

Freedom of Information Request

Ref: 23-116

10 March 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we hold some of the information you are requesting

I am seeking information about the number of complaints received by your hospital trust in the past five years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery.

Specifically, I would like to request the following information for each specialty:

- The total number of complaints received for each specialty in each of the past five years;**
- The nature of the complaint;**
- The outcome of the complaint, including any actions taken by the hospital trust to address the issue.**

Please see our response in the table below.

Year	Specialty	No of complaints	Nature of complaint	Outcome of the complaint
2018	Trauma & orthopaedics	38	Appointments & administration issues; Attitude of admin staff; Cancelled appointments; Multiple cancelled appointments; Multiple cancelled operation; Clinical care; Communication; Delayed appointment; Delayed operation; Delayed procedure/investigation; Incorrect diagnosis; Follow-up appointment delay;	*

			Hospital information request; Referral errors; Service denied	
2018	Cardiac/thoracic surgery	16	Cancelled appointments; Multiple cancelled appointments; Cancelled operations; Cancelled procedure/investigation; Clinical care; Communication; Delayed operations; Discharge premature; Transport inappropriate	*
2019	Trauma and orthopaedics	60	Appointments & administration issues; Attitude of Medical staff; Cancelled appointments; Multiple cancelled appointments; Cancelled operations; Multiple cancelled operation; Clinical care (medical/surgery); Communication administrative; Communication with family Delayed admission; Delayed appointment; Delayed operation; Delayed diagnosis; Incorrect diagnosis; Missed diagnosis; Follow-up appointment delay/failure; Referral errors; Transfer arrangements	*
2019	Cardiac/thoracic surgery	15	Attitude of medical and nursing staff; Cancelled appointments; Cancelled operations; Clinical care (medical/surgical); Clinical care (nursing); Complication during/after procedure; Discharge arrangements; Failure to respond; Lost/misplaced test results; Referral errors	*

2020	Trauma and orthopaedics	21	Appointment letter not received; Attitude of medical staff; Cancelled appointments; Cancelled operation multiple; Clinical care (medical/surgery); Communication with family; Delayed operation; Delayed procedure/investigation; Follow-up appointment delay/failure; Follow-up treatment; Referral errors	*
2020	Cardiac/thoracic surgery	11	Attitude of medical staff; Cancelled operations; Clinical care (medical/surgery); Clinical care (nursing); Communication with family	*
2021	Trauma and orthopaedics	18	Appointments administration issues; Attitude of medical staff; Multiple cancelled appointments; Clinical care (medical/surgery); Clinical care (nursing); Clinical information request; Delayed appointment; Delayed operation; Diagnosis missed; Follow up appointment delay/failure	*
2021	Cardiac/thoracic surgery	13	Cancelled operation; Cancelled operation multiple; Clinical care (medical/surgery); Clinical information request; Communication with family; Delayed treatment; Discharge arrangements; Discharge delayed; Infectious disease enquiry;	*

2022	Trauma and orthopaedics	25	Appointment letter not received; Appointments administration issues; Attitude of medical staff; Cancelled appointments multiple; Cancelled operation multiple; Clinical care (medical/surgery); Clinical care (nursing); Communication with family; Delayed appointment; Delayed operation; Delayed treatment; Diagnosis incorrect; Diagnosis missed; Follow up appointment delay/failure; Referral errors	*
2022	Cardiac/thoracic surgery	10	Cancelled appointments multiple; Clinical care (medical/surgery); Clinical care (nursing); Communication with family; Delayed operation	*

Please note that our complaint systems only record under trauma and orthopaedics and cardiac/thoracic surgery. The adults neurosurgery and vascular surgery service are hosted by North Bristol NHS Trust (foi@nbt.nhs.uk)

* We have not provided the information in the requested format as we have considered that there is the potential for the individuals to be identified, when considered with other information that may be in the public domain. In our view disclosure of information would breach the Data Protection Act. Therefore please find that Section 40(2) exemption contained within the Freedom of Information Act 2000 is engaged. Section 40 is the exemption for personal information.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol

BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust