

**Freedom of Information Request**

**Ref: 22-613**

25 October 2022

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

**- In your trust, in each of the last 5 years, how many patient/family complaints were made regarding poor or inadequate communication?**

01/04/2018 to 31/03/2019 = 190

01/04/2019 to 31/03/2020 = 206

01/04/2020 to 31/03/2021 = 304

01/04/2021 to 31/03/2022 = 368

01/04/2022 to date (25/10/2022) = 136

**- In your trust, how many of these complaints ended up in a financial settlement, and what was the total or average sum paid out in compensation?**

We do not hold this information. Any compensation is paid by NHS Resolution, please contact NHR's FOI team - [nhsr.foi@nhs.net](mailto:nhsr.foi@nhs.net)

**- In your trust in the last 5 years, what were the top 5 reasons for patient or family complaints?**

01/04/2018 to 31/03/2019

1. Appointments and Admissions
2. Clinical Care
3. Attitude and Communication
4. Facilities and Environment
5. Information and Support

01/04/2019 to 31/03/2020

1. Appointments and Admissions
2. Clinical Care
3. Attitude and Communication
4. Facilities and Environment

## 5. Information and Support

01/04/2020 to 31/03/2021

1. Clinical Care
2. Attitude and Communication
3. Appointments and Admissions
4. Information and Support
5. Facilities and Environment

01/04/2021 to 31/03/2022

1. Clinical Care
2. Appointments and Admissions
3. Attitude and Communication
4. Facilities and Environment
5. Information and Support

01/04/2022 to date (25/10/2022)

Data for annual report not yet available

Quarter 1 2022/23 (01/04/2022 to 30/06/2022):

1. Clinical Care
2. Appointments and Admissions
3. Attitude and Communication
4. Facilities and Environment
5. Information and Support

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**