

24 June 2021

Information Rights & Compliance Team
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Our Ref: FOI/04025

Thank you for your request concerning Service User Complaints.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

1. For the calendar years 2018, 2019 and 2020, how many mental health patients complained about their care and/or treatment and were later discharged?

Between 2018 and 2020 we received 477 complaints from services users regarding their treatment and care under the category of "Clinical Practice".

For each of these cases:

- i. What was the length of time between the complaint and discharge? Please give numbers for less than 1 week; more than 1 week but less than 1 month; more than 1 month but less than 3 months; more than 3 months but less than 6 months; more than 6 months but less than 1 year; more than 1 year.**
- ii. What was the sex and ethnicity of the complainant?**
- iii. Was the complainant an inpatient or outpatient?**
- iv. Did the complainant attempt suicide at some point after discharge?**
- v. Has the complainant since died?**

We are unable to provide the specific information you are requesting within the legal time limit because this information is held on two different recording systems¹.

Under section 12 of the FOIA a public authority does not have to comply with a request for information if the cost of compliance exceeds the appropriate limit.

In order to provide you with this information would involve manually scrutinizing all of the complaints against the service user's electronic patient record (EPR).

It is estimated that it would take 20 minutes to scrutinise each record i.e. 159 hours @ £25 = £3.975.

¹ Section 12 - Cost of compliance exceeds the appropriate limit has been applied

Similarly, but for mental health patients who had already been discharged before they complained.

2. For the calendar years 2018, 2019 and 2020, how many mental health patients complained about their care and/or treatment after being discharged?

For each of these cases:

- i. What was the sex and ethnicity of the complainant?**
- ii. Was the complainant an inpatient or outpatient?**
- iii. Did the complainant attempt suicide at some point after discharge?**
- iii. Has the complainant since died?**

Please see the answer to question 1. It is estimated that it would take a further 20 minutes to scrutinise each complaint against the service user's EPR to obtain the above information i.e. 159 hours @ £25 = £3,975.

Should you require further clarification or like to discuss the payment of £7,950, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

