

From: enquiries <*****>
Subject: RE: Concerns and complaints about St Andrews
Healthcare Northampton
Date: 29 January 2018 at 17:47:11 GMT
To: Minh Alexander <*****>

Dear Minh,

Here is the rest of the information you requested, thank you for your patience.

Please note we are not the providers of complaints advocacy for St Andrew's Healthcare so people send us feedback or requests for information rather than lodging official complaints.

2014/15 – no negative feedback received about St Andrew's Healthcare

2015/16 – 7 issues raised with us by patients or relatives

2016/17 – no negative feedback received about St Andrew's Healthcare

2017/18 year to date – no negative feedback received about St Andrew's Healthcare

The seven issues raised in 2015/16 can be summarised as follows: one safeguarding (this is a correction to my previous response, we have made one safeguarding referral), three patients unhappy with aspects of care or treatment, one concerned relative and one member of the public re. social media comments.

Regards,
Jo

Jo Spenceley, PhD, CMRS
Senior Healthwatch Officer – Research, Reporting and Intelligence



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First for Community Engagement



Please note that I do not work Fridays

From: Minh Alexander [mailto:*****]

Sent: 04 January 2018 12:47

To: enquiries

Subject: Concerns and complaints about St Andrews Healthcare Northampton

Dear Sir,

Concerns and complaints about St Andrews Healthcare Northampton

- 1) Please advise if Healthwatch has raised any Safeguarding concerns with the local child or adult safeguarding boards about the care of patients at St Andrews Healthcare Northampton, and if so, please

advise how many concerns have been raised, when they were raised and the broad nature of the matters referred to the safeguarding boards

- 2) Please advise how many complaints Healthwatch Northamptonshire has received about care provided by St Andrews Healthcare Northampton in the years

2014/15

2015/16

2016/17

2017/18 year to date

Please give a broad breakdown of the types of complaints received.

Yours sincerely,

Dr Minh Alexander