

Dr M Alexander

Louise Brown
Complaints and Advisory Team
2.3 Redgrave Court
Merton Road
Bootle
Merseyside L20 7HS

Complaints Team Manager:
Matthew Major

21 September 2016

Full disclosure

Dear Dr Alexander

Freedom of Information Request Reference No:201609218

Thank you for your request for information about:

- 1. Please advise for each of the financial years 2014/15, 2015/16, and 2016/17 year to date how many complaints did HSE receive on NHS organisations?**

Please provide the raw data that lists complaints to HSE, by NHS organisation.

- 2. Please advise for each of the financial years 2014/2015, 2015/2016 and 2016/2017 year to date how many complaints did HSE receive on services provided by the Priory Group?**

Please provide the raw data that lists complaints to HSE, by Priory Group site

Your request was received on 25 August 2016 and I am dealing with it under the terms of the Freedom of Information Act 2000 (the Act).

I can confirm that the Health and Safety Executive holds the following information:

- 1. The number of complaints received by HSE on NHS organisations between 1 April 2014 and 1 September 2016 is shown in the attached spreadsheet. Complaints by NHS organisation are listed for each year.**

Please note that since 1 April 2015 the Care Quality Commission has taken the lead on dealing with patient safety matters in England therefore our data after this date will not be a true reflection of all complaints made against NHS organisations.

2. HSE received 4 complaints about the Priority Group and details of the sites involved and the year the complaint was made are shown in the attached spreadsheet.

This information can be disclosed and copies are enclosed.

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If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the decisions made by HSE you may ask for an internal review within two calendar months of the date of this letter by writing to me.

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:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545700
Fax: 01625 524510
Email: mail@ico.gsi.gov.uk
Website: <http://www.informationcommissioner.gov.uk>

Yours sincerely

Louise Brown
Complaints and Advisory Team
2.3 Redgrave Court
Merton Road
Bootle
Merseyside, L20 7HS

Table 1 – Complaints against NHS Organisations;

Year	Number of complaints
2014-2015	135
2015-2016	64
2016-2017	23
TOTAL	222

Table 2 – Organisational analysis (all years);

Company Name	No of Complaints
Abertawe Bro Morgannwg University Health Board	2
Addenbrookes Hospital Cambridge NHS Foundation	1
Aintree University Hospital NHS Foundation Trust	4
Airedale NHS Trust	1
Aneurin Bevan Health Board	1
Avon & Wiltshire Mental Health Partnership NHS Tru	2
Barking,Havering & Redbridge Uni Hosp NHS Trust	2
Basildon & Thurrock University Hospitals NHS	5
Bedford Hospital NHS Trust	1
Berkshire Healthcare NHS Foundation Trust	1
Berkshire Healthcare NHS Trust	1
Betsi Cadwaladr University Health Board	5
Birmingham Childrens Hospital NHS Trust	1
Birmingham East and North Primary Care Trust NHS	1
Bolton NHS Foundation Trust	1
Bradford Hospitals Teaching NHS Trust	2
Brighton & Sussex University Hospitals NHS Trust	2
Burton Hospitals NHS Foundation Trust	1
Calderstones Partnership NHS Foundation Trust	2
Cambridgeshire & Peterborough Foundation NHS Trust	1
Cardiff and Vale University Health Board	3
Central Manchester University Hospitals NHS Founda	1
City Hospitals Sunderland Foundation NHS Trust	1
Colchester Hospital University NHS Foundation Trus	1
Cornwall Partnership NHS Trust	1
Countess of Chester Hospital NHS Foundation Tr	3
County Durham & Darlington NHS Foundation Trust	1
Cumbria Partnership NHS Foundation Trust	1
Devon Partnership NHS Trust	1
Doncaster & Bassetlaw Hospitals NHS Foundation Tru	1
Dorset Healthcare University NHS Foundation Trust	1
East Kent Hospitals Uni NHS Foundation Trust	6
East Midlands Ambulance Service NHS Trust	2
East of England Ambulance Service NHS Trust	7
East Surrey NHS Primary Care Trust	1

