

Freedom of Information Request: 0775

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

- 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.**

We do not hold this information. We have provided information for patients who were admitted and had a palliative care diagnosis recorded:

Year	No of Admissions
2011	533
2012	673
2013	1254
2014	1312
2015	1301
2016	1369
2017	1453
2018	1597

- 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.**

Please see attached spreadsheet.

Please note, the Trust does hold data for the years 2011-2014, however we estimate that compliance with your request would exceed the appropriate costs limit under section 12 of the Freedom of information Act 2000. This is currently

£450. The appropriate limit would be exceeded if it would require more than 18 hours work. As there was no specific code to record complaints made about end of life care prior to 2015, the Trust would need to check all complaints made over this time period which would take a significant amount of time and far in excess of the time limit.

We are therefore withholding this information under section 12 of the Freedom of Information Act.

Heartlands, Good Hope and Solihull Hospital

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.

We do not hold this information. We have provided information for patients who were admitted and had a palliative care diagnosis recorded:

Year	Patients per year
2011	1168
2012	914
2013	1055
2014	1594
2015	1806
2016	1904
2017	1801
2018	1503

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.

The Trust does hold the information you have requested, however we estimate that compliance with your request would exceed the appropriate costs limit under section 12 of the Freedom of information Act 2000. This is currently £450. The appropriate limit would be exceeded if it would require more than 18 hours work.

There is no code for recording complaints regarding end of life care at Heartlands, Good Hope, and Solihull Hospital. Therefore, to provide this information the Trust would have to manually check all complaints to a) identify whether the complaint was related to a patient death, taking approximately 2 days, and b) to then check each of these records to identify whether they related to end of life care. Working on an estimate of 120 complaints related to a patient death per year, and 5 minutes per record, we estimate that this would take over 10 working days.

We are therefore withholding this information under section 12 of the Freedom of Information Act.