

From: InformationRights Informationrights@ombudsman.org.uk
Subject: FDN-259244 - Your information request
Date: 21 June 2016 at 13:28
To: Minh Alexander minhalexander@aol.com
Cc: InformationRights Informationrights@ombudsman.org.uk

Dear Dr Minh Alexander

Your information request - our case reference: FDN-259244

I am writing in response to your Freedom of Information request dated 30 May 2016 in which you requested:

Please disclose for financial years 2011/12, 2012/13, 2013/2014, 2014/2015, 2015/16:

1) The number of complaints to PHSO about Northumbria Healthcare NHS Foundation Trust

Year	Complaints received
2011/12	39
2012/13	49
2013/14	57
2014/15	49
2015/16	36
Total	230

2) A breakdown of the types of complaints made about Northumbria Healthcare NHS Foundation Trust in this period

When an investigation is closed the caseworker enters keywords onto our casework management system to broadly explain what the complaint was about. Therefore I can only provide this breakdown for investigations that were concluded - not all cases we received.

Please see Q3.

3) The number of complaints fully investigated by PHSO and a breakdown of the subject of this sub-set of complaints

Year	Complaints accepted for investigation in this period	Investigations concluded in this period
2011/12	2	1
2012/13	2	3
2013/14	14	8
2014/15	15	13
2015/16	18	20
Total	51	45

Please see attached details of the keywords recorded for complaints (investigated) about Northumbria Healthcare NHS Foundation Trust (the Trust). These keywords will give you a general idea of the nature of the complaints we investigated but will not necessarily provide a full understanding of the issues complained about. which

...necessarily, private or non-commercial, and the issues complained about, which can be complex and span a number of areas.

I am unable to provide you with more specific details relating to the nature of the complaints. This is because the Ombudsman's legislation (the Health Service Commissioners Act 1993) specifies that investigations must be conducted in private (S11)(2) and that information obtained for the purpose of an investigation may only be disclosed in certain circumstances as set out in Section 15(1)(a).

Section 44 of the Freedom of Information Act 2000 states that information does not have to be disclosed if another Act of Parliament states that the information cannot be disclosed. This means we cannot provide it under Freedom of Information law.

You may be interested to know that we do publish summaries of investigations on our website. I have searched for complaints about the Trust and we do not appear to have published any to date. However, you may wish to check again at a later date.

<http://www.ombudsman.org.uk/make-a-complaint/case-summary-simple-search-and-listing>

4) The number of complaints against the Trust that were upheld or fully upheld by PHSO

Year	Partly upheld	Fully upheld
2011/12	0	1
2012/13	0	2
2013/14	4	1
2014/15	1	1
2015/16	7	1
Total	12	6

5) The number of cases in which PHSO recommended financial redress by the trust, and the range, average and total of the amounts involved.

Reporting year	Financial recommendations made
2011/12	1
2012/13	2
2013/14	5
2014/15	2
2015/16	5
Total	15
Range	£250 - £5,000
Average	£1,207
Total	£18,100

I hope my explanation is helpful. If you are dissatisfied with the handling of your request you can ask for an internal review by emailing me at: informationrights@ombudsman.org.uk.

If you still have concerns after that you can ask the Information Commissioner's

If you still have concerns after that, you can ask the Information Commissioner's Office to look into your case. Their contact details are available on their website at: www.ico.org.uk.

Yours sincerely

Rebecca Gadsdon
FOI/DP Officer
Parliamentary and Health Service Ombudsman
T: 0300 061 1516
E: rebecca.gadsdon@ombudsman.org.uk
W: www.ombudsman.org.uk

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From: Minh Alexander [mailto:minhalexander@aol.com]
Sent: 30 May 2016 13:35
To: InformationRights
Subject: FDN-259244 - Complaints against Northumbria Healthcare NHS Foundation Trust

To FOI Team Parliamentary and Health Service Ombudsman 30 May 2016

Dear Sirs,

Complaints against Northumbria Healthcare NHS Foundation Trust

Please disclose for financial years 2011/12, 2012/13, 2013/2014, 2014/2015, 2015/16:

- 1) The number of complaints to PHSO about Northumbria Healthcare NHS Foundation Trust
- 2) A breakdown of the types of complaints made about Northumbria Healthcare NHS Foundation Trust in this period
- 3) The number of complaints fully investigated by PHSO and a breakdown of the subject of this sub-set of complaints
- 4) The number of complaints against the trust that were upheld or

fully upheld by PHSU

- 5) The number of cases in which PHSO recommended financial redress by the trust, and the range, average and total of the amounts involved.

Yours sincerely,

Dr Minh Alexander

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Keywords	Investigations known to influence
Classical Conditioning Diagnoses in infancy; failure to diagnose and misdiagnoses	1

Report	Investigations beyond the report on
Clinical Care & Treatment Diagnosis & advice, failure to diagnose, inclusions Exclusions from hospital & readmission of services End of life care	1 2 3 4
Performance management	5

Approved	Approved/Not Approved
Access to services	1
Attitude of staff	2
Costs to patients	3
Communication and information (inc. confidentiality)	5
Current	1
Diagnosis + referral, failure to diagnose, misdiagnosis	2
End of life care	1
Hardware associated infection	1
Investigative assessment	1
Low-pool Care Pathway	1
Misdiagnosis	2
Proctostomy + Abdominal Swath	1
Referrals	1
Proctostomy + Nurse	2
Proctostomy + Doctor	3
Proctostomy + Other	3
Proctostomy + Failure or delay in referral + under care at home	1

[illegible]

2015/16	
Investigative Report to Author	Investigative Report to Board
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10	10
11	11
12	12
13	13
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