the data we collect in the media, however we will not identify any individual Trust, and will only present an anonymised national report.
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Questions:

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: The Trust publishes complaints data in its Annual report/Quality Account and also via public Board meetings; however, this data is not published in the same format as the KO41a and not all of the KO41a data is included in the other publications, though additional information is.

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 checked="" type="checkbox"/>
NO	<input type="checkbox"/>

Further information on publication: Examples of learning from complaints is published in the Trust's Annual report/Quality Account and also in papers at public Board meetings.

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

Such complaints, where no consent is received from the patient, would not be included in our formal complaints numbers. However the concerns raised would be used for learning purposes and investigated more fully if the nature of the issue highlighted warranted this.

- 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	n/a
2016/17	n/a
2017/18	n/a

n/a based on the criteria from question 3 relating to consent received from the patient relating to third party complaints. We do formally record complaints made by third parties where consent is received from the patient.

- 5. Do you record complaints made by third parties in your official complaints figures as reported to NHS Digital (K041a)?**

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

No based on the criteria from question 3 relating to consent received from the patient relating to third party complaints. We do report complaints made by third parties where consent is received from the patient on our K041a return.

Heartlands, Good Hope and Solihull Hospital

Some key points about our request:

- Question 4 relates to the last three financial years. Please report all complaints received within the year, including those that were resolved or closed in the following financial year.
- We are aware that all Trusts report official complaints data to NHS Digital via form KO41a. We are not requesting that data, we are requesting information about how the Trust uses that data.
- We may report the data we collect in the media, however we will not identify any individual Trust, and will only present an anonymised national report.
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Questions:

2. 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	x

Further information on publication: The Trust publishes complaints data in its Annual report/Quality Account and also via public Board meetings; however, this data is not published in the same format as the KO41a and not all of the KO41a data is included in the other publications, though additional information is.

3. 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	x
NO	<input type="checkbox"/>

Further information on publication: Examples of learning from complaints is published in the Trust's Annual report/Quality Account and also in papers at public Board meetings.

4. 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"/>

Further information on publication: Such complaints are recorded and investigated. Findings of investigations however are not released to complainants however where valid consent is not received.

5. 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?

The following information are numbers of complaints made by people (for example carers or relatives) who were not the patient. This relates to those cases where both consent was and was not received.

2015/16	586
2016/17	637
2017/18	637

Comment [HoEFT1]: ecked and they are identical for these years

6. 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"/>

Further information on publication: All complaints are investigated, whether consent is received or not. They are therefore included on this basis.