

25/01/2022

Dear Requester,

FOI 1098

Thank you for your Freedom of Information request which was received within the Trust.
Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

I require a list of all patient feedback received regarding the plastics department in the year 2021.

The FFT feedback is attached and only 10 issues raised with PALS which were are follows;

- 1) (1-5) x letter not received relating to an outpatient appointment
- 2) (1-5) x availability of outpatient appointment
- 3) (1-5) x cancellation of outpatient appointment
- 4) (1-5) x unable to contact service
- 5) (1-5) x communication issues with the patient
- 6) (1-5) x delay in getting information from staff

There were no formal complaints

We received 5 comments in total however 2 of the comments did not give consent to publish the comments. Attached are the 3 comments that did give consent.

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

FOI Officer

Bedfordshire Hospitals NHS Foundation Trust