East Sussex Healthcare NHS Trust	1
Epsom & St Helier NHS Trust	1

Table 2 – Organisational analysis (all years) continued;

Company Name	No of Complaints
Epsom and St Helier NHS Trust	1
Fife Health Board	1
Gloucestershire Hospitals NHS Foundation Trust	1
Grampian Health Board	1
Great Western Hospitals NHS Foundation Trust	1
Greater Manchester West Mental Health NHS F. Trust	1
Hammersmith Hospital NHS Trust	1
Heart of England NHS Foundation Trust	1
Hereford County Hospital NHS Trust	1
Hertfordshire Partnership NHS Foundation Trust	4
Homerton University Hospital NHS Foundation Trust	2
Hull and East Yorkshire Hospitals NHS Trust	2
Humber NHS Foundation Trust	1
Imperial College Healthcare NHS Trust	1
Isle of Wight Healthcare NHS Trust	1
Kent & Medway NHS & Social Care Partnership Trust	1
Kings College Hospital NHS Foundation Trust	3
Kingston Hospital NHS Trust	1
Leeds and York Partnerships NHS Foundation Trust	1
Leeds Teaching Hospitals NHS Trust	1
Leicestershire & Rutland Healthcare NHS Trust	1
Liverpool Community Health NHS Trust	1
Loddon NHS Trust	1
Maidstone & Tunbridge Wells NHS Trust	1
Medway NHS Foundation Trust	2
Medway NHS Primary Care Trust	3
Mersey Care NHS Trust	1
Mid Essex Hospitals NHS Trust	2
Mid Staffordshire NHS Foundation Trust	1
Newcastle upon Tyne Hospitals NHS Foundation Trust	2
NHS Blood and Transplant (NHSBT)	1
NHS Fife - Lynebank Hospital	1
NHS Forth Valley	1
NHS GGC	1
NHS Greater Glasgow & Clyde	3
NHS Highland	1
NHS Lanarkshire	1
NHS Lothian	2
NHS Property Services Limited	3
NHS Supply Chain	1
North Bristol NHS Trust	1
North East Ambulance Service NHS Trust	1
North East London NHS Foundation Trust	1
North Hampshire Hospitals NHS Trust	2

Table 2 – Organisational analysis (all years) continued;

Company Name	No of Complaints
Northamptonshire Healthcare NHS Foundation Trust	1
Northern Devon Healthcare NHS Trust	1
Northern Lincolnshire and Goole Hospitals NHS Foun	1
Northumberland, Tyne & Wear NHS Trust	2
Northumbria Healthcare NHS Foundation Trust	1
Nottingham NHS Treatment Centre (Circle)	1
Nottinghamshire Healthcare NHS Trust	2
Oxford Health NHS Foundation Trust	2
Oxford University Hospitals NHS Trust	1
Pennine Acute Hospitals NHS Trust	1
Plymouth Hospitals NHS Trust	1
Portsmouth Hospitals NHS Trust	1
Princess Alexandra Hospital NHS Trust	1
Royal Berkshire NHS Foundation Trust	2
Royal Cornwall Hospitals NHS Trust	2
Royal National Orthopaedic Hospital NHS Trust	1
Royal Surrey County Hospital NHS Trust	2
Royal United Hospital (Bath) NHS Trust	2
Sandwell and West Birmingham Hospitals NHS Trust	2
Scottish Ambulance Service NHS Trust	3
Sheffield Health and Social Care NHS Foundation Tr	1
Sheffield Teaching Hospitals NHS Foundation Trust	1
Sherwood Forest Hospitals NHS Trust	1
Shrewsbury and Telford Hospital NHS Trust	1
South East Coast Ambulance Service NHS Trust	1
South Essex Partnership Uni NHS Foundation Trust	2
South London and Maudsley NHS Foundation Trust	1
South Staffordshire and Shropshire Healthcare NHS	1
South West Yorkshire Partnership NHS Foundation Tr	1
South Western Ambulance Service NHS Trust	4
Southern Health NHS Foundation Trust	1
St George's Healthcare NHS Trust	1
St Helens & Knowsley Hospitals NHS Trust	1
Stockport NHS Foundation Trust	1
Surrey and Borders Partnership NHS Foundation Trus	1
Sussex Partnership NHS Foundation Trust	1
Taunton and Somerset NHS Trust	3
The Dudley Group NHS Foundation Trust	1
The Norfolk and Norwich University Hospitals NHS F	1
United Lincolnshire Hospitals NHS Trust	1
University College London Hospitals NHS Foundation	2
University Hospital of South Manchester NHS	1
University Hospitals Birmingham NHS Foundation Tru	2
University Hospitals Bristol NHS Foundation Trust	2

University Hospitals Of Leicester NHS Trust	5
University Hospitals Of Morecambe Bay NHS Trust	1
University Hospitals Of North Midlands NHS Trust	1

Table 2 – Organisational analysis (all years) continued;

Company Name	No of Complaints
Wakehurst Place NHS Trust	1
Warrington and Halton Hospitals NHS Foundation	1
West Hertfordshire Hospitals NHS Trust	2
West London Mental Health NHS Trust	2
West Midlands Ambulance Service NHS Trust	1
West Suffolk NHS Foundation Trust	1
Western Sussex Hospitals NHS Foundation Trust	2
Whittington Hospital NHS Trust	1
Worcestershire Acute Hospital NHS Trust	1
Wrightington, Wigan & Leigh NHS Trust	1
York Teaching Hospital NHS Foundation Trust	1
Yorkshire Ambulance Service NHS Trust	2
TOTAL	222

Table 3 – Organisational analysis 2014/15;

Company Name	No of Complaints
Abertawe Bro Morgannwg University Health Board	2
Aintree University Hospital NHS Foundation Trust	3
Airedale NHS Trust	1
Avon & Wiltshire Mental Health Partnership NHS Tru	1
Barking,Havering & Redbridge Uni Hosp NHS Trust	1
Basildon & Thurrock University Hospitals NHS	2
Bedford Hospital NHS Trust	1
Berkshire Healthcare NHS Trust	1
Betsi Cadwaladr University Health Board	2
Birmingham East and North Primary Care Trust NHS	1
Bradford Hospitals Teaching NHS Trust	2
Brighton & Sussex University Hospitals NHS Trust	1
Burton Hospitals NHS Foundation Trust	1
Calderstones Partnership NHS Foundation Trust	1
Cambridgeshire & Peterborough Foundation NHS Trust	1
Cardiff and Vale University Health Board	1
Colchester Hospital University NHS Foundation Trus	1
Countess of Chester Hospital NHS Foundation Tr	3
County Durham & Darlington NHS Foundation Trust	1
Cumbria Partnership NHS Foundation Trust	1
Devon Partnership NHS Trust	1
Doncaster & Bassetlaw Hospitals NHS Foundation Tru	1
Dorset Healthcare University NHS Foundation Trust	1
East Kent Hospitals Uni NHS Foundation Trust	3

East of England Ambulance Service NHS Trust	4
East Sussex Healthcare NHS Trust	1
Fife Health Board	1

Table 3 – Organisational analysis 2014/15 Continued;

Company Name	No of Complaints
Gloucestershire Hospitals NHS Foundation Trust	1
Grampian Health Board	1
Great Western Hospitals NHS Foundation Trust	1
Greater Manchester West Mental Health NHS F. Trust	1
Hammersmith Hospital NHS Trust	1
Heart of England NHS Foundation Trust	1
Hereford County Hospital NHS Trust	1
Hertfordshire Partnership NHS Foundation Trust	3
Hull and East Yorkshire Hospitals NHS Trust	2
Kings College Hospital NHS Foundation Trust	1
Kingston Hospital NHS Trust	1
Leeds and York Partnerships NHS Foundation Trust	1
Leeds Teaching Hospitals NHS Trust	1
Liverpool Community Health NHS Trust	1
Loddon NHS Trust	1
Maidstone & Tunbridge Wells NHS Trust	1
Medway NHS Foundation Trust	1
Medway NHS Primary Care Trust	2
Mid Essex Hospitals NHS Trust	1
Mid Staffordshire NHS Foundation Trust	1
Newcastle upon Tyne Hospitals NHS Foundation Trust	2
NHS Fife - Lynebank Hospital	1
NHS Greater Glasgow & Clyde	2
NHS Lothian	1
NHS Property Services Limited	2
North East Ambulance Service NHS Trust	1
North Hampshire Hospitals NHS Trust	2
North Tees & Hartlepool NHS Trust	1
North West Ambulance Service NHS Trust	3
Northern Devon Healthcare NHS Trust	1
Northern Lincolnshire and Goole Hospitals NHS Foun	1
Northumberland, Tyne & Wear NHS Trust	2
Nottinghamshire Healthcare NHS Trust	1
Oxford Health NHS Foundation Trust	1
Pennine Acute Hospitals NHS Trust	1
Plymouth Hospitals NHS Trust	1
Portsmouth Hospitals NHS Trust	1
Princess Alexandra Hospital NHS Trust	1
Royal Berkshire NHS Foundation Trust	2
Royal Cornwall Hospitals NHS Trust	2
Royal Surrey County Hospital NHS Trust	1
Royal Victoria Infirmary NHS Trust	1

Sandwell and West Birmingham Hospitals NHS Trust	2
Scottish Ambulance Service NHS Trust	2

Table 3 – Organisational analysis 2014/15 Continued;

Company Name	No of Complaints
Sheffield Health and Social Care NHS Foundation Tr	1
Sheffield Teaching Hospitals NHS Foundation Trust	1
Sherwood Forest Hospitals NHS Trust	1
Shrewsbury and Telford Hospital NHS Trust	1
South Essex Partnership Uni NHS Foundation Trust	1
South West Yorkshire Partnership NHS Foundation Tr	1
South Western Ambulance Service NHS Trust	2
St George's Healthcare NHS Trust	1
St Helens & Knowsley Hospitals NHS Trust	1
Stockport NHS Foundation Trust	1
Surrey and Borders Partnership NHS Foundation Trus	1
Sussex Partnership NHS Foundation Trust	1
Taunton and Somerset NHS Trust	3
The Dudley Group NHS Foundation Trust	1
United Lincolnshire Hospitals NHS Trust	1
University College London Hospitals NHS Foundation	2
University Hospital of South Manchester NHS	1
University Hospitals Bristol NHS Foundation Trust	2
University Hospitals of Leicester NHS Trust	3
University Hospitals Of North Midlands NHS Trust	1
Wakehurst Place NHS Trust	1
West Midlands Ambulance Service NHS Trust	1
Western Sussex Hospitals NHS Foundation Trust	1
Whittington Hospital NHS Trust	1
Worcestershire Acute Hospital NHS Trust	1
York Teaching Hospital NHS Foundation Trust	1
Yorkshire Ambulance Service NHS Trust	2
TOTAL	135

Table 4 - Organisational analysis 2015/16;

Company Name	No of Complaints
Addenbrookes Hospital Cambridge NHS Foundation	1
Aintree University Hospital NHS Foundation Trust	1
Aneurin Bevan Health Board	1
Avon & Wiltshire Mental Health Partnership NHS Tru	1
Barking,Havering & Redbridge Uni Hosp NHS Trust	1
Basildon & Thurrock University Hospitals NHS	3
Berkshire Healthcare NHS Foundation Trust	1
Betsi Cadwaladr University Health Board	3
Bolton NHS Foundation Trust	1

Brighton & Sussex University Hospitals NHS Trust	1
Calderstones Partnership NHS Foundation Trust	1

Table 4 - Organisational analysis 2015/16 Continued;

Company Name	No of Complaints
Cardiff and Vale University Health Board	1
Central Manchester University Hospitals NHS Founda	1
Cornwall Partnership NHS Trust	1
East Kent Hospitals Uni NHS Foundation Trust	3
Epsom & St Helier NHS Trust	1
Hertfordshire Partnership NHS Foundation Trust	1
Homerton University Hospital NHS Foundation Trust	2
Isle of Wight Healthcare NHS Trust	1
Kent & Medway NHS & Social Care Partnership Trust	1
Kings College Hospital NHS Foundation Trust	2
Medway NHS Foundation Trust	1
Mersey Care NHS Trust	1
NHS Forth Valley	1
NHS GGC	1
NHS Greater Glasgow & Clyde	1
NHS Highland	1
NHS Lanarkshire	1
NHS Lothian	1
NHS Property Services Limited	1
NHS Supply Chain	1
North Bristol NHS Trust	1
North East London NHS Foundation Trust	1
North West Ambulance Service NHS Trust	1
Northamptonshire Healthcare NHS Foundation Trust	1
Northumbria Healthcare NHS Foundation Trust	1
Nottingham NHS Treatment Centre (Circle)	1
Nottinghamshire Healthcare NHS Trust	1
Royal Surrey County Hospital NHS Trust	1
Royal United Hospital (Bath) NHS Trust	1
Scottish Ambulance Service NHS Trust	1
South East Coast Ambulance Service NHS Trust	1
South Essex Partnership Uni NHS Foundation Trust	1
South Staffordshire and Shropshire Healthcare NHS	1
South Western Ambulance Service NHS Trust	2
Southern Health NHS Foundation Trust	1
University Hospitals Birmingham NHS Foundation Tru	2
University Hospitals Coventry & Warwick NHS Trust	1
University Hospitals Of Morecambe Bay NHS Trust	1
Warrington and Halton Hospitals NHS Foundation	1
West Hertfordshire Hospitals NHS Trust	1
West London Mental Health NHS Trust	2

Western Sussex Hospitals NHS Foundation Trust	1
TOTAL	64

Table 4 - Organisational analysis 2016/17;

Company Name	No of Complaints
Birmingham Childrens Hospital NHS Trust	1
Cardiff and Vale University Health Board	1
City Hospitals Sunderland Foundation NHS Trust	1
East Midlands Ambulance Service NHS Trust	1
East of England Ambulance Service NHS Trust	3
East Surrey NHS Primary Care Trust	1
Epsom and St Helier NHS Trust	1
Humber NHS Foundation Trust	1
Imperial College Healthcare NHS Trust	1
Leicestershire & Rutland Healthcare NHS Trust	1
Medway NHS Primary Care Trust	1
Mid Essex Hospitals NHS Trust	1
NHS Blood and Transplant (NHSBT)	1
Oxford Health NHS Foundation Trust	1
Oxford Health NHS Foundation Trust	1
Oxford University Hospitals NHS Trust	1
Royal National Orthopaedic Hospital NHS Trust	1
South London and Maudsley NHS Foundation Trust	1
The Norfolk and Norwich University Hospitals NHS F	1
West Hertfordshire Hospitals NHS Trust	1
West Suffolk NHS Foundation Trust	1
Wrightington, Wigan & Leigh NHS Trust	1
TOTAL	23

Table 5 – Priory group complaints;

Company name	ADDRESS1	ADDRESS2	CITY	Postcode	YEAR
Priory Group Limited	The Priory Hospital	Middleton St George	DARLINGTON	DL2 1TS	2014/15
Priory Group Limited	Woodhouse Hall	Woodhouse Lane	WAKEFIELD	WF3 2JS	2014/15
Priory Group Limited	Stump Lane		CHELMSFORD	CM1 7SJ	2015/16
Priory Group Limited	Care Rehab Centre	38 York Road	DEWSBURY	WF12 7LB	2015/16