



Bedfordshire Hospitals
NHS Foundation Trust

Bedford Hospital
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Luton and Dunstable University Hospital
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www.bedfordshirehospitals.nhs.uk

FOI Request 056

Response from Luton and Dunstable University Hospital

At present there are no recorded cases to match the criteria.

Response from Bedford Hospital

from 1st March to present day and I identified three PALS concerns which is summarised below.

PALS cases

1. Query made by a GP practice, patient had not been contacted in relation to a 2ww referral. The patient was seen two days later than they should have been.
2. Patient felt there had been a delay in receiving immunotherapy information pack and consent forms which was also causing delay in cancer treatment. – escalated by PALS – patient contacted and an appointment was offered the following day and treatment commenced the day after.
3. Patient unhappy with delay in sample analysis - escalated to the cancer specialist nurses and the results were chased up .

Kind Regards
FOI Team

