

28 July 2023

Information Rights & Compliance Team
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Our Ref: FOI/04777

Thank you for your request concerning complaints.

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

1. How many complaints has the trust received from July 2022 to July 2023?

From 1st July 2022 to 30th June 2023 we received 531 complaints.

2. How many of these complaints are related to poor or substandard care?

135 complaints related to patient care including nutrition and hydration.

3. How many medical negligence claims were lodged against the trust in the same period?

3

4. How much compensation has the trust paid out in medical negligence claims in the past 12 months irrespective of when the claim was made?

Over the last 12 months, we have paid a total of £300,561 in compensation related to medical negligence. The Trust is fully indemnified for medical negligence claims under the Clinical Negligence Scheme for Trusts managed by NHS Resolution. All costs associated with a medical negligence claim are paid by NHS Resolution under CNST, met by annual membership contributions.

Should you require further clarification, 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](#).

