

Freedom of Information Request

Ref: 21-515

28 September 2021

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 do hold the information you are requesting

I would like to have information detailing the number of complaints made per ward over the last 2 years please - for all wards that constitute the Bristol Royal Infirmary.

I would like the complaints detailed by day of the week and show if it is a day or night shift.

We are unable to provide the day or time of day the complaint was made.

Ward	No. of complaints 2019/20	No. of complaints 2020/21
A512 Extra Capacity (closed July 2020)	1	1
A800 - Surgery (located on C708) (closed 15.6.2020)	0	1
Ward A300 - AMU (Closed on 23.6.2020)	12	4
Ward A322 - Ed Obs (Formerly A205)	2	0
Ward A400 - OPAU (closed 21.6.2020)	10	3
Ward A400 - Joint Assessment Unit (OPAU/APU)	0	14
Ward A413 - Acute Medical Unit (AMU)	0	5
Ward A413 - Thrombosis Clinic	0	2

Ward A512 - Acute Medical and Respiratory Ward (inactive)	1	0
Ward A512 - Respiratory (Short Stay)	0	1
Ward A515 - Stroke	6	10
Ward A518 - Extra Capacity	0	1
Ward A522 - Gastro/Heptology	7	7
Ward A524 - Care of the Elderly	0	10
Ward A524 - Respiratory (closed)	0	2
Ward A524 (Located on A800) (closed 18.6.2020)	0	4
Ward A525 - Respiratory	1	7
Ward A528 - Care of the Elderly/Stroke	8	9
Ward A600 - ITU/HDU	4	9
Ward A602	8	2
Ward A604	2	6
Ward A605	3	0
Ward A605 - Care of the Elderly/General Medicine	0	2
Ward A609 - ENT/Thoracic/Maxfax	0	4
Ward A609 - STAU (closed 11.12.2020)	8	1
Ward A700 - ENT/Thoracic/Maxfax (closed 11.12.2020)	0	1
Ward A700 - STAU	0	4
Ward A700 (closed 13.5.2020)	5	1
Ward A800 - Respiratory (Including High Care)	0	5
Ward A800 (closed 5.4.2020)	7	0
Ward A900 - Gastro/Hepatology	4	10
Ward C808 - GI Surgery	0	10
Ward C808 - Medicine (closed 23.6.2020)	7	3

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:

Director of Corporate Governance
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