

FOI DISCLOSURE BY THE PHSO 1 NOVEMBER 2016

Dear Mr Alexander

Your information request: FDN 271744

I write in response to your information request of 4 October 2016 in which you asked:

'For each of the financial years, 2010/2011, 2011/2012, 2012/2013, 2014/2015, 2015/2016

Please advise:

- 1. How many complaints the PHSO received about the Department of Health?*
- 2. How many of these complaints were a) fully upheld b) partially upheld by the PHSO?*
- 3. Please give a break down of the nature of the nature of the complaints that the PHSO received about the Department of Health. It would be preferable if the PHSO can provide the raw data in spreadsheet form, with redaction as required for anonymity.*
- 4. Please share any anonymised case summaries that are available regarding complaints against the Department of Health, that were upheld by the PHSO'.*

Response

1&2) Please see the below table which shows the number of complaints PHSO received about the Department of Health (DOH) in the period requested. The table also shows how many complaints were accepted for Investigation and how many were closed in the same period.

	2010/11	2011/12	2012/13	2013/14	2014/15	2015/ 16
Received	136	146	133	137	179	183
Accepted for investigation	4	0	1	6	12	17
Investigations concluded	2	3	1	1	7	17
Fully upheld	2	3	0	0	0	0
Partly upheld	0	0	1	0	1	5
Not upheld	0	0	0	1	6	11
Resolved	0	0	0	0	0	0
Discontinued	0	0	0	0	0	1

3) Please see the attached spreadsheet which shows the keywords recorded for complaints about the DOH. The caseworker adds these keywords when an Investigation is closed. This is the only 'breakdown' that we hold.

Unfortunately we do not hold keywords data for 2010/11.

4) You can search for case summaries on our website:

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

I hope this information is helpful.

If you are dissatisfied with the way we have handled your Freedom of Information request you can ask for an internal review by emailing informationrights@ombudsman.org.uk. Beyond that you can complain to the Information Commissioner. Her office details can be found here:

<https://ico.org.uk/>.

Kind regards

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