

01/11/2022

Dear Requester,

**FOI 1750**

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

1. **In your trust, in each of the last 5 calendar years, how many formal patient/family complaints were made regarding communication?**

324 complaints

1. **How many of these complaints were regarding lack of updates to Next of kin or patient families?**

253 complaints

1. **In your trust in the last 5 years, what were the top 5 categories for complaints? For example, 'communication' or 'clinical care' may be examples**

These vary every month but the usual ones are stated below:

* Clinical Treatment
* Communications
* Patient care
* Values and behaviours (staff)
* Admissions and Discharges or Appointments.

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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](http://www.ico.org.uk/)

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust