

Freedom of Information Request

Ref: 21-648

29 December 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

1) In the period 1 February 2020 to 31 October 2021 what is the total number of complaints that your Trust has received from the public including service users (i.e. complaints on any issue)?

For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.

3124

2) In the period 1 February 2020 to 31 October 2021 how many complaints from the public including service users has your Trust received about (or that include mention of) restrictions to patient visiting or patient visiting policies?

For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.

70

3) In the period 1 February 2020 to 31 October 2021 how many incident reports (including Datix, Ulysses or other internal reporting system) have been raised by staff regarding abuse received from the public including service users that include mention of restrictions to patient visiting or patient visiting policies (i.e. where visiting restrictions may have contributed to the cause of the abuse)?

For the avoidance of doubt, no patient or other confidential information is sought in this request, only the numerical value.

69

4) Does your Trust know what circumstances, or have a set of defined criteria, under which it would revert patient visiting policy back to what it was before the emergence of Covid 19?

The Trust works in line with national guidance for visiting and considers and monitors both

local community prevalence of Covid 19 infections and Hospital cases or ward outbreaks when setting the guidance for patient visiting. Based on the current situation the Trust does not have a set of defined criteria for reverting to the patient visiting policy before the emergence of Covid 19.

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